



UC Santa Cruz Aastra 6867i Quick Reference Guide

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ITS.UCSC.EDU/PROJECT-MANAGEMENT/TIU/

For additional information or to report a problem, call the ITS Support Center at **459-HELP** and select Option 4 or open a ticket at <http://itrequest.ucsc.edu>.

Key Description

-  **Goodbye key:** Ends an active call or sends an incoming call to voicemail.
-  **Hold key:** Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is blinking.
-  **Options key:** Access services and options to customize your phone.
-  **Mute key:** Mutes the microphone so that your caller cannot hear you.
-  **Volume Control key:** Adjusts the volume for the handset, headset, ringer and hands free speaker.
-  **Local Directory key:** Lists stored names & numbers.
-  **Directional Pad:** Arrows navigate through menus and text fields, while the center button selects an item or applies changes to a text field.
-  **Transfer key:** Transfers the current active call to another extension.
-  **Conference key:** Initiates a conference call by combining two active calls.
-  **Call List:** Lists up to 100 past incoming calls. You may dial a number by pressing the center key on the Directional pad.
-  **Redial key:** Lists up to 100 past outgoing calls. Pressing the **Redial** key twice redials the last called number.
-  **Line/Call Appearance keys:** Connects you to a line or call.
-  **Speaker key:** Activates hands-free mode for making and receiving calls. When the audio mode option is set, this key is used to switch between a headset and the speaker.
-  **Presence key:** Not used.

Basic Phone Features

- Make a call:**
1. Lift the handset
 2. Dial the number from the keypad.
 3. Wait for the call to be dialed or press the **Dial** softkey.
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- Answering a call:**
For hands-free operation: press the **Speaker/Handset**  key or the flashing **Line** key for the incoming call.
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- Redial:**
Press the **Redial**  key. Scroll through available numbers. Press the **Dial** softkey or the center key on the Directional pad to dial.
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- Ending calls:**
To end a call, return the handset to its cradle or press the **Goodbye**  key.

Softkeys—10 softkeys on the 6867i IP Phone

- 6 Top Keys:** Static softkeys that support up to 20 user-programmable functions.
- 4 Bottom Keys:** Context-sensitive keys that serve up to 18 static functions.
- These softkeys will display when your phone is idle:**
1. **Directory**— Access the campus automated directory system.
 2. **Voicemail**— Access the campus voicemail system.
 3. **Help Desk**— Dial 459-HELP (or 459-4357) to contact the ITS Support Center.
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- These softkeys will display when you lift the handset:**
1. **Dial**— After entering a phone number from the keypad, press the **Dial** softkey to immediately dial the number.
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- These softkeys display when an incoming call arrives:**
1. **Answer**— Answers an incoming call.
 2. **Ignore**— Sends an incoming call directly to voicemail.
 3. **Silence**— Turns the ringer off until the caller hangs up or is directed to voicemail.

Advanced Call Handling & Features

Call Hold:

1. To put a call on hold, press the **Hold**  key.
2. To retrieve the call, press the **Hold** key again *or* press the **Line** key where the call is on hold.

Call Transfer:

1. With a call on the line press the **Transfer**  key. This places the current call on hold.
2. Dial the number which you wish to transfer the call to.
3. Press the **Transfer** key again and the call will be immediately transferred.

Call Waiting:

When you are on the line and a second call arrives you will hear a brief tone and see a **Line** key flashing. You may:

1. Press **Answer** or press the flashing **Line** key.
2. Press **Ignore** to send the call straight to voicemail.
3. Do nothing and the call will go to voicemail after 3 rings.
4. Switch calls by pressing the line key of the call you wish to connect to.

Conferencing:

1. During a regular call, press a **Line** key to get dial tone. Your current call will be put on hold.
2. Dial the person you want to join your conference.
3. Once this person has answered, press the **Conference**  key to set up the three way call.
4. Repeat steps 1 - 3 to add additional conference members.

Missed Call Notification:

When a call rings your phone and isn't answered you will see a message in the bottom right your display, "1 Missed Call"

1. To view missed calls press the **Call List**  key.
2. Use the arrow buttons to scroll through the list.

Diversion:

1. Press the **Diversion** softkey to the upper left side of the display.
2. Press the **Select** softkey or the center button on the **Directional Pad**. Your **Diversion** softkey key will light.

Voicemail:

When you have one or more unheard voice messages waiting, the light at the top right corner of your phone will flash. To access voicemail: Press the **Voicemail** softkey.

Programming your Local Directory:

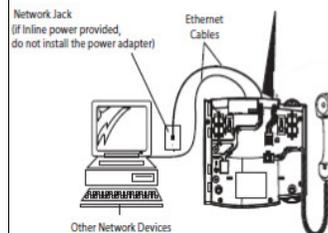
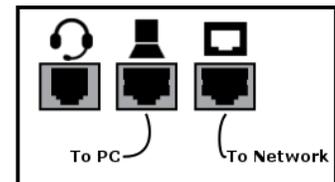
1. Press the **Local Directory**  key, not to be confused with the **Directory** softkey.
2. Press the **Add New** softkey.
3. Select the a field using the **Directional Pad** and enter information using the keypad letters.
4. Press the **Right arrow** to open the numbers menu and enter a number using the keypad. Remember to use a leading 6 for an outside call.
5. Press the **Save** softkey.

WE'RE ON THE WEB

<http://its.ucsc.edu/voip/>

Connecting your IP Phone to the network

- ◇ Your Aastra 6867 IP phone **must be connected to the network jack** to work.
- ◇ Connect your computer to the network by plugging in the Ethernet network cable to the back of the phone in the port with a PC icon, as shown below.



- ◇ **Do not move your phone without placing an order. This will cause 911 info to be invalid, and you will be contacted by ITS.**
- ◇ **Please remember: you must follow your department's protocol to order a phone or extension move**

Clearing Missed Calls:

Simply press the **Call List**  key to open the Call List and then press the Quit softkey. This will clear the notification.

CONTACT US AT
459-HELP (Option 4)