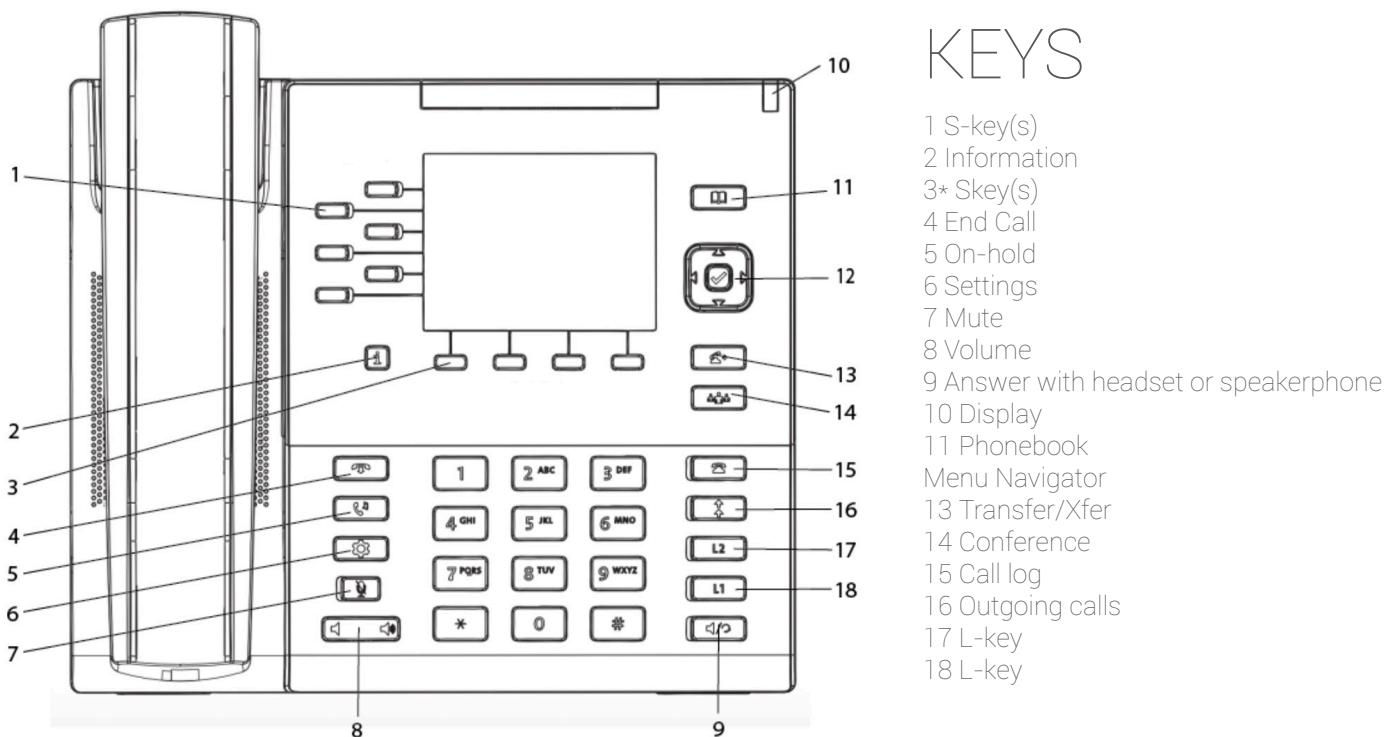


# MITEL 6867i

The Mitel 6867i is a 24-line SIP phone designed for power users who demand a lot from both their phones and their networks. The Mitel 6867i provides remarkable HD wideband audio and an enhanced speakerphone that utilizes advanced audio processing to achieve richer and clearer handsfree conversations.

Supporting today's high-speed networks through dual Gigabit Ethernet ports, the 6867i offers a large colour LCD display, 6 programmable soft keys, 4 programmable context sensitive system keys and native DHSG/EHS and USB headset support.

With its fully customizable hard key layout, XML capabilities, and an environmentally efficient PoE class 2 rating, the 6867i is one of the most advanced SIP desktop phones available on the market today.



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 6873i 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. The phone displays the following start up screens.



The 6867ii phone then checks settings and looks for new configuration and firmware updates from a configuration server. This may take a few moments while the phone downloads the latest updates.

Note: New updates to your phone can be automatically scheduled from the server. This is set up on the phone system by your System Administrator and should be scheduled during non-business hours or slow call periods.

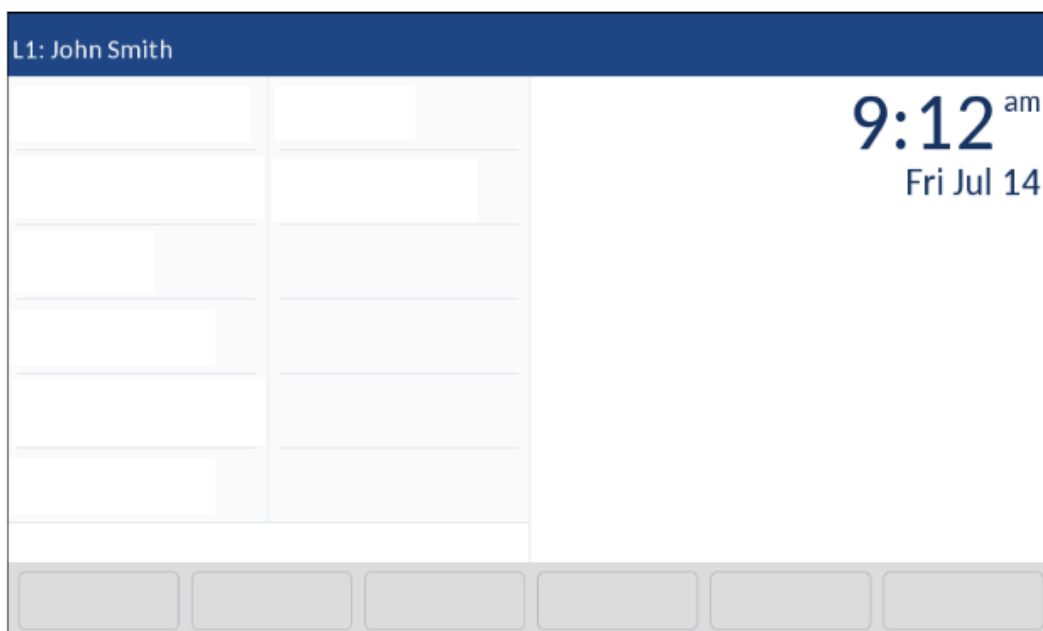
**WARNING: DO NOT UNPLUG OR REMOVE POWER TO THE PHONE WHILE IT IS CHECKING OR INSTALLING FIRMWARE AND CONFIGURATION INFORMATION.**



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

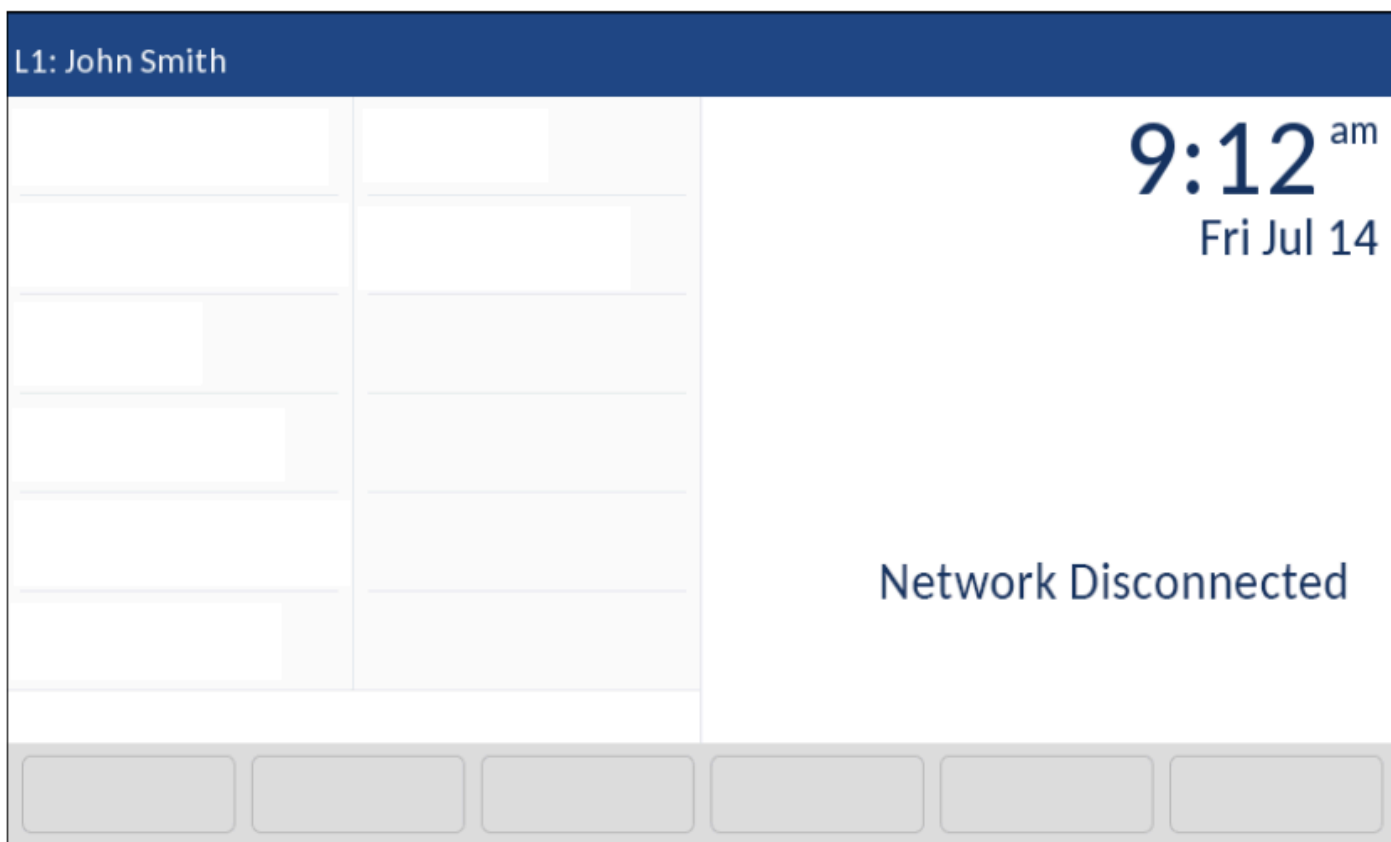


When the configuration update is complete, the phone displays the following screens and then displays the Home screen.



## NETWORK CONNECTED/NETWORK DISCONNECTED

If your phone successfully connects to the network the phone will go directly to the Home screen. If your phone did not successfully connect to the network, the Network Disconnected prompt appears on the display and the telephone status light turns on.



Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and remove the Network Disconnected prompt from the screen.

However, if changes have been made to your phone's network settings, you may need to restart your phone. Check with your System or Network Administrator for assistance.