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 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 and establishing conference calls.

Call Transferring
1. Ensure you are on active call with the party you wish to transfer.
2. Press the \key. 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 before the receiving party answers to perform a blind transfer.
   OR
   Wait until the party has answered and then press the \key to complete the 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. Press the \key and select Services > Conference.
3. Dial the number of the other party or, if applicable, press the Line key where the other party is being held.
4. When the other party answers, press the \key and select Services > Conference again.

   Note: Users can configure a programmable key with Conference functionality if so desired. For more information on configuring programmable keys please refer to the 6863i IP Phone User Guide.

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.

Selecting a Ring Tone
1. Press the \key and select Preferences > Tones > Ring Tone.
2. Scroll through the ring tone list by pressing the \ and \ navigation keys.
3. Press the \key or the \Enter key to set the desired ring tone.

Changing the Screen Language (if applicable)
1. Press the \key and select Preferences > Language > Screen Language.
2. Scroll through the list of available languages by pressing the \ and \ navigation keys.
3. Press the \key or the \Enter key to set the desired screen language.

Other Features

Using the Callers List
1. Press the \key to access the Callers List.
2. Scroll through the list by pressing the \ and \ navigation keys.
3. Press the \key to place a call to the respective entry.

Many other features are available for your phone. Refer to the 6863i IP Phone User Guide or contact your Administrator for feature availability and usage information.