

# Aastra 6865i Quick Reference Guide

v2.0



## Function Options for Softkey

- |  |                        |                  |
|--|------------------------|------------------|
| ✓ Call Pairing                                   | ✓ Contacts             | ✓ Group In / Out |
| ✓ Call Forwarding                                | ✓ Custom Speed Dial    | ✓ Paging         |
| ✓ Park   | ✓ Custom Station       | ✓ Pairing        |
| ✓ Ring Group                                     | ✓ Do Not Disturb (DND) | ✓ Record         |
| ✓ Voicemail Messages                             | ✓ Flash                | ✓ Listen         |
| ✓ Ring Plan Override (Day, Night, Holiday) (RPO) | ✓ Group                | ✓ Whisper        |
|  | ✓ Pickup               |                  |

If you need assistance, please contact Crosswind VoIP Support by emailing [support@crosswindsupport.com](mailto:support@crosswindsupport.com) or by calling (888) 920-5685

### To Make an Outgoing Call

Press **Line** button and then dial desired number or dial number then press **dial**.

#### Internal Calls:

Dial Extension number and press **dial** or press line button and dial extension number.

### Park Calls / System Hold

When on a call, press the **Park** button, which will park the call, and the **Park** button will now flash **red** on any phone with that button.

#### Pick Up Parked Call:

To pick up a parked call, press the **Park** button that has the **red** flashing light.

#### Place Caller on Exclusive Hold:

Press **Personal Hold** then the line button will flash green. This call will be on hold on your phone only.

### Call Forward

Press the **Call Forward** button, then press the **down arrow** to set the number, then press the **right arrow** and enter your number then press the **down arrow** to set.

#### Call Forward Enable/Disable

Press the **Call Forward**, then press the down arrow to select enable or disable.

### Record

The Record feature allows you to record the call you are on. While on a call dial **#3** which will **Start**, **Stop**, and **Resume** recording. To pause recording, dial **#4**. To access and listen to your recorded calls, you will need to use the **Crosswind Connect** application.

### Call Log

Press the **Call Log** button, using the arrow keys select **Inbound Calls** or **Outbound Calls** and use the up and down arrow keys to scroll through the entries.

### Transfer Call

**Blind Transfer**, while on a call press the **Transfer** button, then **Dial** the extension/number and press the **Transfer** button again; then hang up.

**Live Transfer**, press the **Transfer** button, then **Dial** the extension and wait for the call to be answered.

**Announce** who is on the line and then press the **Transfer** button and the call will be transferred to the other party.

### Listen & Whisper

The listen feature this gives you the ability to listen into a phone conversation between an employee and another caller. The **Listen** feature can be accessed by hitting the Listen key, or by dialing **\*7790 + extension**.

The whisper feature allows you to talk to the employee without the caller hearing what you are telling them. The **Whisper** feature can be accessed by hitting the Whisper key or by dialing **\*7791 + extension**. In order to use this and the whisper feature, you must be given permissions. If you need assistance with this feature, please contact support.

### Call Pairing

Press the **Pair** key, then press the **right arrow** to set the pairing number. Press the **Backspace** softkey to remove “**null**” or the current number entered. Type the phone number with the area code and press the **Done** softkey when finished.

#### Call Pairing Enable/Disable

Press the **Pair** key, press the enter key or press the **Select** softkey to enable or disable.

### Conference Call

To make a conference call, once you have the first party on the line, press the **Conf** softkey. The call is placed on hold. Dial the extension or phone number you wish to conference, then press the **Dial** softkey. When the party answers, press the **Conf** softkey and all parties will be in conference. To disconnect one of the parties, use the down or up arrow to select them and then press the **Drop** softkey.

#### PickUp

If a call is ringing on another phone, press the **PickUp** feature key to be connected to that call.

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