

# YOUR 6867i DESK PHONE

## Solutions Made Easy.



### Call Handling

#### Blind Transfer

1. With the caller on the line, press the XFER Softkey.
2. Enter the extension you want to transfer to and press the XFER Softkey immediately.

#### Announced Transfer

1. With the caller on the line, press the XFER Softkey.
2. Enter the extension you want to transfer to, press the DIAL Softkey and wait for the person to answer.
3. Announce the call and press the XFER Softkey.

#### Transfer to Voicemail

1. With the caller on the line, press the XFER Softkey.
2. Press \*99 and the extension number.
3. Press the XFER Softkey.

#### Conference Call

1. With the caller on the line, press the CONF Softkey.
2. Enter the telephone number you wish to add to the call and press the DIAL Softkey.
3. Wait for the person to answer and announce the conference.
4. Press the CONF Softkey again.
5. Repeat to add additional parties.

#### Park a Call

1. To place a call on Park, with the caller on the line, press an available Park key.
2. To retrieve a parked call, press applicable Park Key.

### Other Features

#### Do Not Disturb (DND)

1. To activate DND, press the DND Softkey. You may need to press the Softkey with the three dots to view DND.
2. The telephone light will light up and a red circle with a line in it will appear on the display.
3. To deactivate DND, press the DND Softkey again.

### Key Descriptions



**Speaker/Headset** - Press to toggle between handset, headset or speaker.



**Redial** - Press to display a list of your recent dialed calls.



**Caller/Missed Calls** - Press to display a list of recent received or missed calls.



**Navigation Key** - Use to scroll through menus and lists on the display.



**Volume Key** - Tap to adjust ringer, speaker, handset or headset volume.



**Mute Key** - Tap to mute or unmute the speaker, handset or headset.



**Line Keys** - Press to access one of the two lines.



**Hold Key** - Press once to place a call on hold. Press again to retrieve call.



**Goodbye/Exit Key** - Press to disconnect from a call or exit a menu.

# YOUR VOICEMAIL

## Solutions Made Easy.



### LOG IN TO VOICEMAIL

#### From any internal extension:

- + Press the VM Softkey or Dial \*99
- + Enter your 10-digit telephone number and press the # key
- + Enter your password (temporary password provided by your System Administrator) and press the # key
- + Follow the voice prompts

**NOTES:** If Fast Login has been enabled, you will not be asked to enter your telephone number. From your own phone, enter your password and press # when prompted.  
If logging in from another account phone that has Fast Login enabled, press \* and enter your 10-digit telephone number, press #, enter your password and press #.

#### From any external telephone:

- + Dial: 315-671-0031 (Syracuse) or 315-624-9994 (Utica)
- + Enter your 10 digit telephone number and press the # key
- + Enter your password (temporary password provided by your System Administrator) and press the # key
- + Follow the voice prompts

## COMMON VOICEMAIL COMMANDS

### From the Main Menu

Listen to messages	<b>1</b>
Leave a message for another user	<b>2</b>
Work with personal greetings	<b>3</b>
Mailbox settings	<b>4</b>
Get Deleted Messages	<b>6</b>
Switch Account (log into another account)	<b>7</b>
Help menu	<b>0</b>

### While Listening to Messages

Repeat	<b>1</b>
Save	<b>2</b>
Erase	<b>3</b>
Reply	<b>4</b>
Increase Message Volume	<b>6</b>
Next Message	<b>#</b>
Back Up 5 seconds	<b>77</b>
Forward 5 seconds	<b>99</b>

**NOTES:** Star (\*) will always back you up to the previous menu.  
When listening to a greeting, pound (#) will bypass the user's personal greeting.

### CommPortal for Web

CommPortal is an interactive web page that allows you to access and manage your call service, settings and voicemail for your account phone. Your system administrator will provide you with a temporary password.

To log into CommPortal, go to: <https://bucommportal.northland.net>

Dial 4357 (HELP) or 315-671-6262 to speak to a Northland Training Representative