PLACING A CALL
1. Lift the handset, press a line key, or press the 9/0 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 9/0 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 appearance.
- **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 9/0 key once to access a list of recently dialed numbers. Use the ▲ and ◄ navigation buttons to scroll through the entries and the ○ button (or Dial softkey) to redial the selected number. Press the 9/0 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, 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 SELECTION SCREEN

The Line Selection Screen allows you to easily view the lines in use and select a line to act upon.

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.

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

* Requires additional configuration that is not part of Clearspan
UI navigation is easily performed using the navigation buttons located to the right of the LCD screen. The ▲ and ▼ navigation buttons are used to switch to the different screens and the ▶ and ◀ buttons are used to highlight and scroll through the different lines/calls on the respective screen. The ☑ 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 in 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 ▲ and ▼ 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 ▲ or ▼ 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 ▲ or ▼ 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 ▲ or ▼ 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 the ▲ and ▼ navigation buttons to select the options for All, Busy, or No Answer call forwarding.
3. Press Save.

NOTE: To switch to another contact, simply press the desired BLF or Speed Dial softkey.

DIRECTOR 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.

CALL LOGS

The Call Log contains the call history stored on the server.
1. Press the programmed Call Logs softkey.
2. Select Dialed, Received, or Missed.
3. Use the the ▲ and ▼ 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.

CALLERS LIST

You can access the call history stored on the phone.
1. Press the ☑ key to access the Callers List.
2. Select All, Missed, Outgoing, or Received.
3. Scroll through the list by pressing the ▲ and ▼ navigation buttons. If you would like to view additional entry details, press the ▲ navigation button. Press the ☑ button to place a call to the entry.

PRESENCE KEY

The Presence key is used to access the contact information screens, which provide detailed information about respective Busy Lamp Field (BLF) or Speed Dial contacts.
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.
3. Press the ☑ 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 ☑ key.

NOTE: The Call Forward feature can also be accessed by pressing the Forward softkey, entering the recipient’s number, and pressing the Dial softkey.