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Placing a Call

Lift the handset, press a Line key, or press the  key.
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

To place a call on hold, press the  key when connected to the call.

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.

Call Transferring

Ensure you are on active call with the party you wish to transfer.

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.

3-Way Conferencing

Ensure you are on active call with one of the parties with whom you wish to create a conference.

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  key or Conf softkey to complete the 3-way conference. --OR--

If you are not connected to the party you wish to conference in, press the  key or Conf softkey, enter the conference target's number and press the Dial softkey. At any time, press the  key or Conf softkey again to complete the 3-way conference.

Using the Directory

Press the  key to access the Directory.

Scroll through the list by pressing the Up or Down navigation keys or enter characters using the keypad to use the search feature.

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

Press the  key to access the Callers List.

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.

Press the Select key to place a call to the respective entry.