Getting Started

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**: Displays the line name.
- **Date and Time**: Shows the current date and time.
- **Left Softkeys**: 6 programmable keys that support up to 20 functions.
- **Options**: Access services and options to customize your phone.
- **Volume**: Adjusts the volume for the phone.
- **Presence**: See Other Features for more details.
- **Goodbye**: Closes the call and returns to the Home Screen.
- **Hold**: Places the call on hold.
- **Mute**: Mutes your phone.
- **Volume**: Adjusts the volume for the phone.
- **Speaker/Headset**: Toggles the phone's audio between speaker and headset. May cause damage to the phone and will void your warranty.

For more information 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 Dial softkey.
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 send the incoming call directly to voicemail.

Redialing
Press the 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.

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.

- **Caller ID**: Indicates the caller's name and phone number.
- **Call Timer**: Displays the duration of the call.
- **Call Status Indicators**:
  - On Hold
  - Incoming Call
  - Outgoing Call
- **Conference Call**: Indicates if the call is part of a conference.
- **Picture ID**: Shows the caller's picture if available.

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.
Getting Started

Left Softkeys: 6 programmable keys that support up to 20 functions.

Bottom Softkeys: 4 programmable state-based soft keys that support up to 18 functions.

Presence: See Other Features for more details.

Goodbye

Hold

Options: Access services and options to customize your phone.

Mute

Volume

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/EHS 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.

For more information 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 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.

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 Mute 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 hold.

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:

- Home Locked
- Do Not Disturb
- Call Forward
- Status Messages

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.

Detailed-View Call Screen

- Picture ID
- Call Status Indicators:
  - On Hold
  - Incoming Call
  - Conference Call
  - Outgoing Call
- Call Feature Indicators:
  - TLS/SSPRO
  - Aastra Hi-Q
  - Active VoIP Recording
- Call Timer
- Caller ID

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.

Multi-View Call Screen

- Picture ID
- Call Feature Indicators:
  - TLS/SSPRO
  - Aastra Hi-Q
  - Active VoIP Recording
- Call Timer
- Caller ID

Note: The size indicates that the call is active.
Aastra Model 6867i IP Phone Quick Reference Guide

Getting Started

Basic Call Handling

Placing a Call
1. Lift the handset, press a Line key, or press the Dial softkey.
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.

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.

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.

For more information please refer to the 6867i IP Phone User Guide.
Advanced Call Handling

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

**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 **Transfer** softkey 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 **Conference** softkey to complete the 3-way conference.

**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 **Presence** key.
2. Press a left softkey that is configured with BLF or Speed Dial functionality. The contact information screen will be displayed.
3. To switch to another contact, simply press the desired BLF or Speed Dial softkey.

**Using the Directory**

1. Press the **Directory** key.
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 contact (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 **Callers List** key.
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.

**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 **Presence** key.
2. Press a left softkey that is configured with BLF or Speed Dial functionality. The contact information screen will be displayed.
3. To switch to another contact, simply press the desired BLF or Speed Dial softkey.

**Using the Directory**

1. Press the **Directory** key.
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 contact (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 **Callers List** key.
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.

**Note:**

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

UI Navigation

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

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