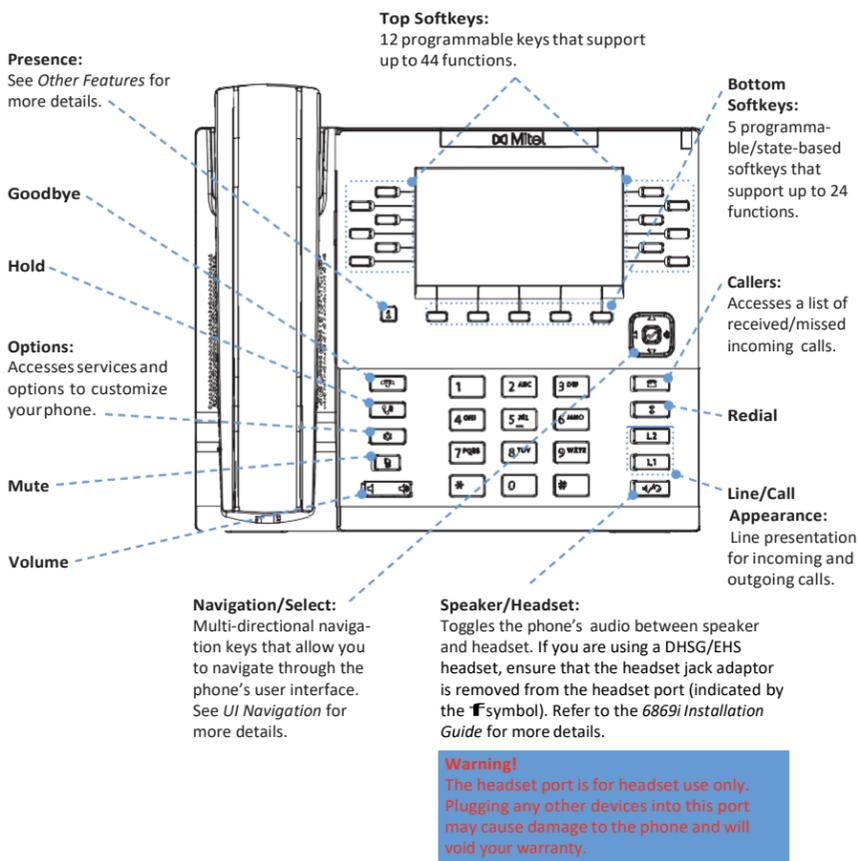


## Getting Started



## Advanced Call Handling

The 6869i IP phone provides simple and convenient methods for transferring calls and establishing conference calls.

**Note:**  
Transferring and conferencing can be initiated in both the *Multi-View* and *Detailed-View Call Screens*.

### Call Transferring

1. Ensure you are on active call with the party you wish to transfer.
2. If you are already connected to the transfer recipient, press the **Up** or **Down** navigation keys to highlight the recipient and press the **Xfer** softkey to complete the call transfer.

OR

If you are not connected to the transfer recipient, press the **Xfer** softkey, enter the recipient's number and press the **Dial** softkey. At any time, press the **Xfer** softkey again to complete the call 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. If you are already connected to the party you wish to conference in, press the **Up** or **Down** navigation keys to highlight the conference target and press the **Conf** softkey to complete the 3-way conference.

OR

If you are not connected to the party you wish to conference in, press the **Conf** softkey, enter the conference target's number and press the **Dial** softkey. At any time, press the **Conf** softkey again to complete the 3-way conference.



## 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** softkey.



### 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 or **Ignore** softkey 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 **Up** and **Down** navigation keys to scroll through the entries and the **Select** key (or **Dial** softkey) 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.

## Other Features

### Using the Directory

1. Press the softkey configured with Directory functionality to access the Directory.
2. Scroll through the list by pressing the **Up** or **Down** navigation keys or enter characters using the keypad to use the search feature.
3. When the desired entry is highlighted, press the **Select** key to place a call using the entry's default phone number. If you would like to place a call to a different phone number attached to the entry (if applicable), press the **Right** navigation key, highlight the desired phone number using the **Up** or **Down** navigation keys, and press the **Select** key.

### Using the Callers List

1. Press the key to access the Callers List.
2. Scroll through the list by pressing the **Up** or **Down** navigation keys. If you would like to view additional entry details, press the **Right** navigation key.
3. Press the **Select** key to place a call to the respective entry.

For details on all the available features and options please refer to the *6869i IP Phone User Guide*.