### Getting Started

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

**Top Softkeys:**
12 programmable keys that support up to 44 functions.

**Bottom Indicators:**
5 programmable indicator-based softkeys that support up to 24 functions.

**Callers:**
Access a list of incoming/mixed incoming calls.

**Redial:**
Indicators:
- Phone/Line Status: Line presentation for incoming and outgoing calls.
- Call Timer:
- Call Feature Indicators:
  - TLS/STTP
  - Mirat II Q™
  - Active VoIP Recording
- Caller ID:
- Call Status Indicators:
  - On-Hold
  - Incoming Call
  - Outgoing Call
  - Conference Call

**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.

**Available Lines:**
Displays a list of the lines that are configured on the phone. See UI Navigation for more details.

**New Call Key:**
When a line is not in use, a New Call key is available allowing you to dial-out using the selected line.

**Line Selection Screen**
Top Softkeys:
- 2ND
- Call Hold
- Line 1
- Line 2
- Line 3
- Line 4
- Line 5
- Line 6
- Line 7
- Line 8
- Line 9
- Line 10
- Line 11
- Line 12
- Line 13
- Line 14
- Line 15
- Line 16
- Line 17
- Line 18
- Line 19
- Line 20
- Line 21
- Line 22
- Line 23
- Line 24
- Line 25
- Line 26
- Line 27
- Line 28
- Line 29
- Line 30
- Line 31
- Line 32
- Line 33
- Line 34
- Line 35
- Line 36
- Line 37
- Line 38
- Line 39
- Line 40
- Line 41
- Line 42
- Line 43
- Line 44

**More Softkeys:**
Dots indicate the number of softkey “pages” and its relative position.

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### 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 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.

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### 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/Screen Name Indicator**
- **Date and Time**
- **Top Softkeys**

#### 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**
- **Picture ID**
- **Millis**
- **Call Status Indicators**
- **Call Timer**
- **Picture ID**
- **Call Feature Indicators**
- **Caller ID**

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### 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**
- **Picture ID**
- **Millis**
- **Call Status Indicators**
- **Call Timer**
- **Call Feature Indicators**

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### 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.

- **Caller ID**
- **Picture ID**
- **Millis**
- **Call Status Indicators**
- **Call Feature Indicators**

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### For more information please refer to the 6869i IP Phone User Guide.

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41-001555-00/REV02
**Advanced Call Handling**

The 6869i 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. If you are already connected to the transfer recipient, press the Up or Down navigation keys to highlight the recipient and press the Xfer softkey to complete the call transfer.
   OR
   If you are not connected to the transfer recipient, press the Xfer softkey, enter the recipient's number and press the Dial softkey. At any time, press the 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 Conf softkey to complete the 3-way conference.
   OR
   If you are not connected to the party you wish to conference in, press the Conf softkey, enter the conference target's number and press the Dial softkey. At any time, press the Conf softkey again to complete the 3-way conference.

**Other Features**

**Using the Presence Key**

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

1. On the Home Screen, press the key.
2. Press a top softkey that is configured with BLF or Speed Dial functionality. The contact information screen will be displayed.
   Note: To switch to another contact, simply press the desired BLF or Speed Dial softkey.
3. Press the Select key to place a call using the contact's default phone number. If you would like to place a call to a different phone number attached to the contact (if applicable), highlight the desired phone number using the Up or Down navigation keys, and press the Select key.

Using the Directory
1. Press the softkey configured with Directory functionality to access the Directory.
2. Scroll through the list by pressing the Up or Down navigation keys or enter characters using the keypad to use the search feature.
3. 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
1. Press the key to access the Callers List.
2. 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.
3. Press the Select key to place a call to the respective entry.

For details on all the available features and options please refer to the 6869i IP Phone User Guide.

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**UI Navigation**

UI navigation is easily performed using the navigation keys located above the Callers List key. The Left and Right navigation keys are used to switch to the different screens and the Up and Down keys are used to highlight and scroll through the different lines/calls on the respective screen. The figure below provides a visual representation of the different screens and the UI behavior when a navigation key is pressed.

**Home Screen**

**Line Selection Screen**

**Multi-View Call Screen**

**Detailed-View Call Screen**

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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 a ringing or connected state.