Mitel 6867i
Quick Reference Guide to Access Codes

Call Forwarding
Call Forwarding Always:
1. Press *72.
2. Enter the phone number where calls will be forwarded. The service is activated.
3. Press *73. The service is deactivated.

Call Forwarding no answer:
1. Press *92
2. Enter the phone number to forward call to when you do not answer the phone. The service is activated
3. Press *93. The service is deactivated

Call Forwarding no answer interrogation:
1. Press *61

Call Park and Retrieve
Call Park:
Park a call on your own extension or another extension within the group.
1. Press *68
2. Enter extension of phone where the call is to be parked plus the # key, or enter the # to park it at your own extension

Call Park and Retrieve:
1. Press *88. You are reconnected to the call you parked.

Call Pickup:
1. Press *98. The longest-ringing phone in your call pickup group is connected

Call Return:
1. Press *69. The last incoming phone number is redialed.
Call Waiting

Cancel Call Waiting:
1. Press *70. The Call Waiting service is deactivated for this call. The service will be activated again after the next outgoing phone call.

Clear Message Waiting Indicator (MWI)

Clear MWI:
1. Press *99. The audible or visual (on some devices) message waiting indicator on your phone is cleared.

Call Center

Direct Voice Mail Transfer:
You can transfer a remote party directly to the voice mailbox of any user in your group. From a consultation call on hold:
1. Initiate a new consultation call
2. Press *55 after you hear dial tone.
3. Dial the number of your own, or another desired destination voice mailbox.

Speed Dial

Speed Dial 100:

To Program
1. Press *75.
2. Enter the 2-digit code that represents the number you want to program, followed by the complete number.
3. Press the # key. The speed number is programmed

To Use:
1. Enter the # key followed by the two-digit code representing the number you want to dial. The call is placed.
**Miscellaneous**

**Last Number Redial:**
1. Press *66. The last outgoing phone number you dialed is redialed.

**Voice Mail Retrieval**

**Voice Portal Retrieval:**
Allows users to retrieve Clearspan and third-party voice mails.
1. Press *86.

**Voice Portal Access:**
1. Press *62. You can now access your voice Portal.