MITEL® 6865i SIP IP PHONE FOR CLEARSPAN®

Programmable Keys
Handset
LCD Screen
Hangup
Hold
Options
Volume
Mute

Message Waiting Indicator (MWI)
Transfer
Navigation/Select
Conference
Callers List
Redial
Line/Call Appearance Keys
Speaker

+4165551234
John Smith
05-01-14 9:00am

Note: You may not have access to some of the features described, and your softkey panel may vary from what is shown here.

PLACING A CALL

1. If desired, take the phone off-hook by lifting the handset. You can also press any Line key, or simply start dialing to use speakerphone.
2. Enter the number you wish to call at the dial tone.
3. After you dial the number, the call is placed and you hear the ringback tone.

If you can't make calls to certain area codes, check with your administrator for any restrictions or dialing prefixes.

PLACING CALLS ON HOLD

1. Press the ⌨ key on the phone while on an active call. The timer runs and the Line and MWI lights flash.
2. Press the ⌨ key again or the Line key where the call is on hold.

Press ◄ or ► to scroll through the call information for multiple calls on hold.

INDICATOR LIGHTS

LINE/CALL APPEARANCE LIGHTS

Idle	Off	There is no call activity on this line/call appearance.
Connected	Solid	A call is connected to the phone on this line/call appearance.
Ringing	Fast Flash	A call is ringing in on this line/call appearance.
On Hold	Slow Flash	A call is on hold on this line/call appearance.

MWI LIGHT

Slow Flash	You have a new message (s).
Rapid Flash	You have an incoming call.
Even Flash	One or more calls are on hold.

SPEAKER LIGHT

On Solid	Speaker Mode
Slow Flash	Headset Mode

CONNECTED CALL DISPLAY
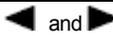
ICON	DESCRIPTION
◄ and ►	These icons display when there is more call information either to the left, right, or both sides of the current information you are viewing.
▲ or ▼	These icons display when there is more information on the next screen or on the previous screen.
⌨	The call is on hold.
☎	The call is connected.

FORWARDING CALLS

You can use the Call Forward feature to automatically forward incoming calls to another number.

1. Press the programmed **Call Forward** softkey. The Call Forward Mode screen shows whether forwarding is On (✓) or Off (✗) for each mode.

   ```
   Call Forward Mode
   ▶ 1.All          ✗
     2.Busy         ✓
     3.No Answer    ✗

   Change      CopyToAll
   All Off        Cancel
   All On           Done
   ```
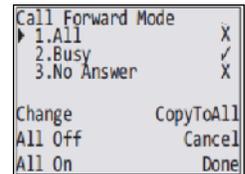
2. Use ▼ to scroll down, then ► to access settings for All, Busy, or No Answer call forwarding.
3. Use ▼ to scroll through the settings and ► or the keypad to change settings for that mode.
4. Press **Done**.

After you configure the Number used for forwarding in each mode, you can use the **All On** softkey to turn on forwarding for all modes.
Use the **All Off** softkey to turn off forwarding for all modes.

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USING THE REDIAL LIST

You can access a list of the last 100 numbers you called from your phone. The list provides the number dialed, the name (if known), and the date/time the number was dialed.

REDIAL FROM THE REDIAL LIST

1. Press the programmed ⬍ **Redial** softkey.
2. Use ▲ and ▼ to scroll through the entries.
3. To dial a number from the list, press 🔊, lift the handset, or press any Line key.

DELETE REDIAL LIST ENTRIES

1. Press the ⬍ **Redial** softkey.
2. Scroll to the entry, and then press **Delete**.
3. Press **Delete** again to delete only the one selected entry, or press **Delete All** to delete all entries in the list.

TRANSFERRING CALLS

You can use the Transfer feature to transfer an active call from your phone to another phone.

1. Press the programmed 🔄 **Transfer** softkey.
2. Press ► and enter the number of the destination party.
3. To consult with the destination party, wait for the party to answer, and announce the transfer. To complete the transfer, press 🔄 **Transfer** again or 📞 hang up. "Call Transferred" appears on the phone display.
   To cancel the transfer before the destination party answers, press ◄ **Cancel**.

MUTING A CALL

You can mute the handset, headset, or speakerphone.

Press 🎤 to switch mute on or off. When you activate mute, you cannot be heard on an active call or on a conference, and the 🎤 key light is on.

USING THE SPEAKERPHONE

- To dial using handsfree, simply start dialing the number to call, or press 🔊 and then enter a number at the dial tone.

- To answer a call on your phone using handsfree, press 🔊 or the line/call appearance key.

- When using the handsfree speakerphone, press 📞 to disconnect the call.

- When handsfree is on, the speaker light is on.

ADJUSTING THE VOLUME

- To adjust the volume at which you hear the other parties, press the volume up/down buttons while on a call.

- To adjust the phone's ringer volume, press the volume up/down buttons when you are not on a call.

CUSTOMIZING YOUR PHONE

Use the **Options** menu to access settings such as Ring Tones, Time and Date, Speed Dial, Phone Status, Restart, and Lock.

> 📝 **Note:** Consult with your administrator before changing any phone settings using the Options menu.

1. Press ⚙ **Options** on the phone. A menu displays.
2. Press the ▲ and ▼ keys to view the different options.
3. Press ✓ **Select**, ► **Enter**, or the corresponding number to select an option.
4. Make the desired changes.
5. Press ✓ **Select**, ► **Set**, or ► **Done** to save the changes.
6. Press ⚙ **Options**, ◄, or 📞 to exit.

USING THE PROGRAMMED SOFTKEYS

The programmable softkeys can be configured for various functions such as Callers List, Redial, Transfer, Voicemail, Conference, and Do Not Disturb. For information about softkey functions not described in this document, refer to the *6865i SIP IP Phone User Guide for Clearspan*, or contact your administrator.

USING THE CALLERS LIST

You can access a list of up to 200 incoming calls. The list provides the calling number, the name (if known), and the date/time the call was received. Viewing the Callers List clears the phone's Missed Calls display.

ACCESS CALLER'S LIST

1. Press the programmed ☎ **Callers List** softkey.
2. Use ▲ and ▼ to scroll through the Callers List entries.

   📞 Indicates a missed call.
   ☎ Indicates an answered call.
   N indicates a new missed call.

3. To dial a caller from the list, press 🔊, lift the handset, or press a Line key.
4. Press 📞 to exit the Callers List.

DELETE CALLER'S LIST ENTRIES

- To delete the entire list, press **Delete** and then **Delete All**.

- To delete an individual entry, use ▲ and ▼ to scroll to the entry. Then press the **Delete** key twice to delete the entry.

ACCESSING VOICEMAIL

The Message Waiting Indicator on the phone flashes when you have a new voicemail message. Press the programmed **Voicemail** key to call into your Voicemail system.

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CREATING A CONFERENCE

You can create multiple conferences with up to 15 participants when your administrator enables Clearspan conferencing on your phone.

1. Connect to the first party to include in the conference.
2. Press the programmed **Conference** softkey.
3. Dial the number of the third party to add to the conference.
4. When the third party answers and agrees to join the conference, press the programmed **Conference** key again.
5. Press an available Line key to add a fourth party to the conference.
6. When the fourth party answers and agrees to join the conference, press the **Conference** key again.
7. Press the Line key that has the conference.
8. Press the **Conference** key again to join all parties.
9. To add more parties, repeat steps 5 through 8.

USING DO NOT DISTURB

Do Not Disturb prevents the phone from ringing and receiving incoming calls. Press the programmed **Do Not Disturb** key to activate or deactivate the Do Not Disturb feature.

PARKING AND PICKING UP CALLS

You can "park" a call by putting it on hold, and then hang up and "pick up" the call from any phone.

PARK A CALL

1. Press the **Park** key during a call.
2. Dial the number where you want to park the call plus the # key, or dial # to park the call on your own extension.
3. Hang up or press the ☎ key.

PICK UP A PARKED CALL

1. Lift the handset on another phone, and press the **Pickup** key.
2. Dial the number where the call was parked plus the # key, or dial # to pick up a call parked on your own extension.

USING SPEED DIAL

You can create or edit Speed Dial entries that are local to the phone.

CALL SPEED DIAL ENTRIES

Depending on the keys configured for speed dial, you can call speed dial entries in one of the following ways:

- Press the programmed **Speed Dial** softkey, and then press the one- or two-digit code assigned to the speed dial number you want to call.
- Press a softkey that has been assigned to call a speed dial entry.
- Press and hold a keypad key that has been assigned to call a speed dial entry.

CREATE OR EDIT SPEED DIAL ENTRIES WITH THE OPTIONS MENU

1. Press ⚙ **Options**.
2. Press ▼ to scroll to **Preferences**.
3. Press **Select** or ▶, and then use ▼ to scroll to **Speed Dial Edit**.
4. Press **Select** or ▶, and the lights flash for all programmable speed dial keys.
5. Press the **Speed Dial** key to edit.
6. Use the **Backspace** key to change the name.
7. Enter the number including any access numbers.
8. Press the **Save** key.

CREATE SPEED DIAL ENTRIES BY HOLDING DOWN A KEY

1. Press the key for 3 seconds.
2. Enter a name and a number to apply to the **Speed Dial** key.
3. Select a line to apply to the **Speed Dial** key.
4. Press the **Save** key.