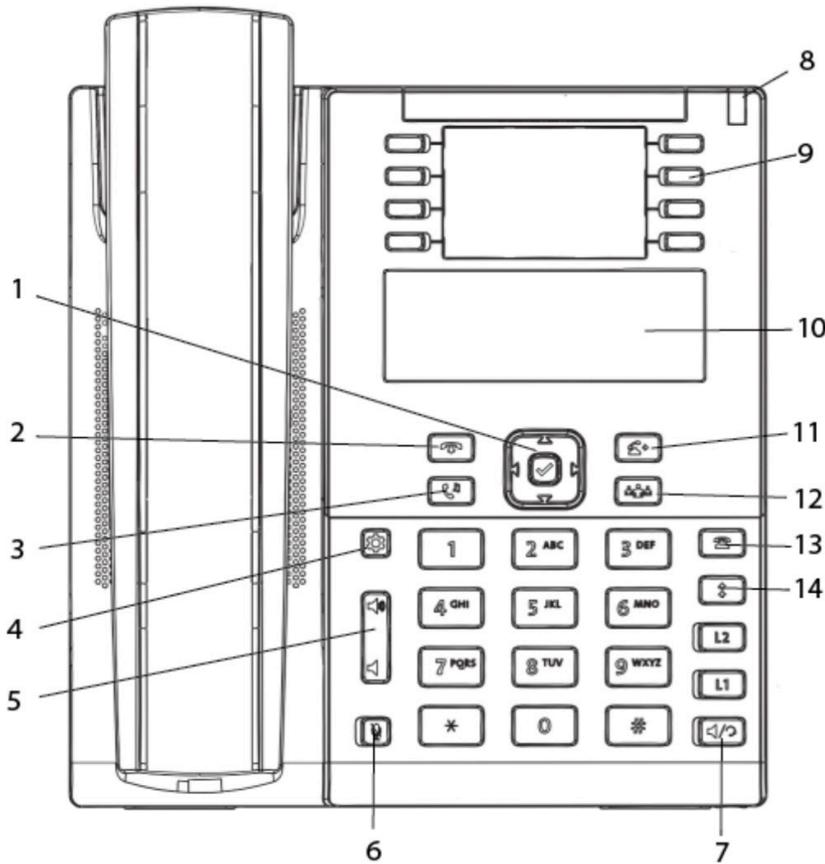# MITEL 6865i

The Mitel 6865i offers exceptional flexibility in a true enterprise grade SIP desktop phone that can support up to 24 lines, has Dual Gigabit Ethernet ports, and features a large 3.4" 128x48 pixel LCD display. Its soft white backlighting and large fonts making the screen easy to read in any lighting conditions.

With its 8 programmable keys, XML capabilities, native DHSG/EHS headset support, a true HD handset and a speakerphone that delivers remarkable wideband HD audio quality, the Mitel 6865i SIP phone is ideally suited for the small to large business market that needs Gigabit throughput for PC connectivity.

KEYS

1 Navigator
2 End Call
3 On-hold
4 Setting
5 Volume
6 Mute
7 Answer with headset or speakerphone
8 Indicator
9 S-key(s)
10 Display
11 Transfer/Xfer
12 Conference
13 Call log
14 Outgoing calls

In order to access the desk phone and its features, please make sure that the desk phone is provisioned to the users account or organisation as a free seating phone. When provisioned, the user has to be logged in order to access the phones features.

Short keys, i.e., S-keys and speed dial keys are preassigned and configured in the organisation's Self-service portal. Please note that assigning Short keys has to be done in the portal, in order for the configurations to apply after reboot.

CALL HANDLING

To call:
Dial the number using the numpad.
Press any preassigned shortcut key.
Press and hold any quick dial key.
Select a contact in your contact list.
Search for any contact in the directory.

To answer:
Either lift the handset or press the **Answer** button to answer via speaker or headset.

To check for missed calls:
Press the **Call log** or the **S-key** mapping to the Call log.
Navigate and select Missed Calls.
Check the missed calls on the display.

To call from the call log:
Press the **Call log** or the **S-key** representing to the Call log.
Navigate and select Incoming Calls, please press enter to proceed.
Navigate and select the contact to call, please press enter to proceed.

To call from S-key:
Press the preassigned **S-key** representing the number that you want to dial.

To dial from speed dial key:
Press and hold the preassigned numpad key (1-9) representing the number that you want to dial.

To do attended transfer:
When making a call, press **Transfer**, the call is now put on hold.
Press the number to the third party, please press **Dial** to proceed.
When the call is answered, you may speak to the third party, please press **Transfer** to proceed.

To do blind transfer:
When making a call, press **Transfer**, the call is now put on hold.
Press the number to the third party, please press **Transfer** to proceed.

To hold a call:
Press **On-hold** to put call on hold and play hold on music.
Press **On-hold** to resume the call.

To do conference call:
Call the first party member, please wait for the party member to answer before proceeding.
Press **Conference S-key**.
Call the third-party member, please wait for the party member to answer before proceeding.
The conference call is now established

To set presence:
Press the **S-key** referring to the presence key
Select the preferred Presence, please press select for the settings to apply.

To record a call:
Press the Recording key or **S-key** to toggle between Recording ON and Recording OFF.

To move call to another device:
Press *6*# (asterisk, six, asterisk, square) on the device

To do common pick up:
Press *5*# (asterisk, six, asterisk, square) on the device

To initiate intercom call:
Press the **Intercom** key or the intercom **S-key**.

To answer intercom call:
An intercom call is automatically answered, please note that you initially cannot speak to the initiator.
By pressing the **Mute** button, the user may now speak to the initiator.

To listen to voicemail:
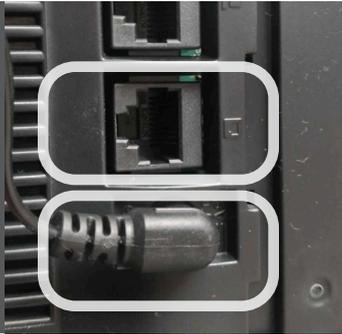Press the **Voicemail** key or the **S-key**.

To display favourites:
Press the preassigned **S-key** mapping to your Favourites.

To search for contact:
Press the preassigned **S-key** mapping to your Directory Search
Enter the search information, please press enter to proceed.
User may now select their contact.

SETTING UP YOUR DEVICE

CONNECTING YOUR DEVICE

Please make sure that your device is connected to a power adapter as well as connecting your ethernet cable to the right source.

The 6865i automatically begins the start-up sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone.
Note: Some start up screens only appear the first time you connect your phone, or if your phone has been factory defaulted.

The phone displays the following start-up screens

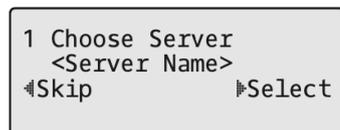| Mitel 6865i	Mitel 6865i LLDP	Mitel 6865i DHCP	Initializing network

During the first start up, the 6865i phone attempts to contact the Redirection and Configuration Server for current server information. No personal information is transmitted from the phone during this process.

Contacting Redirector	Auto Discovery ▸Skip

The 6865i phone may also look for configuration servers on your local network (press Skip to continue without checking for servers).
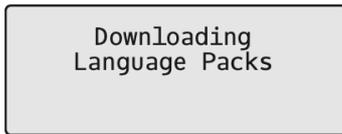
If appropriate servers are found they are listed for you to select from by scrolling down to view the complete list. (Press **Skip** to continue without selecting a server.).

```
1 Choose Server
  <Server Name>
◂Skip        ▸Select
```

The 6865i phone then checks settings and looks for new configuration and firmware updates from a server. If a new update is found, the phone displays the message Updating Configuration. This may take a few moments while the phone downloads the latest updates.
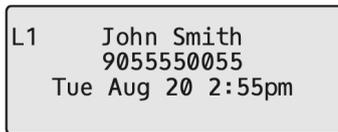
Updating configuration	Checking for new firmware

MITEL 6865i

If language packs were loaded to your phone by your System Administrator, the following screen displays during start-up.

```
   Downloading
  Language Packs
```

When the configuration update is complete, the phone displays the following screens:

Network	DSP	SIP	Done

When the phone has successfully updated the configuration and connected to the network, the phone displays the Idle State screen:

```
L1    John Smith
      9055550055
  Tue Aug 20 2:55pm
```

The Idle State screen lists your name (SIP screen name), extension (or phone number), and the date and time. This screen is shown whenever your phone is not in use. The L1 in the upper corner in the above example indicates the idle screen for the first line appearance. You can use the arrow keys to scroll through the idle screens for both line appearances on the 6865i.