

# Aastra Model 6867i IP Phone Quick Reference Guide for Clearspan





Line/Call Appearance Lights		
Idle	Off	No call activity on this line/call appearance.
Connected	Solid	A call is connected to the phone on this line/call appearance.
Ringing	Fast Flash	A call is ringing in on this line/call appearance.
On Hold	Slow Flash	A call is on hold on this line/call appearance.



MWI Light	
Slow Flash	You have a new message.
Rapid Flash	You have an incoming call.
Even Flash	One or more calls are on hold.

Speaker/Headset Light	
On Solid	Speaker Mode
Slow Flash	Headset Mode

## Redialing

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


## Holding and Resuming

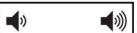
- To place a call on hold, press the  key when connected to the call.
- To resume the call, press the  key again or press the **Line** key corresponding to the line where the call is being held.

## Muting


When you activate mute, you cannot be heard on an active call or on a conference, and the Mute key light is on. Press the  key to mute the handset, headset, and speakerphone.

## Adjusting the Volume

Press the  keys during a call to change the volume at which you hear the other parties in the call.

Press the  keys when you are not on a call to change the volume of the phone's ringer.

## Placing a Call

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

## User Interface (UI) Overview

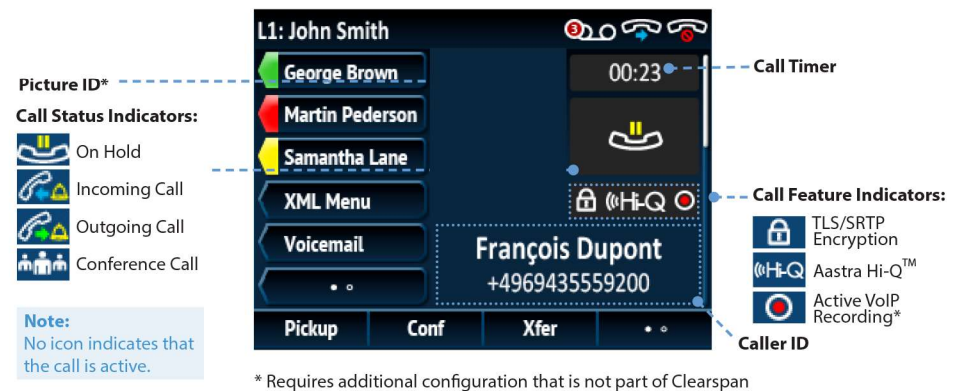
### Home Screen

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.



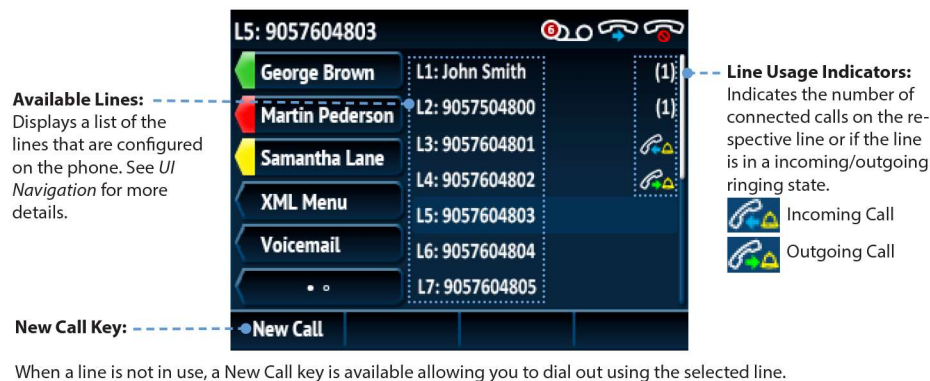
### Detailed-View Call Screen

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.



### Line Selection Screen

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



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

### 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.



## UI Navigation

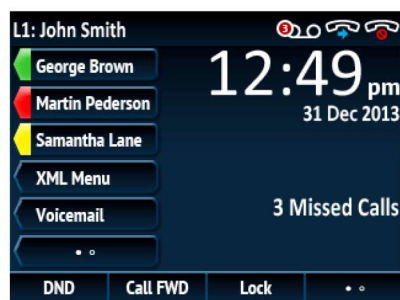


UI navigation is easily performed using the navigation buttons located to the right of the LCD screen. The Left and Right navigation buttons are used to switch to the different screens and the Up and Down buttons are used to highlight and scroll through the different lines/calls on the respective screen. The center Select button is used to activate a selection. The figure below provides a visual representation of the different screens and the UI behavior when a navigation button is pressed.

**Note:**

The Detailed-View Call Screen is only accessible when at least one call is in a ringing or connected state. Moreover, the Multi-View Call Screen is only accessible when more than one call is a ringing or connected state.

Home Screen



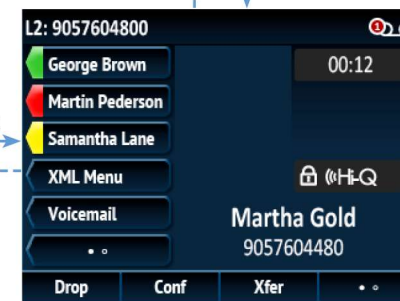
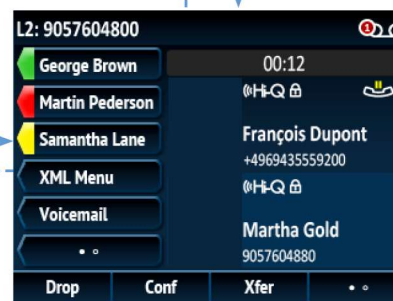
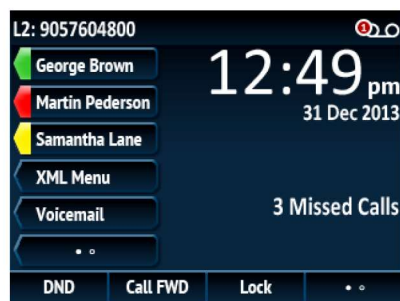
Line Selection Screen



Multi-View Call Screen



Detailed-View Call Screen



Press Right  
Press Left

Press Right  
Press Left

Press Right  
Press Left

Press Right  
Press Left

Press Right  
Press Left

Press Right  
Press Left

Press Up  
Press Down

Press Up  
Press Down

Press Up  
Press Down


## 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.

### Transferring Calls



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.

### Conferencing

#### Establish the Conference

1. Connect to the first party to include in the conference.
2. Press the  key or **Conf** softkey.
3. Dial the number of the party to add to the conference.
4. Wait for the new party to answer and announce the conference.
5. Press the  key or **Conf** softkey again. The conference is established.
6. To add more parties, repeat steps 2 through 5.

#### Cancel the Third Party

1. Press the **Cancel** softkey while the third party phone is ringing.
2. Press the **Pickup** softkey to reconnect to the original party.


### Forwarding Calls

You can use the Call Forward feature to automatically forward incoming calls to another number.

1. Press the **Call Forward** softkey. The Call Forward screen displays.
2. Use the Up and Down navigation buttons to select the options for All, Busy, or No Answer call forwarding.
3. Press **Save**.

### Callers List

You can access a list of up to 200 incoming calls.

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

### Call Logs

The Call Log contains information for both incoming and outgoing calls.

1. Press the programmed **Call Logs** softkey.
2. Select Dialed, Received, or Missed.
3. Use the Up or Down navigation buttons to scroll through the entries.
4. To view details such as the phone number and date/time of the call, press **Display**. To dial an entry from the list, press **Dial**. To save a line item to the next available speed dial code, press **Add Speed**.