Aastra 6873i

QUICK START GUIDE

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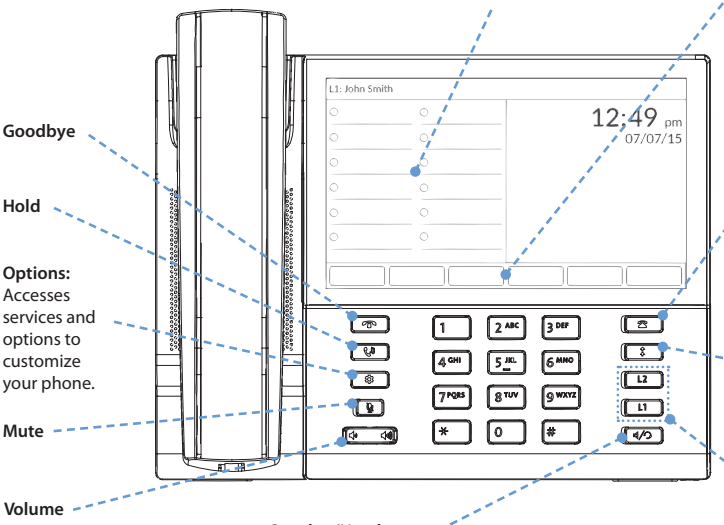
Getting Started



Top Softkeys:
12 programmable touchscreen softkeys that support up to 48 functions.

Bottom Softkeys:
6 programmable/ state-based touchscreen softkeys that support up to 30 functions.

Goodbye

Hold

Options:
Accesses services and options to customize your phone.

Mute

Volume

Received Callers List:
Accesses a list of received/missed incoming calls.

Outgoing Redial List

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

Speaker/Headset:
Toggles the phone's audio between speaker and headset (USB or Bluetooth). Refer to the *6873i IP Phone Installation Guide* and *6873i IP Phone User Guide* for more information on headset functionality.

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. Swipe up and down to scroll through the entries, press the entry to select, and press the **Dial** softkey to redial the selected entry. 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 6873i 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. If you are already connected to the transfer recipient, press the recipient on screen and then 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 conference target on screen and press the **Conf** softkey to complete the 3-way conference.

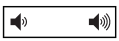
   OR

   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.

Note:
If the 3-way conference is successful, icons will be displayed in the call status indicator area of both conference participants.

Customization

Adjusting the Volume

Press the  keys during a call to adjust the volume of the audio device (handset, headset, or speakerphone). Pressing these keys when the phone is idle adjusts the ringer volume.

Selecting a Ring Tone

1. Press the key to enter the **Settings** menu.
2. Press the **Audio** icon.
3. Press the **Ring Tones** icon.
4. Swipe up/down on screen to scroll through the list; press the desired ring tone.
5. Press the **Save** softkey to set the desired ring tone.

Other Features

Setting Up the Directory

1. Press the Directory key on the screen
2. You will see three options:
   - Local—This is a contact list set up on your phone. In order to add members, press the **Add New** key, and then fill in the information presented and press **Save.** This will save your new directory entry.
   - Extension—This is set on the ConnectMeVoice end user site under **Control Panel/ Speed Dial.** The extension list will appear only on your extension. Once you enter the entries in the end user site, you will need to press "Synch Phone Directory," and then power cycle your phone. For detailed instructions, please see our full ConnectDirect user's guide at: **http://cdn2.hubspot.net/hubfs/146889/ ConnectDirectUserGuide.pdf?t=1458247919285**
   - Corporate—This is set by a company administrator using the end user site. Corporate speed dials will appear on all end user phones.

Using the Directory

1. Press the Directory key on the screen.
2. Swipe up or down on screen to scroll through the list or press the search bar to use the search feature.
3. Press the desired contact on screen and press the **Dial** softkey to place a call using the contact's default phone number. If you would like to place a call to a different phone number attached to the contact (if applicable), press the desired phone number on screen and press the **Dial** softkey.

Using the Received Callers List

1. Press the ☎ key to access the Received Callers List.
2. Swipe up or down on screen to scroll through the list. If you would like to view additional contact details, press the desired contact on screen and press the › key or **Details** softkey.
3. Press the **Dial** softkey to place a call to the respective entry.

CONNECTMEVOICE®
Superior Business Telephony Solutions

Playing Messages and Recording Greetings

Login to Subscriber Mode for the First Time and Record Your Name

1. Press the softkey labeled "Voicemail" (the softkey furthest to the left) or dial *99.
2. When prompted, enter your 4- to 8-digit personal access code (provided by your administrator).
3. When prompted, record your name, and follow the prompt to save the recording.

Changing Your Access Code

1. Press the softkey labeled "Voicemail" (the softkey furthest to the left) or dial *99.
2. When prompted, enter your 4- to 8-digit personal access code (provided by your administrator).
3. From the main menu press 8 for user options, and then 1 to change your access code.
4. Follow the prompts to enter a new 4- to 8-digit personal access code. Follow the prompts to confirm.
5. When finished, you can either hang up, or press the * key to return to the main menu.

Record Voicemail Greetings

1. Press the softkey labeled "Voicemail" (the softkey furthest to the left) or dial *99.
2. When prompted, enter your 4- to 8-digit personal access code (provided by your administrator).
3. From the main menu press 4 to manage your greetings.
4. Press 1 to record your voicemail greeting.
5. Follow the prompts to record and save your new voicemail greeting.

Checking Voicemail

1. Press the softkey labeled "Voicemail" (the softkey furthest to the left) or dial *99.
2. When prompted, enter your 4- to 8-digit personal access code (provided by your administrator).
3. From the main menu press 1 to listen to your new messages.
4. When listening to messages you may press 7 to erase, or press 9 to save (for more options press 3).

Please refer to the ConnectMeVoice full user guide for other options while listening to voicemail.

Record Extended Absence Greeting (Vacation Mode)

1. Press the softkey labeled "Voicemail" (the softkey furthest to the left) or dial *99.
2. When prompted, enter your 4- to 8-digit personal access code (provided by your administrator).
3. From the main menu press 4 to manage your greetings.
4. Press 3 for after hours and holiday greetings.
5. Press 4 to record your extended absence greeting, then press 1 to record a new greeting.
6. Follow the prompts to review the greeting, and then select the year, month and day of your return.
7. When listening to messages, you may press 7 to erase or press 9 to save (for more options press 3).
8. Please refer to the ConnectMeVoice full user guide for other options while listening to voicemail.

Note: Your standard greeting will be automatically restored on the day of your return.

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