Getting Started

To resume a call, press the **Redial** softkey.

To place a call on hold, press the **Hold** softkey.

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

Basic Call Handling

**Placing a Call**
1. Lift the handset, press a Line key, or press the **Mute** 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 **Goodbye** key.

**Answering a Call**
Lift the handset for handset operation or press the Line key or **Mute** key for hands-free operation.

**Ignoring a Call**
Press the **Ignore** 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 **Redial** 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 **Redialing** key twice to call the last dialed number.

**Muting**
Press the **Mute** softkey to mute the handset, headset, or speakerphone.

**Holding and Resuming**
1. To place a call on hold, press the **Hold** key when connected to the call.
2. To resume the call, press the **Hold** 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 Selection Screen**
The Line Selection Screen allows you to easily view the lines in use and select a line to act upon.

**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.
Advanced Call Handling

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

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

Note:

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 Xfer softkey to complete the call transfer.
   OR
   If you are not connected to the transfer recipient, press the Xfer softkey, enter the recipient’s number and press the Dial softkey. At any time, press the 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 Xfer softkey to complete the 3-way conference.
   OR
   If you are not connected to the party you wish to conference in, press the Xfer softkey, enter the conference target’s number and press the Dial softkey.
   At any time, press the Xfer 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.

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), 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 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.