

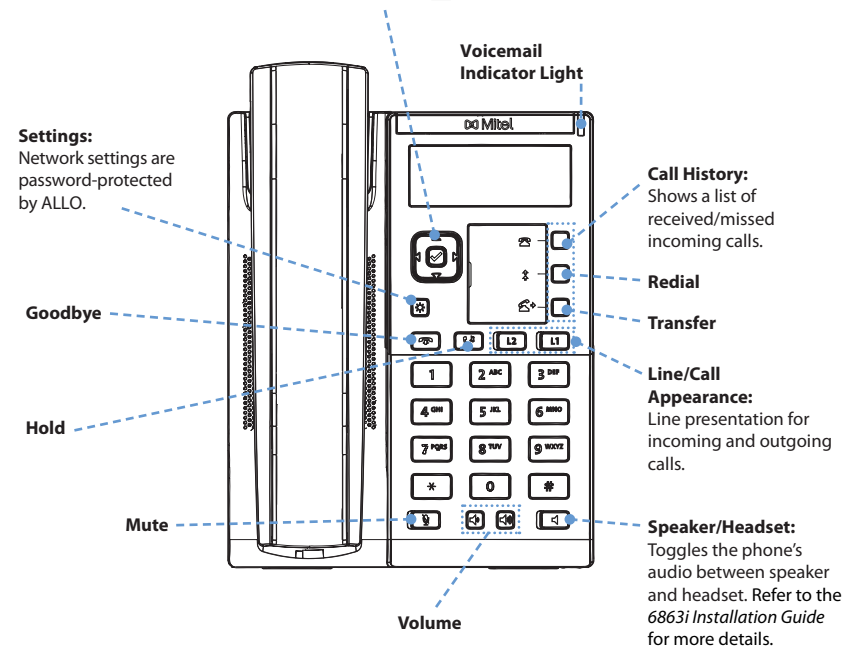
Getting Started

Navigation/Select:

Use ▼▲ to scroll through menus or messages on the screen.


Use ◀▶ to view different line/call appearances.

When editing entries, pressing the ◀ key erases the character on the left and pressing the ▶ key sets the option. Alternatively, pressing the center ✓ key sets the option as well on specific screens.



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** key.


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  key 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 **▲** and **▼** navigation keys to scroll through the entries and press the  key 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.



Advanced Call Handling



The 6863i IP phone provides simple and convenient methods for transferring calls.

Call Transferring

1. Ensure you are on active call with the party you wish to transfer.
2. Press the  key or **Xfer** softkey. This places the current call on hold.
3. Dial the number of the party to whom you want to transfer the call.
4. Press the  key or **Xfer** softkey before the receiving party answers to perform a blind transfer.
OR
Wait until the party has answered and then press the  key or **Xfer** softkey to complete the transfer.



Customization

Adjusting the Volume

Press the   keys during a call to adjust the volume of the audio device (i.e. handset, headset, or speakerphone). Pressing these keys when the phone is idle adjusts the ringer volume.

Other Features

Using Call History

1. Press the  key to access Call History.
2. Scroll through the list by pressing the **▲** and **▼** navigation keys.
3. Press the  key to place a call to the respective entry.