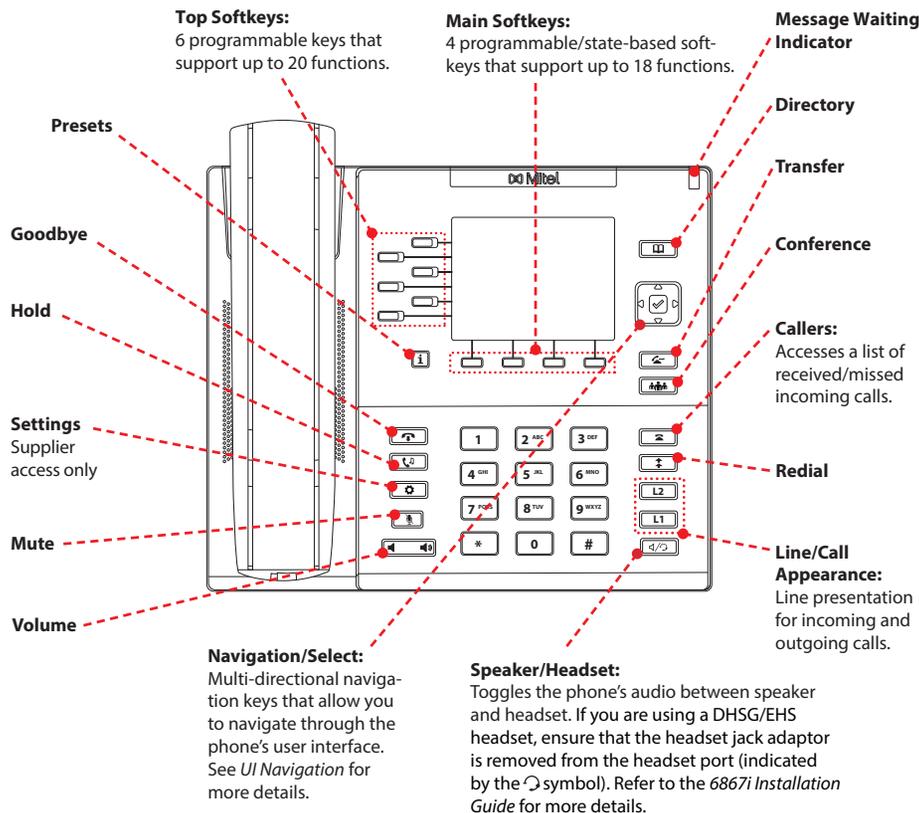


Simplicity for Business

Quick Reference Guide Mitel Model 6867i IP Phone



Getting Started



Warning!

The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

To Place a Call:

- Lift the handset, dial the extension or phone number, and then press the dial key or wait for the call to connect. – OR – Dial the extension or phone number and then lift the handset.
- Press the button, dial the extension or phone number and then press the dial key or wait for the call to connect. – OR – Dial the extension or phone number and then press the button.

To Answer a Call:

- Lift the handset to answer the call.
- Press the – OR – press the **Answer** softkey – OR – Press the flashing Line key.

To Reject a Call:

- Press the **Ignore** softkey – the call will immediately be connected to the voicemail configured for the ringing extension.

To End a Call:

- Hang up the handset – OR – press the **Cancel** softkey.
- Press the button – OR – press the **Cancel** softkey.

To Redial the Last Call Placed:

Press the button twice – a call to the last number dialed is attempted.

To Mute a Call:

- Press the button – the call will be muted and the LCD screen will indicate that the call is muted.

To Place a Call on Hold:

- Press the  button on the phone – the call will be placed on hold and the LCD display on the phone will change to indicate that the call is on hold.

To Resume a Call on Hold:

- Press the  button on the phone – OR – press the **Pick Up** softkey – OR – press the flashing Line button for held call.

To 3-Way Conference

- Establish the call with the first party (either by calling the first party or after answering the call from the first party).
- Press the  button or **Conf** softkey.
- Call the second party—wait until the call is answered.
- Press the  button or **Conf** softkey again—all parties are now connected.

To Perform a Blind Transfer:

- Press the  button or Press the **Xfer** softkey.
- Dial the extension or phone number of the transfer recipient.
- Press the  button or the **Xfer** softkey again—the call will immediately begin to ring on the recipient phone.

To Perform an Warm Transfer:

- Press the  button or Press the **Xfer** softkey.
- Dial the extension or phone number of the transfer recipient.

To Enable/Disable Do Not Disturb (DND):

- When the phone is idle, press the **DND** softkey to toggle the DND mode on or off—the phone displays the  icon in the LCD panel to indicate that DND mode is activated and shows solid red message waiting indicator light.

To Park a Call:

- Press any available **Call Park** softkey.

To Retrieve a Parked Call:

- Press the appropriate flashing **Call Park** softkey.

Voicemail Quick Reference:

- When the phone receives a new voicemail message, the phone will play a warning tone, the **Message** waiting indicator will flash, and a voicemail icon will appear in the upper right corner of the LCD screen.

To Listen to Voicemail:

Press the **Voicemail** softkey—the phone will connect to the voicemail box for the primary line on the phone.

To Transfer a Call to Voicemail:

- Press the  button or **Xfer** softkey.
- Dial *98 then the 4 digit extension, (Ex. *988907)
- Press the  button or the **Xfer** softkey again.

To Access Voicemail Remotely:

- Call into the phone number that you want to access the voicemail on.
- When you hear the voicemail greeting, press * to interrupt.
- Enter the full phone number with area code.
- Enter your voicemail password.