Aastra Model 6867i IP Phone Quick Reference Guide for Clearspan

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.

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 sppearance.
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

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.

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.

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 their 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.

New Call Key:

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

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

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.

Picture ID*

Call Status Indicators:

- On Hold
- Incoming Call
- Outgoing Call
- Conference Call

Note: No icon indicates that the call is active.

Call Timer

Call Feature Indicators:

- TLS/SRTP Encryption
- Aastra Hi-Q™
- Active VoIP Recording*

Caller ID

* Requires additional configuration that is not part of Clearspan

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.

Call Feature Indicators:

- TLS/SRTP Encryption
- Aastra Hi-Q™
- Active VoIP Recording*

Picture ID

Caller ID

Call Timer

Call Status Indicators:

- On Hold
- Incoming Call
- Outgoing Call
- Conference Call

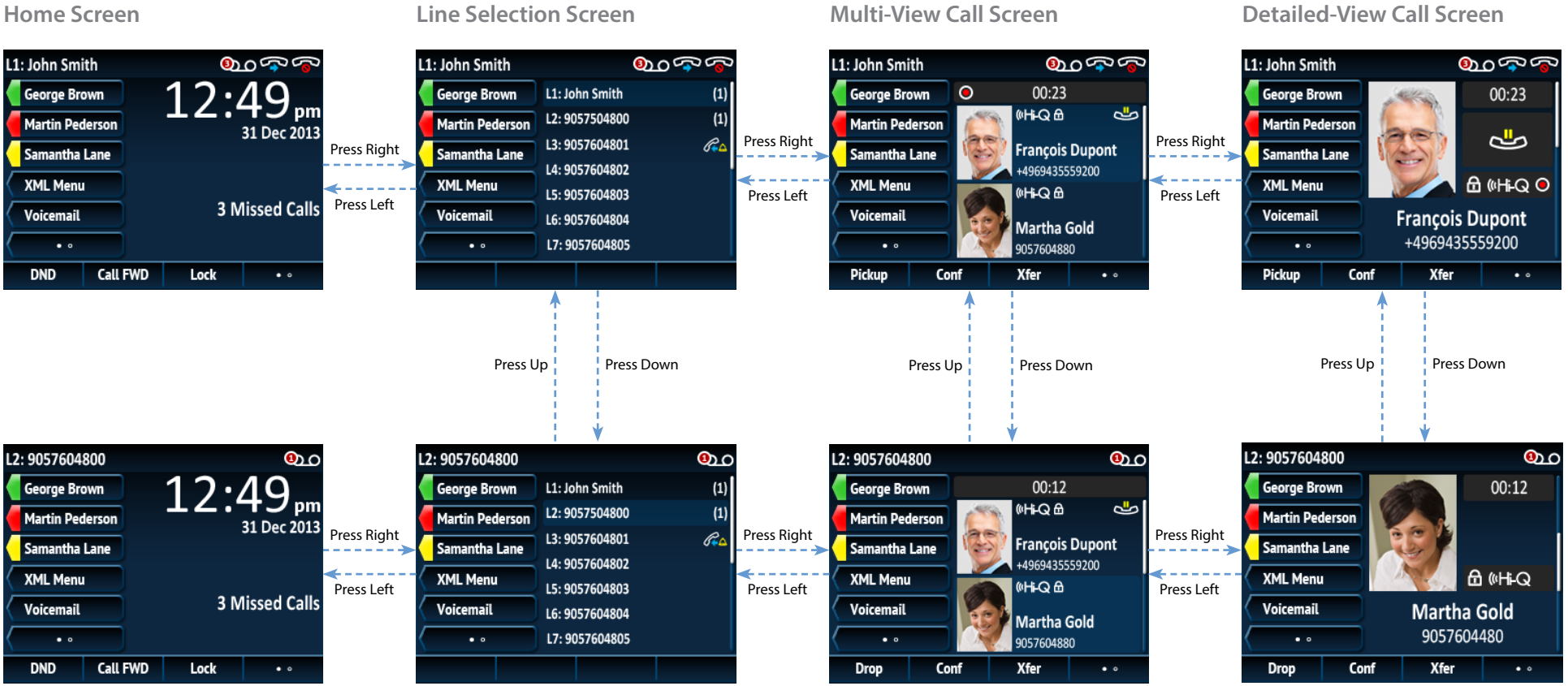
Note: No icon indicates that the call is active.

* Requires additional configuration that is not part of Clearspan

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.



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**.

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 center Select button to place a call using the contact's default phone number. If you want to place a call to a different phone number for the contact (if applicable), highlight the number using the navigation buttons, and press the center Select key.

Directory Lookup

Directory Lookup allows you to search an LDAP or Outlook directory.

1. Press the key or **Directory** softkey to access the corporate directory.
2. Search for any name by entering letters using the phone's keypad.
3. Press **Lookup** to retrieve a list of possible matching names. You can scroll up and down in the list that is returned.
4. Press **Dial** to call the selected entry in the list. You can also press **Display** to search for additional numbers available for the selected name, or **Speed Dial** to add the number to your speed dial entries.
5. To exit the Directory, press **Back** and **Cancel**.

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**.