

# Aastra® 6865i SIP IP Phone Quick Reference Guide for Clearspan®

**Note:** Your phone has been configured by your system administrator according to the needs of your organization. You may not have access to some of the features described, and your softkey panel may vary from what is shown here.



## Placing a Call

1. If desired, take the phone off-hook by lifting the handset. You can also press any Line key, or simply start dialing to use speakerphone.
2. Enter the number you wish to call at the dial tone.
3. The call is placed and you hear the ringback tone.

If you are unable to make calls within certain area codes, check with your administrator for any restrictions on long distance area codes or dialing prefixes.

## Muting a Call

You can mute the handset, headset, and speakerphone. When you activate mute, you cannot be heard on an active call or on a conference, and the mute light is on.

Press  to switch mute on or off.

## Adjusting the Volume

- To adjust the volume at which you hear the other parties, press the volume up/down buttons while on a call.
- To adjust the phone's ringer volume, press the volume up/down buttons when you are not on a call.

## Using the Handsfree Speakerphone

- To dial using handsfree, simply start dialing the number to call, or press  and then enter a number at the dial tone.
- To answer a call on your phone using handsfree, press  or the line/call appearance key.
- When using the handsfree speakerphone, press  to disconnect the call.
- When handsfree is on, the Speaker/Headset light is on.

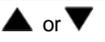
## Line/Call Appearance Lights

Line/Call Appearance Lights		
Idle	Off	There is 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 (s).
Rapid Flash	You have an incoming call.
Even Flash	One or more calls are on hold.

Speaker Light	
On Solid	Speaker Mode
Slow Flash	Headset Mode

## Connected Call Display

	These icons display when there is more call information either to the left, right or both sides of the current information you are viewing.
	These icons display when there is more information on the next screen or on the previous screen.
	The call is on hold.
	The call is connected.

## Placing Calls on Hold

1. Press the  key on the phone while on an active call. The timer runs and the Line and MWI lights flash.
2. Press the  key again or the Line key where the call is on hold.

Press  to scroll through the call information for multiple calls on hold. Press the  key or Line key to reconnect to a held call.

## Customizing Your Phone

Use the **Options** menu to access settings such as Ring Tones, Time and Date, Speed Dial, Phone Status, Restart, and Lock.

**Note:** Consult with your administrator before changing any phone settings using the Options menu.

1. Press  **Options** on the phone. A menu displays.
2. Press the  and  keys to view the different options.
3. Press  **Select**,  **Enter**, or the corresponding number to select an option.
4. Make the desired changes.
5. Press  **Select**,  **Set**, or  **Done** to save the changes.  
Press  **Options**, , or  to exit.

## Using the Programmed Softkeys

The programmable softkeys on the 6865i phone can be configured for various functions such as Callers List, Redial, Transfer, Voicemail, Conference, and Do Not Disturb. For information about softkey functions not described in this document, refer to the *Aastra Model 6865i SIP IP Phone User Guide for Clearspan*, or contact your administrator.

## Using Call Logs

The Call Log contains information for both incoming and outgoing calls.

1. Press the programmed **Call Logs** softkey.
2. Select **Dialed**, **Received**, or **Missed**.
3. Use ▲ or ▼ 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**.

## Using the Callers List

You can access a list of up to 200 incoming calls. The list provides the calling number, the name (if known), and the date/time the call was received. You can clear the phone's Missed Calls display by viewing the Callers List.

### Access Callers List

1. Press the programmed  **Callers List** softkey.
2. Use ▲ and ▼ to scroll through the Callers List entries.
  -  Indicates a missed call.
  -  Indicates an answered call.
  - N** indicates a new missed call.
3. To dial a caller from the list, press , lift the handset, or press a Line key.
4. Press  to exit the Callers List.

### Delete Callers List Entries

- To delete the entire list, press **Delete** and then **Delete All**.
- To delete an individual entry, use ▲ and ▼ to scroll to the entry. Then press the **Delete** key twice to delete the entry.

## Transferring Calls

You can use the Transfer feature to transfer an active call from your phone to another phone.

1. Press the programmed  **Transfer** softkey.
2. Press ► and enter the number of the destination party.
3. To consult with the destination party, wait for the party to answer, and announce the transfer. To complete the transfer, press  **Transfer** again or  hang up. "Call Transferred" appears on the phone display. To cancel the transfer before the destination party answers, press ◀ **Cancel**.

## Using the Redial List

You can access a list of the last 100 numbers you called from your phone. The list provides the number dialed, the name (if known), and the date/time the number was dialed.

### Redial from the Redial List

1. Press the programmed  **Redial** softkey.
2. Use ▲ and ▼ to scroll through the entries.
3. To dial a number from the list, press , lift the handset, or press any Line key.

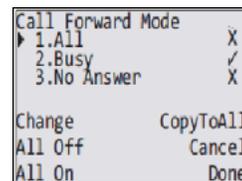
### Delete Redial List Entries

1. Press the  **Redial** softkey.
2. Scroll to the entry, and then press **Delete**.
3. Press **Delete** again to delete only the one selected entry, or press **Delete All** to delete all entries in the list.

## Forwarding Calls

You can use the Call Forward feature to automatically forward incoming calls to another number.

1. Press the programmed **Call Forward** softkey. The Call Forward Mode screen shows whether forwarding is On (✓) or Off (X) for each mode.
2. Use ▼ to scroll down, then ► to access settings for All, Busy, or No Answer call forwarding.
3. Use ▼ to scroll through the settings and ► or the keypad to change settings for that mode.
4. Press **Done**.
5. After you configure the Number used for forwarding in each mode, you can use the **All On** softkey to turn on forwarding for all modes. Use the **All Off** softkey to turn off forwarding for all modes.



## Accessing Voicemail

The Message Waiting Indicator on the phone flashes when you have a new voicemail message.

Press the programmed **Voicemail** key to call into your Voicemail system.

## Directory Lookup

Directory Lookup allows you to search an LDAP or Outlook directory.

1. Press the **Directory** softkey.
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**.

## Creating a Conference

You can create multiple conferences with up to 15 participants when your administrator enables Clearspan conferencing on your phone.

### Establish the Conference

1. Connect to the first party to include in the conference.
2. Press the **Conf** key.
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 **Conf** key again. The conference is established.
6. To add more participants, repeat steps 2 through 5.

### Cancel the Third Party

1. Press the **Cancel** key while the third party phone is ringing.
2. Press the **Pickup** key to reconnect to the original party.

## Using Do Not Disturb

Do Not Disturb prevents the phone from ringing and receiving incoming calls.

Press the programmed **Do Not Disturb** key to activate or deactivate the Do Not Disturb feature.

## Parking and Picking Up Calls

You can “park” a call by putting it on hold, and then hang up and “pick up” the call from any phone.

### Park a Call

1. Press the **Park** key during a call.
2. Dial the number where you want to park the call plus the  key, or dial  to park the call on your own extension.
3. Hang up or press the  key.

### Pick Up a Parked Call

1. Lift the handset on another phone, and press the **Pickup** key.
2. Dial the number where the call was parked plus the  key, or dial  to pick up a call parked on your own extension.

## Using Speed Dial

You can create or edit Speed Dial entries that are local to the phone, or Speed Dial 8 or 100 entries that are saved in the Clearspan system and preserved if the phone is replaced.

### Call Speed Dial Entries

Depending on the keys configured for speed dial, you can call speed dial entries in one of the following ways:

- Press the programmed **Speed Dial** softkey, and then press the one- or two-digit code assigned to the speed dial number you want to call.
- Press a softkey that has been assigned to call a speed dial entry.
- Press and hold a keypad key that has been assigned to call a speed dial entry.

### Create or Edit Speed Dial 8/100 Entries

1. Press the **Speed Dial 8** or **Speed Dial 100** key.
2. Use  or  to view the existing entries.
3. Press **Options**, then scroll to **Add**, **Edit**, **Delete**, or **Move**, and press **Select**.
4. Follow the instructions on the screen to make the desired changes.
5. Press **Done** to save your changes on each screen.

### Create or Edit Speed Dial Entries with the Options Menu

1. Press  **Options**.
2. Press  to scroll to **Preferences**.
3. Press **Select** or , and then use  to scroll to **Speed Dial Edit**.
4. Press **Select** or , and the lights flash for all programmable speed dial keys.
5. Press the **Speed Dial** key to edit.
6. Use the **Backspace** key to change the name.
7. Enter the number including any access numbers.
8. Press the **Save** key.

### Create Speed Dial Entries by Holding Down a Key

1. Press the key for 3 seconds.
2. Enter a name and a number to apply to the **Speed Dial** key.
3. Select a line to apply to the **Speed Dial** key.
4. Press the **Save** key.