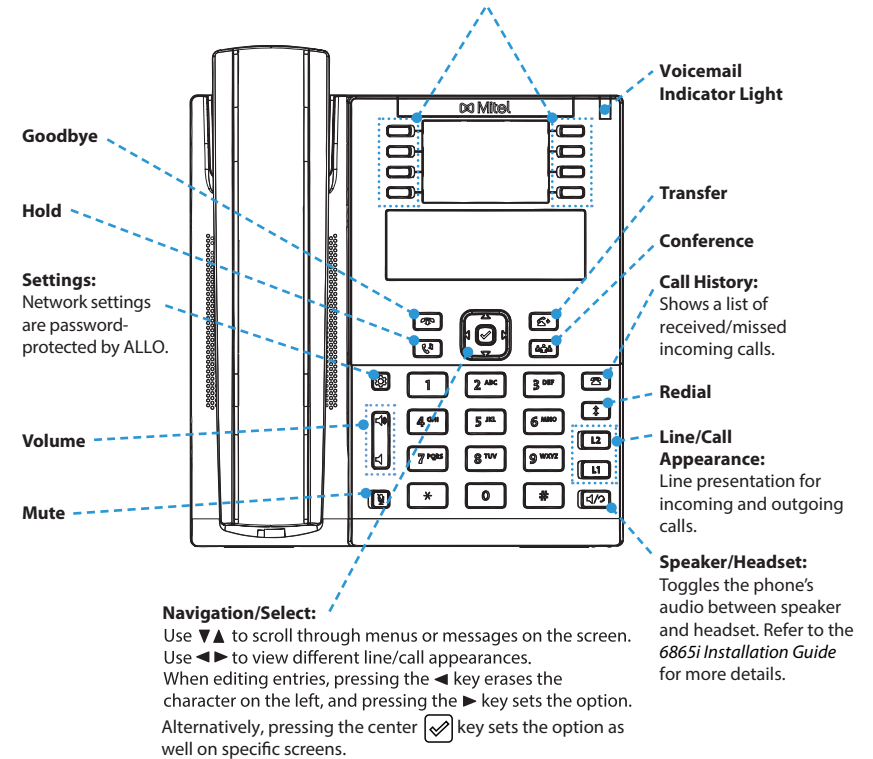# Getting Started

Programmable Keys:
8 keys can be programmed to preferred functionality.

Voicemail Indicator Light

Goodbye

Hold

Settings:
Network settings are password-protected by ALLO.

Volume

Mute

Transfer

Conference

Call History:
Shows a list of received/missed incoming calls.

Redial

Line/Call Appearance:
Line presentation for incoming and outgoing calls.

Speaker/Headset:
Toggles the phone's audio between speaker and headset. Refer to the *6865i Installation Guide* for more details.

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 6865i 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 or the **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.

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 or **Conf** softkey. This places the current call on hold.
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 or **Conf** softkey again to complete the 3-way conference.

Other Features

Using Callers List
1. Press the ☎ key to access 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.