

## Basic Features

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### Transfer

- Press **Transfer** key (or **Xfer** soft key).
- Enter the extension you wish to transfer the call to.
  - Stay on the line to announce the call.
  - Press **Goodbye** key to cancel the transfer.
- Press **Transfer** key again to complete the transfer.

### Transfer Directly to a Voicemail Box

- While on a phone call, press **Transfer** key,
- Then press **Dir VM Txfr** soft key or \*55 or 6525.
- To transfer to your own voicemail box, press #.
- To transfer to another user's voicemail box, enter the campus extension, followed by # (i.e. 2011#).
- To cancel, press \*.
- The system will indicate that it has successfully transferred the caller directly to that voicemail box.

### Call Forward

#### *Turn on call forwarding:*

- Press **Call Fwd** soft key.
- Enter the campus extension you wish to forward calls to in the All field and then press **Select** navigation key ()
  - To forward calls to your voicemail, enter 2525.
- Press **Select** navigation key to place a checkmark in the On field.
- Press **Save** soft key to save this change.
- Your calls are forwarded. A solid red light appears next to the Call Fwd soft key.

#### *Turn off call forwarding:*

- Press **Call Fwd** soft key.
- Press **Select** navigation key.
- Press **Select** navigation key again to uncheck the On field.
- Press **Save** soft key to save this change.

### Conference Calling

- While on the first call, press **Conference** key or **Conf** soft key.
- Dial the second caller. Once you are connected to them, press **Conference** key again.
  - If the second caller does not answer, press the **Cancel** soft key or **Goodbye** key.
- You are now conferenced with both callers.

### Accessing Voicemail

- Press **Voice Mail** soft key.
- Enter your voicemail password.
  - Press \* if you want to access a voicemail box for a different extension than the one you are calling from.

OR

- Dial 2525 or 657-278-2525.
  - Enter the campus extension.
  - Enter the voicemail password.

### Change Phone Preferences

- Press **Options** key.
- Use right/left **Navigation** keys navigate to an option and press **Select** navigation key.
  - **Display**: adjust the display screen brightness level and timer
  - **Audio**: set audio mode to speaker, headset, speaker/headset, or headset/speaker.
- After making a change, press **Save** soft key.



For assistance with your phone, contact the IT Help Desk at x7777 or [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu).

## 6867i Overview



Area on Image	Feature Description	Area on Image	Feature Description	Area on Image	Feature Description
1	Handset	8	Volume Control keys	15	Navigation and Select keys for display screen
2	Speakerphone	9	Keypad	16	Transfer key
3	Voicemail Indicator light	10	Callers List key	17	Conference key
4	Goodbye/Disconnect key	11	Redial key	18	Presence key (not used at CSUF)
5	Hold key	12	Line appearances (may be same extension or 2 different extensions)	19	Feature keys and/or additional Line appearances (label will indicate key function)
6	Options key	13	Speaker/Headset key	20	Soft keys (label will change to indicate the function of the key at the time)
7	Mute key	14	Directory List key (not used at CSUF)	21	Display screen