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.

**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/EH-S 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.
### 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>![Key Icon]</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>![Key Icon]</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>![Key Icon]</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>![Key Icon]</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>![Key Icon]</td>
<td><strong>Volume Controls</strong> - Adjusts the volume for the handset, ringer, and handsfree speakerphone.</td>
</tr>
<tr>
<td>![Key Icon]</td>
<td><strong>Callers List Key</strong> - Accesses a list of the last 200 calls received.</td>
</tr>
<tr>
<td>![Key Icon]</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 lastdialed number.</td>
</tr>
<tr>
<td>![Key Icon]</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>![Key Icon]</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>![Key Icon]</td>
<td><strong>Directory Key</strong> - Accesses a directory of names and phone numbers (stored in alphabetical order).</td>
</tr>
<tr>
<td>![Key Icon]</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 <strong>Select</strong> button selects/sets options and performs various actions (such as dialing out when in the Directory, Callers, and Redial Lists).</td>
</tr>
<tr>
<td>![Key Icon]</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 1/0 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 1/0 key for hands-free 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

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 a 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 **Erase** key or **Xfer** softkey to complete the call transfer.
   OR
   If you are not connected to the transfer recipient, press the **Erase** key or **Xfer** softkey, enter the recipient’s number and press the **Dial** softkey. At any time, press the **Erase** 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 **Join** 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 **Join** key or **Conf** softkey, enter the conference target’s number and press the **Dial** softkey. At any time, press the **Join** 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 
   (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 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.
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.

   **Note:**
   - 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 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 have 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.