

Aastra® 6863i SIP IP Phone Quick Reference Guide for Clearspan®

Note: Your phone has been configured by your system administrator according to the needs of your organization. You may not have access to some of the features described, and your softkey panel may vary from what is shown here.



Placing a Call

1. If desired, take the phone off-hook by lifting the handset. You can also press any Line key, or simply start dialing to use speakerphone.
2. If you lifted the handset or pressed a Line key, enter the number you wish to call at the dial tone.
3. After you dial the number, the call is placed and you hear the ringback tone.

If you are unable to make calls within certain area codes, check with your administrator for any restrictions on long distance area codes or dialing prefixes.

Muting a Call

You can mute the handset, headset, or speakerphone.

Press to switch mute on or off. When you activate mute, you cannot be heard on an active call or on a conference, and the key light is on.

Using the Handsfree Speakerphone

- To dial using handsfree, simply start dialing the number to call, or press and then enter a number at the dial tone.
- To answer a call on your phone using handsfree, press or the line/call appearance key.
- When using the handsfree speakerphone, press to disconnect the call.
- When handsfree is on, the speaker light is on.

Line/Call Appearance Lights

Line/Call Appearance Lights		
Idle	Off	There is 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 (s).
Rapid Flash	You have an incoming call.
Even Flash	One or more calls are on hold.

Speaker Light	
On Solid	Speaker Mode
Slow Flash	Headset Mode

Placing Calls on Hold

Place a Call on Hold

Press the key on the phone while on an active call. The timer runs and the Line and MWI lights flash.

Retrieve a Call on Hold

Press the key again or the Line key where the call is on hold.

Manage Multiple Calls on Hold

1. Press or to scroll through the call information for multiple calls on hold.
2. Press the key or Line key to reconnect to a held call.

Customizing Your Phone

Use the **Options** menu to access settings such as Ring Tones, Time and Date, Speed Dial, Phone Status, Restart, and Lock.

Note: Consult with your administrator before changing any phone settings using the Options menu.






1. Press **Options** on the phone. A menu displays.
2. Press the and keys to view the different options.
3. Press **Select**, **Enter**, or the corresponding number to select an option.
4. Make the desired changes.
5. Press **Select**, **Set**, or **Done** to save the changes.
Press **Options**, , or to exit.


Using the Programmed Softkeys

The programmable softkeys on the 6863i phone can be configured for various functions such as Callers List, Redial, Transfer, Voicemail, Conference, and Do Not Disturb. For information about softkey functions not described in this document, refer to the *Aastra Model 6863i SIP IP Phone User Guide for Clearspan*, or contact your administrator.

Using the Callers List



You can access a list of up to 200 incoming calls. The list provides the calling number, the name (if known), and the date/time the call was received. You can clear the phone's Missed Calls display by viewing the Callers List.


1. Press the programmed  **Callers List** softkey.
2. Use ▲ and ▼ to scroll through the Callers List entries.
 -  Indicates a missed call.
 -  Indicates an answered call.
 - N** indicates a new missed call.
3. To dial a caller from the list, press , lift the handset, or press a Line key.
4. Press  to exit the Callers List.

Note: If Callers List is not a programmed softkey, you can access the list by pressing  **Options**, then **Services** and **Callers List**.

Using the Redial List




You can access a list of the last 100 numbers you called from your phone. The list provides the number dialed, the name (if known), and the date/time the number was dialed.


1. Press the programmed  **Redial** softkey.
2. Use ▲ and ▼ to scroll through the entries.
3. To dial a number from the list, press , lift the handset, or press any Line key.

Note: If Redial is not a programmed softkey, you can access the list by pressing  **Options**, then **Services** and **Redial**.

Transferring Calls

You can use the Transfer feature to transfer an active call from your phone to another phone.


1. Press the programmed  **Transfer** softkey.
2. Press ► and enter the number of the destination party.
3. To consult with the destination party, wait for the party to answer, and announce the transfer. To complete the transfer, press  **Transfer** again or  hang up. "Call Transferred" appears on the phone display. To cancel the transfer before the destination party answers, press ◀ **Cancel**.

Note: If Transfer is not a programmed softkey, you can access the feature by pressing  **Options**, then **Services** and **Transfer**.

Accessing Voicemail

The Message Waiting Indicator on the phone flashes when you have a new voicemail message.


Press the programmed **Voicemail** key to call into your Voicemail system.

Note: If Voicemail is not a programmed softkey, you can access the feature by pressing  **Options**, then **Services** and **Voicemail**. Use ▲ and ▼ to scroll through the accounts, and press ► **Select** to call.

Creating a Conference

You can create multiple conferences with up to 15 participants when your administrator enables Clearspan conferencing on your phone.


1. Connect to the first party to include in the conference.
2. Press the programmed **Conference** softkey.
3. Dial the number of the third party to add to the conference.
4. When the third party answers and agrees to join the conference, press the programmed **Conference** key again.
5. Press an available Line key to add a fourth party to the conference.
6. When the fourth party answers and agrees to join the conference, press the programmed **Conference** key again.
7. Press the Line key that has the conference.
8. Press the programmed **Conference** key again to join all parties.
9. To add more parties, repeat steps 5 through 8.

Note: If Conference is not a programmed softkey, you can access the feature by pressing  **Options**, then **Services** and **Conference**, after connecting to the first party.

Using Do Not Disturb

Do Not Disturb prevents the phone from ringing and receiving incoming calls.

Press the programmed **Do Not Disturb** key to activate or deactivate the Do Not Disturb feature.

Note: If Do Not Disturb is not a programmed softkey, you can access the feature by pressing  **Options**, then **Services** and **Do Not Disturb**.