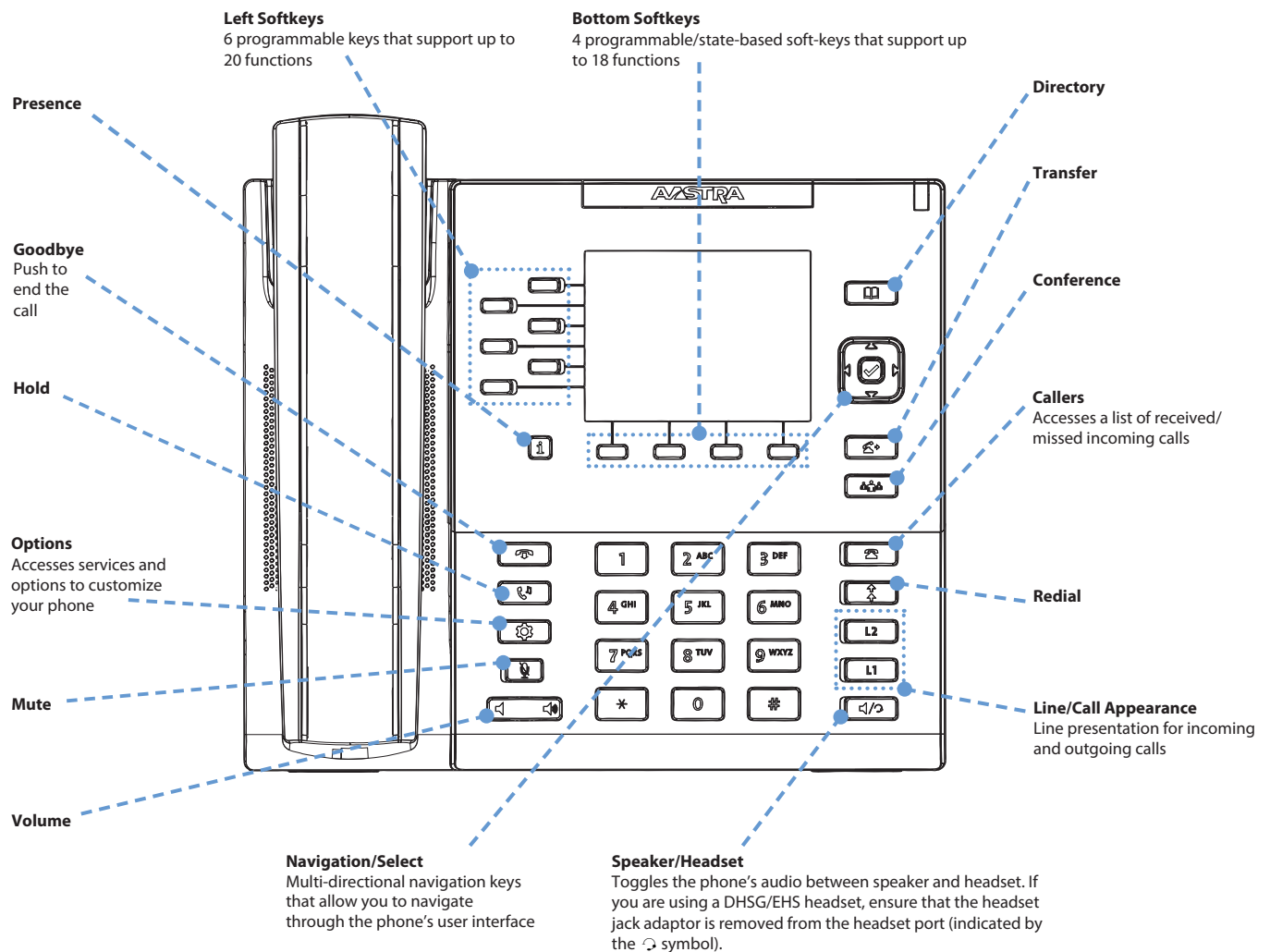


## Aastra Model 6867i IP Phone Quick Reference Guide

### Getting Started

This quick reference guide will help you navigate your new campus telephone. Below is a diagram of the new office telephones with descriptions of the available buttons, including the "Goodbye" button. On the back of this guide, you will find both Basic and Advanced Call Handling instructions. If you have any issues with your new campus telephone, please contact Telephone Services at 310-243-3800.

You may also want to watch some of our helpful 1-2 minute tutorial videos to learn more about your new campus telephone. Our tutorial videos may be found online at <http://www4.csudh.edu/it/services/telecommunications/voip/>




**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

### 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  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 the **Dial** softkey. At any time, press the  key or Xfer softkey again 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  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.

#### Note:

If the 3-way conference is successful,  icons will be displayed in the call status indicator area of both conference participants.