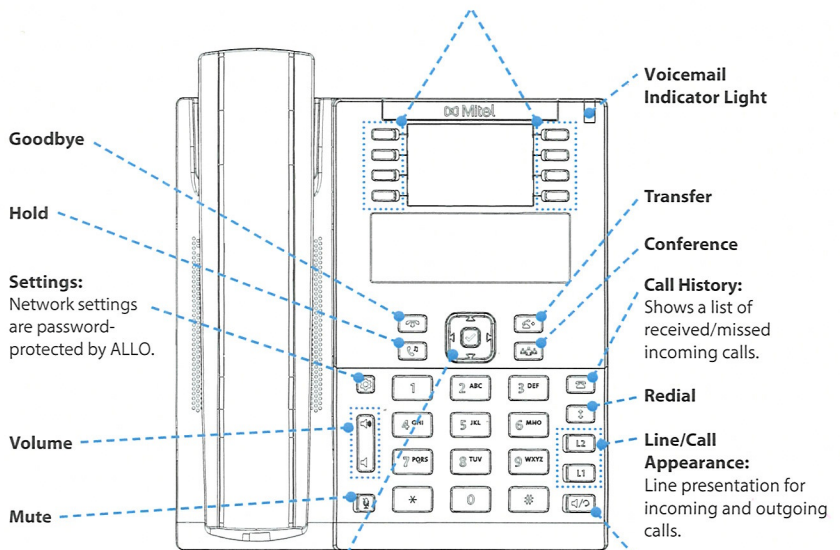


## Getting Started

### Programmable Keys:

8 keys can be programmed to preferred functionality.



### Navigation/Select:

Use **▼▲** to scroll through menus or messages on the screen.

Use **◀▶** to view different line/call appearances.


When editing entries, pressing the **◀** key erases the character on the left, and pressing the **▶** key sets the option.

Alternatively, pressing the center **☑** key sets the option as well on specific screens.


**Speaker/Headset:**  
Toggles the phone's audio between speaker and headset. Refer to the *6865i Installation Guide* for more details.

## 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** key.


### 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 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 **▲** and **▼** navigation keys to scroll through the entries and press the  key 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 6865i 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. 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.

## Other Features




### Using Callers List

1. Press the  key to access Callers List.
2. Scroll through the list by pressing the **▲** and **▼** navigation keys.
3. Press the  key to place a call to the respective entry.



## Answering a Call

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

## Call Transferring

1. Ensure you are on an 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 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.



## 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, those features will not work with your ALLO voicemail service.