

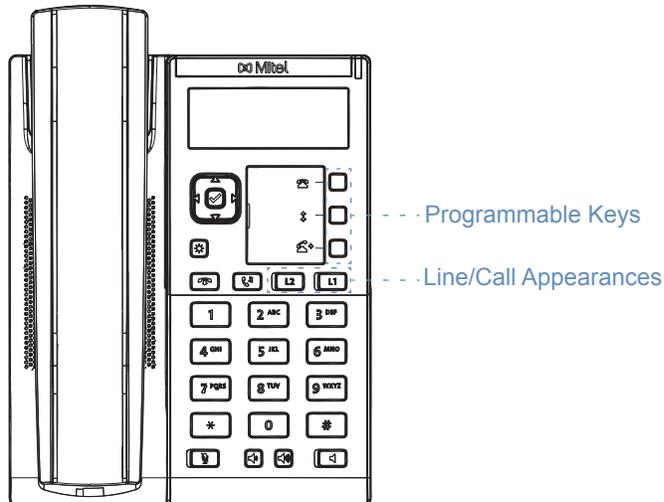
Mitel 6863i SIP Phone

41-001565-05 REV03

RELEASE 4.1.0 SERVICE PACK 3 USER GUIDE

LINE KEYS AND PROGRAMMABLE KEYS

This section describes the Multiple Line/Call Appearance Keys (L1 and L2) and the customizable programmable keys located under the phone's LCD screen.



MULTIPLE LINE AND CALL APPEARANCE KEYS

The 6863i has 2 hard line/call appearance keys each with a corresponding status light. These line/call appearance keys and lights can represent physical lines, calls for your extension or calls from a group that your extension is part of. By pressing a line/call appearance key, you connect to the line or a call it represents. The line/call appearance light indicates the status of that line or call. When the phone is taken off-hook, the phone automatically selects a line for you.

LINE/CALL APPEARANCE LED BEHAVIOR	LINE/CALL APPEARANCE STATUS
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold

When you have more than one call, you can use the left and right navigation keys ◀ and ▶ to scroll left and right to the different call screens. The display shows which line the call information is referring to (L1 or L2), the Caller ID information (name and number, if available), the call status and the timer specific to that call.

PROGRAMMABLE KEYS

We have three programmable features on each phone.

KEY FUNCTION	DESCRIPTION
None	Indicates the key has no function assigned.
Speeddial	Indicates the key is configured for speeddial use.
Sprecode	Indicates the key is configured to automatically activate specific services offered by the server. For example, if the sprecode value of *82 is configured, then by pressing the Sprecode key, *82 automatically activates a service provided by the call manager.
Park	Indicates the key is configured to park incoming calls when pressed.
Pickup	Indicates the key is configured to pick up parked calls when pressed.
Last Call Return	Indicates the key is configured for Last Call Return functionality when pressed.
Call Fwd	Indicates the key is configured as a Call Forward key.
Callers List (Key 1 by Default)	Indicates the key is configured to access the Callers List.
Conference	Indicates the key is configured to initiate a conference call. By Request Only
Transfer (Key 3 by Default)	Indicates the key is configured to initiate a call transfer.
Services	Indicates the key is set to access Services, such as, Directory, Callers List, Voicemail

Voice Mail Indicated caller has voice mail.

CALL FOWARDING

Activation x72 then the area code and number followed by # key
press *72 - xxx-xxx-xxxx#

Deactivation x73 then the number flollwed by # key
dial *73#

You will hear a confirmation message when completed

CREATING A SPEED DIAL KEY

The normal function of the speed dial option allows you to dial a number quickly by pressing a key configured for speed dialing. You can program the keys on the 6863i to speed dial outside numbers, dial directly to another person's line or extension, or set it up to quickly access features such as Caller ID (*69) and voicemail.

The speed dial function can be set using the IP phone UI or the Mitel Web UI.

Note: You can use a speed dial key while on an active call by placing the active call on hold first, and then pressing the speed dial key.

You can create speed dial keys using any of the following method:

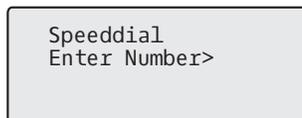
- By pressing and holding a programmable key or keypad key
 - Speed Dial Edit

SPEED DIAL PREFIX

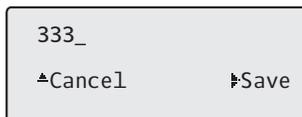
The speed dial feature also allows you to specify a preset string of numbers followed by a + that the phone dials automatically after pressing the speed dial key. You can use this feature for numbers that contain long prefixes.

IP PHONE UI

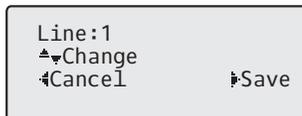
1. Press a programmable key or a number key on the keypad for three seconds. A screen displays with the prompt, **Enter Number>**.



2. Enter a phone number or extension to assign to that speed dial key. The following example illustrates the screen display:



3. Press **Save** to save the number as a speed dial key. By default, the phone automatically assigns the speed dial key to line 1 if available. To select a different line, use the **▼** and **▲** navigation keys.



4. Press **Save** to save the speed dial key to the line specified.

CREATING A SPEED DIAL USING THE SPEED DIAL EDIT OPTION

You can use the IP phone UI at the path, *Options > Preferences > Speed Dial Edit*, to create a speed dial key.

IP PHONE UI

1. Press  on the phone to enter the Options List.

2. Select **Preferences**.

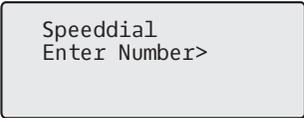
3. Select **Speed Dial Edit**.

The following prompt displays:

Press SD button

Note: If you select a key that is currently set as a speed dial key, the speed dial information displays for you to edit

4. Press an unconfigured programmable key or keypad key.



Speedial
Enter Number>

5. Enter a phone number or extension to assign to that speed dial key.

The following example illustrates the screen display:



333_
▲Cancel ▶Save

6. Press **▶Save** to save the number as a speed dial key.

By default, the phone automatically assigns the speed dial key to line 1 if available. To select a different line, use the ▼ and ▲ navigation keys.



Line:1
▲▼Change ▶Save
▲Cancel

7. Press **▶Save** to save the speed dial key to the line specified.

MAKING CALLS

This section describes ways to make calls on your 6863i phone, using your handset, or speakerphone or headset.

DIALING A NUMBER

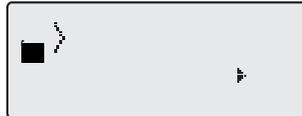
First, take the phone off-hook by:

- Lifting the handset
- Pressing  or
- Pressing a line/call appearance key.

At the dial tone, enter the number you wish to call.

Note: After dialing the number, the phone has a short delay before sending the call. To send the call immediately, you can press the ► **Dial** key immediately after dialing the number. The phone sends the call without delay.

If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.



RECEIVING CALLS

When a call is ringing at your extension, you see the inbound call screen. The line/call appearance LED flashes quickly for the incoming call.



ANSWERING AN INCOMING CALL



1. For handsfree operation, press  or the line/call appearance key for the incoming call.
or
Press  for headset operation.
or
Lift the handset for handset operation.



Note: The audio mode setting you have selected in *Options List > Preferences > Set Audio > Audio Mode* on the IP phone UI determines if the call goes to handsfree or headset operation. For more information, see the section “[Audio Mode](#)” on [page 33](#).

If the phone is already connected to a call, pressing the line/call appearance key for the new incoming call automatically places the connected call on hold and answers the new call. To reconnect to a party, press the line/call appearance key for that call.

If you cannot answer the call, the caller goes to voicemail (if configured for your extension).



Note: The  key can be used to cancel the call pickup procedure.

SENDING AN INCOMING CALL TO VOICEMAIL

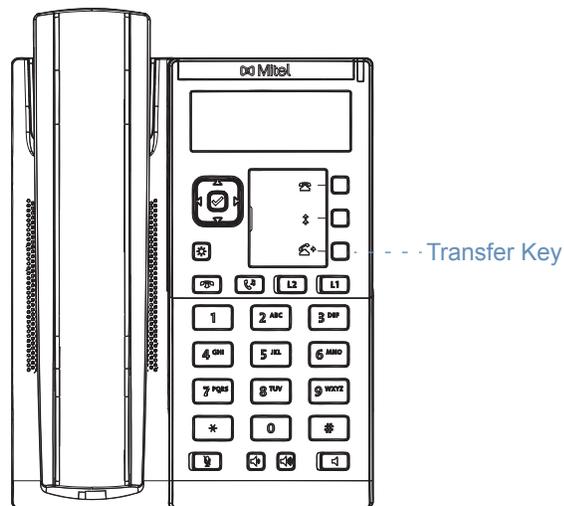
You can send an incoming call directly to voicemail without answering the call. To do this, press  without picking up the handset. If you are already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon () along with the number of waiting messages, if you have unheard messages (example:  x4).

RETRIEVING A HELD CALL

If you have more than 1 call on hold, you can scroll through the held call information by pressing ◀ and ▶ navigation keys. To reconnect to a call press the line/call appearance key where that call is being held. If you press the call/line appearance key again, you disconnect from the call.

TRANSFERRING CALLS

By default, the **Transfer** key is preprogrammed on Key 3 of the 6863i IP phone. You can use this programmable key to transfer calls.



BLIND TRANSFER

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to. If the party you are transferring the call to does not answer, the transferred call rings back to your extension.

CONSULTATIVE TRANSFER

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

DIRECT TRANSFER

The 6863i IP phone provides a convenient direct method of transferring an existing call to another existing call. If you have the transfer recipient on hold on another line, you can simply navigate to the recipient and press the **Transfer** key and the direct transfer will be performed.

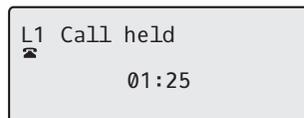
HANDLING CALLS

When you are connected to a call, you can use the hard keys to place a call on hold, and programmable keys to transfer calls or create conference calls.

PLACING A CALL ON HOLD

You can place an active call on hold by pressing the Hold  key. When you place a call on hold, only your phone can retrieve the call.

When a call is on hold, the icon displays on-hook as follows.



For on-hold calls, the timer displays as running and the Line and Message Waiting Indicator (MWI) LEDs flash.



1. Connect to the call (if not already connected).
2. Press the  key.

The line/call appearance light begins to flash slowly and after a short time the phone beeps softly to remind you that you still have a call on hold. The screen displays **Call held** with the line number the call is held at the phone.

WHEN ON HOLD

To let your caller know that they are still on hold, music plays softly (if this has been set up for your system). The call/line appearance light for the line you are on flashes to indicate that you are still connected.



AUTOMATIC HOLD

When juggling between calls, you do not have to press the  key to go from one call to the next. The phone automatically puts your current call on hold as soon as you press a new line/call appearance key. If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance key where that call is being held. Press  to disconnect the call.

TRANSFERRING CALLS

Use the following procedure to transfer a call to another extension.

IP PHONE UI

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the programmed **Transfer** key.
3. Enter the extension number (or the outside number) to Party 2. This is the Party for which you want to transfer Party 1.

Note: Users are able to edit the destination number by pressing the ◀ navigation key, which acts as a Backspace key.

4. Complete either a blind or consultative transfer:
 - a. To complete a blind transfer, press the programmed **Transfer** key again before the receiving end answers.
 - b. To complete a consultative transfer, press ▶ **Dial** to dial out and remain on the line to speak with the Party 2, before either pressing the programmed **Transfer** key or  key, or hanging up the handset to transfer Party 1 to Party 2.

CONFERENCING CALLS

The 6863i IP phone offers two methods of conferencing:

- Local conferencing (default method).
- Centralized conferencing (for Sylantrio and BroadSoft call managers - Administrator must enable this method).

LOCAL CONFERENCING

The 6863i phone supports up to 3 parties (including yourself) in a conference call. This is called Local Conferencing and is the default method of conferencing on the 6863i.

The following screen illustrates a connected local conference screen:



In a local conference call, you use the up and down arrow keys to scroll to a party on the list, the **▶ Drop** key to drop a selected party and the **◀ Leave** key to leave the conference.

Using Local Conferencing

Use the following procedure to create a conference call using local conferencing.

IP PHONE UI

1. When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the  key. A line opens up.
2. Call Party 2 by dialing their number (or answer an incoming call of a Party).
3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.
4. Press the programmed **Conference** key.



5. Enter the phone number of Party 3.

Note: Users are able to edit the destination number by pressing the **◀** navigation key, which acts as a Backspace key.

6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.

```
1 1. Martha Gold
  2. François Dupont
    Drop
```

7. Press the programmed **Conference** key again to add Party 3 to the conference. Party 1 (which is yourself), Party 2, and Party 3 are all connected to a single conference.

```
1 1. Martha Gold
  2. François Dupont
    Leave Drop
```

8. To drop a party from the conference, use the ▲ or ▼ navigation key to select the party and press the ► **Drop** key.