Aastra 6867i Quick Reference Guide

V2.0

Left Softkeys 1-5
These are your softkeys which support up to 20 functions.

More

Bottom Softkeys
These softkeys will support up to 18 functions

Goodbye
Press twice to end a call and clear it from the network

Personal Hold

Mute

Volume Up and Down

Conference Call

Left, right, up and down arrow keys.

Directory

Transfer

Call Log

Redial

Speaker/Headset

L1: John Smith
George Brown
Martin Pederson
Samantha Lane
XML Menu
Voicemail
Home
Pickup   Conf   Xfer

00:23

François Dupont
+4969435559200

Function Options for Softkey

- ✓ Call Pairing
- ✓ Call Forwarding
- ✓ Park
- ✓ Ring Group
- ✓ Voicemail Messages
- ✓ Ring Plan Override (Day, Night, Holiday) (RPO)

- ✓ Contacts
- ✓ Custom Speed Dial
- ✓ Custom Station
- ✓ Do Not Disturb (DND)
- ✓ Flash
- ✓ Group

- ✓ Group In / Out
- ✓ Paging
- ✓ Pairing
- ✓ Record
- ✓ Listen
- ✓ Whisper

If you need assistance, please contact Crosswind VoIP Support by emailing 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 <u>again</u>; 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.

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