Getting Started with Your Aastra 6869i Telephone

Below are basic instructions for setting up and using your new Aastra telephone at Iowa State.

Set Up Voice Mail
1. Press the "Voice Mail" softkey (top left on your telephone).
2. Enter the default passcode provided by your ISU voice/data coordinator or on AccessPlus (Employee tab, Telephone Services), followed by the "#" key.
3. Change your passcode, followed by the "#" key. The passcode must be between 6 and 12 characters and cannot be:
   - one number repeated (333333)
   - your own phone number or your phone number in reverse
   - your previous passcode or your previous passcode in reverse.
4. Record your name, when prompted.
   Note: The passcode will be revoked after five failed login attempts. If this happens, you will need to call the Solution Center (4-4000) to reset your passcode.

Access Voice Mail
From Your Telephone:
- The voicemail icon displays on the Homescreen only if you have new messages waiting.
- Press the "Voice Mail" softkey, on your telephone, and follow the prompts.

Forward Your Calls
1. Press the “Call FWD” softkey.
2. You will see 3 options: "All", "Busy", or "No Answer".
3. Use the right or left arrow keys under the telephone screen to select "On" or "Off", then the down arrow to add the number.

Conferencing In
1. Dial the first number and wait to connect.
2. Press the "Conf" softkey (left side) and enter the new numbers (up to 15 numbers per call).

Transfer a Call
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.
   - 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.

Adjust Volume
Use the two sound keys on the bottom left of the phone to adjust volume.
- To set ringer volume, leave the handset in the cradle.
- To set handset volume, lift handset and adjust.
- To set speaker volume; adjust while the speaker is on.
- To set headset volume; adjust volume while on a call.