


## 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.

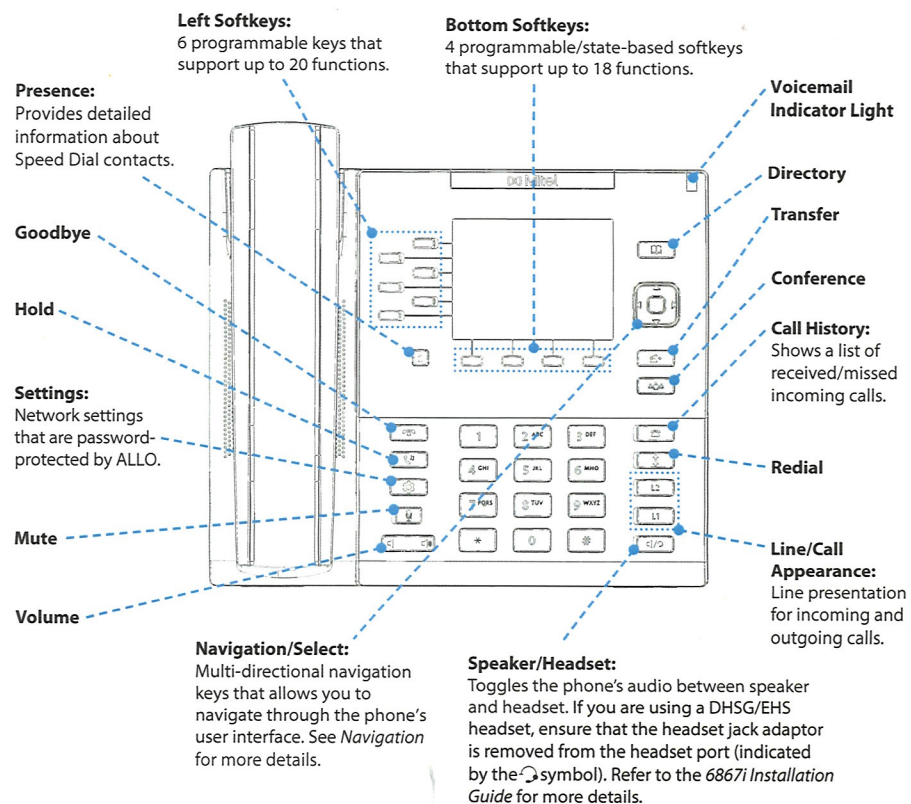
### Using the Directory

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.

## Getting Started




#### 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.


## Basic Call Handling

### 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.



### 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.



## 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. Press the  key or the **Xfer** softkey. This places the current call on hold.
3. Dial the number or the party to whom you want to transfer the call.
4. Press the  key or the **Xfer** softkey before the receiving party answers to perform a blind transfer.

OR

Wait until the party has answered and then press the  key or **Xfer** softkey, to complete the 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. Press the  key or **Conf** softkey. This places the current call on hold.
3. Dial the number of the other party or, if applicable, press the **Line** key where the other party is being held.
4. When the other party answers, press the  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.





## Answering a Call

Lift the handset for handset operation or press the **Line** key or  key for handsfree operation.

## Call Transferring

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2. Press the  key or the **Xfer** softkey. This places the current call on hold.
3. Dial the number of the party to whom you want to transfer the call.
4. Press the  key or **Xfer** softkey before the receiving party answers to perform a blind transfer.  
OR  
Wait until the party has answered and then press the  key or **Xfer** softkey to complete the 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. Press the  key or **Conf** softkey. This places the current call on hold.
3. Dial the number of the other party or, if applicable, press the **Line** key where the other party is being held.
4. When the other party answers, press the  key or **Conf** softkey again to complete the 3-way conference.

## Voicemail

1. Press the **Voicemail** softkey button OR dial \*15. Follow the prompts accordingly.
2. To access voicemail outside of the office:

Dial your 10-digit direct phone number, listen completely to your voicemail greeting, then press \* to access the voicemail prompts directly.

## Navigation Pad



Navigation is easily performed using the navigation pad 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 changes made when a navigation key is pressed.

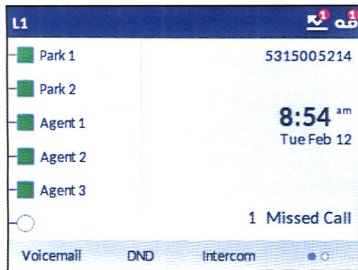
**Note:**

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.

## User Interface 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 a idle state.



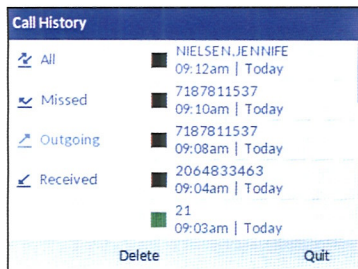
### Detailed-View Call Screen

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.



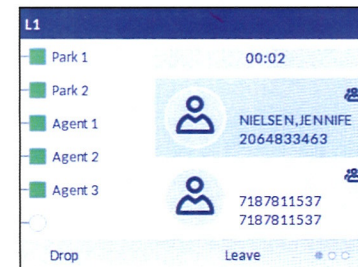
### Call History Screen

The Call History Screen allows you to easily view All, Missed, Outgoing, and Received calls. You can use the arrow pad to highlight and dial a caller of your choice.



### 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 from two remote parties can be seen simultaneously.





### Use Call Waiting

1. When you hear a brief tone, you're being alerted to a new call coming in.
2. To answer the call: Briefly press and then release your phone's receiver, Flash, or Recall button to put the first caller on hold and accept the incoming call.
3. To alternate between two calls: Briefly press and then release your phone's receiver, Flash, or Recall button.



### Use Call Forwarding

1. Dial \*72 to enable call forwarding.
2. Wait for the confirmation tone.
3. Disable call forwarding by dialing \*73.



### Listen to Your Voicemail

1. Press the voicemail button or dial \*15.
2. You will be asked to set up your voicemail and record your name and a greeting.  
**Voicemail PIN:** \_\_\_\_\_
3. Enter your desired voicemail password. This should be at least six digits long.
4. If you have new messages, the messages will be identified.
5. After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.



### Record Your Voicemail Greeting

1. Access your voicemail by dialing \*15.
2. From the Main Menu, press 3.
3. To set up a personal greeting, press 1.
4. To set up a system-generated greeting or to change the recording of your name, press 3.
5. To change the greeting that callers hear when you're busy, press 5.
6. If you don't record a personal greeting, a generic greeting will be played.

**Note:** If you have a voicemail feature on your phone or an answering machine connected, these features will not