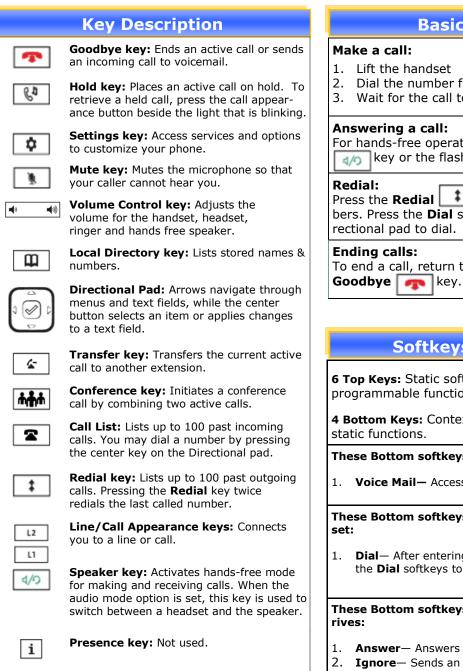
## Mitel 6867i **Ouick Reference Guide**



For additional information or to report a problem, call the Service Desk at 858-246-4357



## **Basic Phone Features**

- 1. Lift the handset
- Dial the number from the keypad.
- Wait for the call to be dialed or press the **Dial** soft key.

## Answering a call:

For hands-free operation: press the **Speaker/Handset** key or the flashing **Line** key for the incoming call.

key. Scroll through available numbers. Press the Dial soft key or the center key on the Directional pad to dial.

To end a call, return the handset to its cradle or press the

## Softkeys—10 softkeys on the 6867i

6 Top Keys: Static softkeys that support up to 20 userprogrammable functions.

4 Bottom Keys: Context-sensitive keys that serve up to 18

These Bottom softkeys will display when your phone is idle:

**Voice Mail**— Access the campus voicemail system.

These Bottom softkeys will display when you lift the hand-

**Dial**— After entering a phone number from the keypad, press the **Dial** softkeys to immediately dial the number.

These Bottom softkeys display when an incoming call ar-

- **Answer** Answers an incoming call.
- **Ignore** Sends an incoming call directly to voicemail.
- 3. **Silence**— Turns the ringer off until the caller hangs up or is directed to voicemail.

Advanced Call Handling & Features	
<ul> <li>Call Hold:</li> <li>1. To put a call on hold, press the Hold key.</li> <li>2. To retrieve the call, press the Hold key again <i>or</i> press the Line key where the call is on hold.</li> <li>Call Transfer:</li> <li>1. With a call on the line press the Transfer key.</li> </ul>	<ol> <li>Programming your Local Directory:</li> <li>Press the Local Directory  key</li> <li>Press the Add New softkeys.</li> <li>Select the a field using the Directional Pad and enter information using the keypad letters.</li> </ol>
<ul> <li>This places the current call on hold.</li> <li>2. Dial the number which you wish to transfer the call to.</li> <li>3. Press the <b>Transfer</b> key again and the call will be immediately transferred.</li> </ul>	<ol> <li>Press the <b>Right arrow</b> to open the numbers menu and enter a number using the keypad. Remember to use a leading 6 for an outside call.</li> <li>Press the <b>Save</b> softkeys.</li> </ol>
<b>Call Waiting:</b> When you are on the line and a second call arrives you will	5. Tress the <b>Save</b> soltkeys.
<ul> <li>hear a brief tone and see a Line key flashing. You may:</li> <li>Press Answer or press the flashing Line key.</li> <li>Press Ignore to send the call straight to voicemail.</li> <li>Do nothing and the call will go to voicemail after 3 rings.</li> </ul>	Diversion Softkey: Located at the Top on the left side of the screen:
4. Switch calls by pressing the line key of the call you wish to connect to.	<ol> <li>Follow Me: Use Directional Pad to high- light and select and Enter extension</li> </ol>
<ol> <li>Conferencing:</li> <li>During a regular call, press a Line key to get dial tone. Your current call will be put on hold.</li> <li>Dial the person you want to join your conference.</li> </ol>	<ol> <li>External Follow Me: Use Directional Pad to highlight and select and Enter 8+external extension number</li> </ol>
<ol> <li>Once this person has answered, press the <b>Conference</b> key to set up the three way call.</li> <li>Repeat steps 1 - 3 to add additional conference members.</li> </ol>	Logon to the SIP phone:
4. Repeat steps 1 - 5 to add additional conference members.	If the phone has been restarted you might be asked to Logon, before you can use the phone:
<b>Missed Call Notification:</b> When a call rings your phone and isn't answered you will see a message in the bottom right your display, "1 Missed Call"	Select Log in soft key: <enter extension="" number="" your=""> and press Submit</enter>
<ol> <li>To view missed calls press the <b>Call List</b> key.</li> <li>Use the arrow buttons to scroll through the list.</li> </ol>	
Clearing Missed Calls:	Feature Activation Codes
Simply press the Call List <b>2</b> key to open the Call List and then press the Quit softkeys. This will clear the notification	1. Follow-Me: Activate *2* New ext. # Cancel #2#
<b>Voicemail:</b> When you have one or more unheard voice messages waiting, the light at the top right corner of your phone will flash. To access voicemail: Press the <b>Voicemail</b> softkeys.	2. Personal Number: Activate *10*(1-5)# Cancel #10#