6867i SIP IP Phone for Clearspan®

RELEASE# 4.2.0 SP2
USER GUIDE
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INTRODUCTION

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 dual microphones and 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 color LCD display, six programmable soft keys, four 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.

ABOUT THIS GUIDE

This guide explains how to use the basic features of your new 6867i phone. Not all features listed are available by default. Contact your System or Network Administrator to find out which features and services are available to you on your system. Your System Administrator has the ability to customize some features on this phone. For information on more advanced settings and configurations, Administrators can refer to the Mitel SIP IP Phones Administrator Guide.

DOCUMENTATION

- Mitel 6867i SIP IP Phone Quick Reference Guide for Clearspan – Contains call handling instructions, an overview of the User Interface (UI) and details on UI navigation, as well as information on other important features. The Quick Reference Guide can be downloaded from http://edocs.mitel.com.

PHONE FEATURES

- 3.5” QVGA color TFT LCD with backlight
- Built-in, two-port 10/100/1000 Gigabit Ethernet switch – lets you share a connection with your computer
- USB 2.0 port (100mA maximum)
- Six programmable and four context-sensitive softkeys
- Press-and-hold speed dial key configuration feature
- Supports up to 24 call lines with LEDs
- Wideband handset
- Wideband, full-duplex speakerphone for handsfree calls
- Headset mode support
- AC power adapter (sold separately)
• Enhanced busy lamp fields*
• Set paging*

*Availability of feature dependent on your phone system or service provider.

REQUIREMENTS

The 6867i requires the following environment:

• SIP-based IP PBX system or network installed and running with a SIP account created for the 6867i phone

• Access to a Trivial File Transfer Protocol (TFTP), File Transfer Protocol (FTP), HyperText Transfer Protocol (HTTP) server, or Hyper Text Transfer Protocol over Secure Sockets Layer (SSL) (HTTPS)

• Ethernet/Fast Ethernet LAN (10/100 Mbps) (Gigabit Ethernet LAN [1000 Mbps] recommended)

• Category 5/5e straight-through cabling (Category 6 straight-through cabling required for optimum Gigabit Ethernet performance)

• Power source:
  - For Ethernet networks that supply inline power to the phone (IEEE 802.3af) use an Ethernet cable to connect from the phone directly to the network for power (no 48V AC power adapter required if using Power-over-Ethernet [PoE])
  - For Ethernet networks that DO NOT supply power to the phone use only the GlobTek Inc. Limited Power Source [LPS] adapter model no. GT-41080-1848 (sold separately) to connect from the DC power port on the phone to a power source or use a PoE power injector or a PoE switch

INSTALLATION AND SETUP

If your System Administrator has not already set up your 6867i phone, please refer to the Mitel 6867i Installation Guide for basic installation and physical setup information.
GETTING STARTED

The 6867i must be set up and be configured prior to its first use. This section describes phone behavior and start up screens you may see when the phone is first plugged in, or when it is restarted.

PLUGGING IN AND STARTING THE PHONE

The 6867i 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 startup screens.

![Start up screens](image-url)
The 6867i 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.

![Update Screenshots]

**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.

---

**CAUTION:** 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 startup.

![Language Pack Update]

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

AUTO INSTALL PROCESS

If your System Administrator uses the Auto Install application, you will be prompted to enter and confirm the Device ID after the initial startup screens display. A configuration file is then created, and the phone restarts.

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.

For more information about connecting your phone, see the *Mitel 6867i IP Phone Installation Guide*.

**Note:** If the phone displays a **No Service** status message, you can still use the phone, but note that it is not registered with the Registrar. For more information about registering your phone, contact your System Administrator.

## UI OVERVIEW

### HOME SCREEN

When the phone has successfully updated the configuration and connected to the network, the phone displays the Home screen. The Home screen displays the current line, your name (SIP screen name), the date and time, and various important status messages. It is the default screen displayed when the phone is in an idle state.
PHONE/LINE STATUS INDICATORS AND MESSAGES

Icons display on the phone to indicate the status of the phone and/or the status of the line. These icons display on the upper right corner of the Home screen.

The following table identifies and describes the phone/line status indicators on the Home screen.

<table>
<thead>
<tr>
<th>ICON</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Phone Locked" /></td>
<td>Phone Locked - The lock icon displays on the Home screen indicating that the phone is in a locked state preventing the phone from being used and preventing any changes from being made to the phone.</td>
</tr>
<tr>
<td><img src="image" alt="Voicemail" /></td>
<td>Voicemail - The voicemail icon displays on the Home screen only if you have new messages waiting. The number in the red circle indicates how many new messages you have (from 1 to 9; if the total number of pending messages is greater than 9, an exclamation mark &quot;!&quot; is displayed). To access your voicemail messages, use the star codes for your system if a voicemail softkey has not been configured on your phone. For more information on your system’s star codes, please refer to the documentation for the voicemail system you are using. <strong>Note:</strong> Depending on your call manager, the voicemail icon may not indicate the number of pending messages, but instead just indicate messages are pending by the use of an exclamation mark &quot;!&quot;.</td>
</tr>
<tr>
<td><img src="image" alt="Missed Calls" /></td>
<td>Missed Calls - The Missed Calls icon displays on the Home screen only when incoming calls have not been received. The number in the red circle indicates how many calls were missed. To access a list of your missed calls, press the Received Callers List key.</td>
</tr>
<tr>
<td><img src="image" alt="Do Not Disturb" /></td>
<td>Do Not Disturb - The Do Not Disturb (DND) icon displays on the Home screen when the DND feature is enabled. When DND is enabled, callers calling into the phone hear a busy signal or a message, depending on the configuration.</td>
</tr>
<tr>
<td><img src="image" alt="Call Forward" /></td>
<td>Call Forward - The Call Forward icon displays on the Home screen when the Call Forward feature is enabled. When Call Forward is enabled, incoming phone calls are automatically forwarded to a defined number when your phone is in a busy state and/or when the call is not answered after a specified number of rings.</td>
</tr>
</tbody>
</table>

In addition to the phone/line status indicators, the following status messages might appear on the Home screen:

- Number of missed calls
- Phone lock status
- SCA Caller IDs
- XML-related text
- Network status
SOFTKEYS

Six left softkeys and four bottom softkeys are always displayed on the Home screen. You can configure the left softkeys with up to 20 functions and configure the bottom softkeys with up to 18 functions as required.

Note: For more information about configuring the left and bottom softkeys, see “Programmable Softkeys” on page 54.

If your Administrator has configured softkey functions on your phone, the labels for those functions display on the screen. For example, in the preceding illustration, XML Menu and Voicemail were configured as XML and speed dial keys respectively and the remaining three left softkeys were configured as Busy Lamp Field (BLF) keys. The bottom set of softkeys were configured as DND (Do Not Disturb), Call FWD (Call Forward), and Lock/Unlock respectively.

A More softkey as indicated by dots is also displayed at the bottom right of the screen if you have configured more softkeys than can be displayed at one time. These dots indicate the number of softkey pages and their relative position.

OFF-HOOK AND DIALING SCREEN

When you pickup the handset on the Home screen, the screen displays as follows:

This screen displays the following bottom keys:

- Dial
- Conf (Conference)
- Xfer (Transfer)

These keys are context-sensitive and cannot be changed.

The More softkey is also displayed if you have any configured bottom softkeys. For example, in the previous figure, the 6867i has three softkeys configured that are viewable on the next softkey “page”. Pressing the More softkey toggles between the first and additional “pages” to display all the rest of the configured softkeys (as per the following figure).
LINE SELECTION SCREEN

The **Line Selection** screen displays a list of the lines that are available on the phone as well as line usage indicators that tell you whether or not a line is in use.

It also allows you to easily select a line to act upon. When a line is not in use, a **New Call** key is available allowing you to dial out using the selected line. If the line is in use with a call on hold, a **Pickup** key is available allowing you to pick up the call on hold on the respective line.

The following table identifies and describes the line usage indicators on the **Line Selection** screen.

<table>
<thead>
<tr>
<th>INDICATOR/ICON</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>No icon denotes that no calls are associated with the line and the line is available to be used.</td>
</tr>
<tr>
<td>#</td>
<td>The number denotes how many call appearances are being utilized on the respective line.</td>
</tr>
<tr>
<td>✅</td>
<td>Indicates a call is incoming on the respective line.</td>
</tr>
<tr>
<td>⏩</td>
<td>Indicates a call is outgoing on the respective line.</td>
</tr>
</tbody>
</table>
DETAILED-VIEW CALL SCREEN

The Detailed-View Call screen brings into focus all the information available for a specific call. It is the default screen displayed for all active point-to-point calls.

The Detailed-View Call screen encompasses the picture ID of the remote party (if available), a call timer indicating the duration of the call in focus (in minutes and seconds), the caller ID (name and number), and call status and feature indicators.

The following table identifies and describes the call status and call feature indicators on the Detailed-View Call screen.

<table>
<thead>
<tr>
<th>INDICATOR/ICON</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CALL STATUS INDICATORS</strong></td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td>No icon denotes that the call is connected and in progress.</td>
</tr>
<tr>
<td></td>
<td>Indicates the call is on hold.</td>
</tr>
<tr>
<td></td>
<td>Indicates the call is an incoming call.</td>
</tr>
<tr>
<td></td>
<td>Indicates the call is an outgoing call.</td>
</tr>
<tr>
<td></td>
<td>Indicates the party is a conference call participant. The direction of the arrow denotes where the other conference call participant is in the list of calls.</td>
</tr>
<tr>
<td><strong>CALL FEATURE INDICATORS</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Indicates the call is secured using TLS/SRTP encryption.</td>
</tr>
<tr>
<td></td>
<td>Indicates the call is using Mitel Hi-Q™ audio.</td>
</tr>
<tr>
<td></td>
<td>Indicates active VoIP recording is enabled and the call is being recorded.</td>
</tr>
</tbody>
</table>
MULTI-VIEW CALL SCREEN

The Multi-View Call screen allows you to manage your calls more efficiently when you have more than one call in progress. It is particularly useful in transfer and conference scenarios. All pertinent information from the Detailed-View Call screen is also available on the Multi-View Call screen but information for two remote parties can be seen simultaneously.

The following table identifies and describes the call status and call feature indicators on the Multi-View Call screen.

<table>
<thead>
<tr>
<th>INDICATOR/ICON</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CALL STATUS INDICATORS</strong></td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td>No icon denotes that the call is connected and in progress.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Indicates the call is on hold.</td>
</tr>
<tr>
<td>←</td>
<td>Indicates the call is an incoming call.</td>
</tr>
<tr>
<td>→</td>
<td>Indicates the call is an outgoing call.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Indicates the party is a conference call participant. The direction of the arrow (if applicable) denotes where the other conference call participant is in the list of calls.</td>
</tr>
<tr>
<td><strong>CALL FEATURE INDICATORS</strong></td>
<td></td>
</tr>
<tr>
<td>[ ]</td>
<td>Indicates the call is secured using TLS/SRTP encryption.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Indicates the call is using Mitel Hi-Q™ audio.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Indicates active VoIP recording is enabled and the call is being recorded.</td>
</tr>
</tbody>
</table>
UI NAVIGATION

UI navigation is easily performed using the navigation keys located to the right of the LCD screen.

The left and right navigation keys are used to switch to the different screens and the up and down keys are used to highlight and scroll through the different lines/calls on the respective screen. Pressing the center check button selects/sets options and performs various actions (such as dialing out when in the Directory, Received Callers, and Outgoing Redial Lists).

The following figure provides a visual representation of the different screens and the UI behavior when a navigation key is pressed.

Note: The Detailed-View Call screen is only accessible when at least one call is in a ringing or connected state. Moreover, the Multi-View Call screen is only accessible when more than one call is a ringing or connected state.
IP PHONE KEYS

KEY PANEL

The following sections describe the various 6867i phone key functions and how they can help you make and manage your calls and caller information.

1 6867i Handset
2 Line/Call Appearance Keys
3 High Quality Speakerphone
4 Message Waiting Indicator
5 Goodbye Key
6 Hold Key
7 Options Key
8 Mute Key
9 Volume Control
10 Dialpad
11 Received Callers List Key
12 Outgoing Redial Key
13 Speaker/Headset Key
14 Directory Key
15 Navigation Keys/Select Button
16 Transfer Key
17 Conference Key
18 Presence Key
19 Programmable Softkeys
20 Context-Sensitive Softkeys
21 TFT LCD Screen
**KEY DESCRIPTIONS**

The following table describes the keys on the 6867i:

<table>
<thead>
<tr>
<th>KEY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td><strong>Goodbye Key</strong> - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.</td>
</tr>
<tr>
<td>📣</td>
<td><strong>Hold Key</strong> - Places an active call on hold. To retrieve a held call, press the Hold key again or press the Pickup softkey offered on the display.</td>
</tr>
<tr>
<td>🛋️</td>
<td><strong>Options Key</strong> - Accesses services and options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing any Administrator-only options.</td>
</tr>
<tr>
<td>🎤</td>
<td><strong>Mute Key</strong> - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).</td>
</tr>
<tr>
<td>🎧</td>
<td><strong>Volume Controls</strong> - Adjusts the volume for the handset, ringer, and handsfree speakerphone.</td>
</tr>
<tr>
<td>📞</td>
<td><strong>Received Callers List Key</strong> - Accesses a list of the last 200 calls received.</td>
</tr>
<tr>
<td>🔄</td>
<td><strong>Outgoing Redial Key</strong> - Accesses a list of the last 100 previously dialed numbers. Pressing the Redial key twice redials the last dialed number.</td>
</tr>
<tr>
<td>📚</td>
<td><strong>Line/Call Appearance Keys</strong> - Connects you to a line or call. The Mitel 6867i IP phone has two default Line keys, each with LED indicator lights.</td>
</tr>
<tr>
<td>🎧</td>
<td><strong>Speaker/Headset Key</strong> - Transfers the active call to the speaker or headset, allowing handsfree use of the phone.</td>
</tr>
<tr>
<td>📚</td>
<td><strong>Directory Key</strong> - Accesses a directory of names and phone numbers (stored in alphabetical order).</td>
</tr>
<tr>
<td>🎤</td>
<td><strong>Navigation Keys/Select Button</strong> - Multi-directional navigation keys allow you to navigate through the phone’s user interface. Pressing the center Select button selects/sets options and performs various actions (such as dialing out when in the Directory, Received Callers, and Outgoing Redial Lists).</td>
</tr>
<tr>
<td>🔄</td>
<td><strong>Transfer Key</strong> - Transfers the active call to another number.</td>
</tr>
<tr>
<td>📚</td>
<td><strong>Conference Key</strong> - Begins a conference call with the active call.</td>
</tr>
</tbody>
</table>
DIALPAD KEYS

The 6867i has a dialpad with digits 0 through 9, a * key, and a # key. Keys 2 through 9 contain the letters of the alphabet. The 6867i phone dialpad includes the following:

<table>
<thead>
<tr>
<th>DIALPAD KEY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Dials 0</td>
</tr>
<tr>
<td></td>
<td>Dials the Operator on a registered phone</td>
</tr>
<tr>
<td>1</td>
<td>Dials 1</td>
</tr>
<tr>
<td>2 ABC</td>
<td>Dials 2</td>
</tr>
<tr>
<td></td>
<td>When entering text, this key enters A with one press, B with two presses, and C with three presses</td>
</tr>
<tr>
<td>3 DEF</td>
<td>Dials 3</td>
</tr>
<tr>
<td></td>
<td>When entering text, this key enters D with one press, E with two presses, and F with three presses</td>
</tr>
<tr>
<td>4 GHI</td>
<td>Dials 4</td>
</tr>
<tr>
<td></td>
<td>When entering text, this key enters G with one press, H with two presses, and I with three presses</td>
</tr>
<tr>
<td>5 JKL</td>
<td>Dials 5</td>
</tr>
<tr>
<td></td>
<td>When entering text, this key enters J with one press, K with two presses, and L with three presses</td>
</tr>
<tr>
<td>6 MNO</td>
<td>Dials 6</td>
</tr>
<tr>
<td></td>
<td>When entering text, this key enters M with one press, N with two presses, and O with three presses</td>
</tr>
<tr>
<td>7 P QRS</td>
<td>Dials 7</td>
</tr>
<tr>
<td></td>
<td>When entering text, this key enters P with one press, Q with two presses, R with three presses, and S with four presses</td>
</tr>
<tr>
<td>8 TUV</td>
<td>Dials 8</td>
</tr>
<tr>
<td></td>
<td>When entering text, this key enters T with one press, U with two presses, and V with three presses</td>
</tr>
<tr>
<td>9 WXYZ</td>
<td>Dials 9</td>
</tr>
<tr>
<td></td>
<td>When entering text, this key enters W with one press, X with two presses, Y with three presses, and Z with four presses</td>
</tr>
</tbody>
</table>
The * is called the star key. The # is called the number sign, pound key, or hash key. These can be used for special functions such as accessing voicemail. The star key and pound key functions are dependent on your country’s feature availability. Contact your System Administrator for more information about available functions using these keys.
MAKING CALLS

You can make calls from your phone using your handset, speakerphone or headset.

DIALING A NUMBER

First, take the phone off-hook by:

• Lifting the handset
• Pressing \ or
• Pressing a line/call appearance button

At the dial tone, enter the number you wish to call. When your party picks up, a timer appears on your display that records the length of your 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 softkey (if the handset is offhook) or the # 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.

If the Live Dialpad option is on, as soon as you press the first digit on the dialpad the phone automatically selects the next available line, goes off-hook, and dials as digits are pressed.

CALLING A DIRECTORY ENTRY

The 6867i phone has a dedicated Directory Lookup key, but your System Administrator can assign corporate directory access to any softkey.

1. Press the Directory Lookup key. If prompted, enter your Outlook credentials.
2. Search for any name by entering letters using the phone’s keypad.
3. Press Lookup to retrieve a list of possible names. You can scroll up and down in the list that is returned.
4. Press Dial to call the selected entry in the list.
5. To exit the Directory, press Back and Cancel.

CALLING A SPEEDDIAL ENTRY

Depending on the keys configured for speed dial, you can call speed dial entries in one of the following ways:

• Press the programmed Speed Dial softkey, and then press the one- or two-digit code assigned to the speed dial number you want to call.
• Press a softkey that has been assigned to call a speed dial entry.
• Press and hold a keypad key that has been assigned to call a speed dial entry.
PRE-DIALING A NUMBER

You can also make a call by pre-dialing a number. Pre-dialing lets you view a number before you dial.

With the phone in an idle state and on-hook, simply use the dialpad to enter the number you wish to call.

REDIALING A NUMBER

By default, the 6867i has a dedicated Outgoing Redial key. Pressing the Outgoing Redial key displays the Outgoing Redial List.

The redial list is available during active calls. It stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

1. Press \(\mathbf{\textcolor{red}{\uparrow}}\) once to access the Outgoing Redial List.

Note: Press \(\mathbf{\textcolor{red}{\uparrow}}\) twice to dial the most recent number you dialed from the phone.
2. Press ▶ to see more detailed information about the redial entry.

Note: The detailed view screen contains the picture ID of the called party (if available), the date and time of the outgoing call, whether or not the call was answered, the line on which the call was placed, call duration (if the call was answered), any applicable call feature indicators, and the caller ID details.

3. To dial the displayed number while in the Outgoing Redial List, press the [ ] button, press [ ] , press the Dial softkey, lift the handset, or press any of the line keys.

4. To exit the Outgoing Redial List, press [ ] or the Quit softkey.

USING HANDSFREE SPEAKERPHONE

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker or Speaker/Headset audio mode. For more information about setting the audio mode on your phone, see “Audio Mode” on page 45.

• To dial using handsfree, first press [ ] and enter a number at the dial tone.

• To answer a call on your phone using handsfree, press [ ] or the line/call appearance button.

• If you are in Speaker audio mode, lift the handset and press [ ] to switch between handsfree and handset.

• If you are in Speaker/Headset audio mode, press [ ] to switch between handsfree and headset.

• When the handset is on hook, press [ ] to disconnect the call.

Note: When handsfree is on, the speaker light turns on.
USING A HEADSET

The 6867i accepts analog and DHSG/EHS headsets through the modular RJ22/RJ45 port on the back of the phone, or USB headsets through the USB port.

Contact your telephone equipment retailer or distributor to purchase a compatible headset.

Notes:

1. The RJ22/R45 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.
2. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.
3. Contact your System Administrator for questions regarding supported headsets.
4. If both an analog (non-DHSG) headset and a USB headset are connected to the phone, the USB headset will take precedence over the analog headset (i.e. the USB headset will be functional while the analog headset will not be functional).
5. If both a DHSG headset and a USB headset are connected to the phone and DHSG is enabled, the DHSG headset will take precedence over the USB headset.

On the 6867i, there are three options for the headset microphone volume: Low, Medium, and High. For more information about configuring the headset microphone volume, see “Headset” on page 46.

Follow these steps to make and receive calls using a headset.

1. Ensure that you have selected a headset audio mode.
2. Turn the phone over and locate the headset jack marked ☀ or the USB port.
   - If you have a USB headset, insert the USB plug into the USB port.
   - If you have a headset with an RJ9/RJ22 4-pin connector, insert the headset cord into the jack until it clicks into place.
   - If you have a DHSG/EHS headset with an RJ45 6-pin or 8-pin connector, remove the plastic headset jack adapter and then insert the cord into the jack until it clicks into place.
3. Press the `4/0` key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the Options List, a dial tone or an incoming call is received on either the headset or the handsfree speakerphone.

4. Press the `P` key to end the call.

**Note:** See the *Mitel 6867i SIP IP Phone Installation Guide* for more information.
RECEIVING CALLS

When a call is ringing at your extension, the inbound callers name, extension, picture ID (if applicable), and incoming call icon display on the screen. Additionally, the line/call appearance LED flashes quickly for the incoming call.

For information about automatically rejecting or redirecting incoming calls, refer to “Call Forward Key” on page 59 and “Do Not Disturb (DND) Key” on page 62.

ANSWERING AN INCOMING CALL

- For handsfree operation, press , the Answer softkey, or the line/call appearance button for the incoming call.
- Press for headset operation or the answer button on your headset (if available).
- Lift the handset for handset operation.

Note: The audio mode setting you have selected in Options List > Headset Settings 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 45.

If the phone is already connected to a call, pressing the line/call appearance button or Answer softkey 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 button for that call or navigate to the call on hold and press the Pickup softkey.

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

Note: If the Goodbye Key Cancels Incoming Call feature is disabled, you can also use the answer button on your headset (if available) to answer the secondary incoming call. If the Goodbye Key Cancels Incoming Call feature is enabled, the answer button on your headset will cancel the secondary incoming call.

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 or press the **Ignore** key. If you are already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon displaying the number of pending messages.
HANDLING CALLS

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

PLACING A CALL ON HOLD

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

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

The screen displays the icon indicating the call is on hold. Additionally, 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.

Note: If you are connected to another call, the phone does not beep to remind you that you still have a call on hold.

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). If you are on hold, the call/line appearance light for the line you are on remains solid to indicate that you are still connected.

AUTOMATIC HOLD

When juggling between calls, you do not have to press the button 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 button.

RETRIEVING A HELD CALL

If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance button where that call is being held or by navigating to the call on the Line Selection or any Call screen and pressing or Pickup softkey. Press Hangup to disconnect the call.

If an attempt to retrieve a held call fails, the 6867i displays a “Server Error” message and error reason code on screen. You can disconnect the call on hold by pressing the Hangup key in certain circumstances. A call on hold can be disconnected by pressing the Hangup key only when these three conditions are met:

• The line with the call on hold is the line in focus.
• You have attempted to retrieve the call on hold by navigating to the call on the Line Selection or any Call screen and pressing the or Pickup softkey.
• The attempt to retrieve the call on hold failed due to a 408, 5xx, or 6xx reason code. If the attempt failed due to a different server error reason, pressing the Hangup key will not disconnect the call.

This behavior is applicable to all call-on-hold scenarios such as single point-to-point calls, conference calls, and any transfer scenarios. In an attended transfer scenario, pressing the Hangup key after a failed retrieval attempt (that meets the above three conditions) will disconnect the call on hold instead of launching the transfer.

TRANSFERRING CALLS

The 6867i IP phone has a dedicated Transfer key. You can use this hard key to transfer calls or use the Xfer softkey offered on screen when in a connected call.

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, simply 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 6867i 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 key or Xfer softkey and the direct transfer will be performed.

TRANSFERRING CALLS

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

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the `⃗` key or **Xfer** softkey.

![Call Handling Diagram]

3. Enter the extension number (or the outside number) to Party 2.

![Call Handling Diagram]

To cancel the transfer you can either press the **Cancel** softkey on the display screen, press `⃗`, or hang up the handset.

4. Complete either a blind or consultative transfer:
   - To complete a blind transfer, press the `⃗` key or **Xfer** softkey key again before the receiving end answers.
   - To complete a consultative transfer, press **Dial** and remain on the line to speak with Party 2, before either pressing the `⃗` key, **Xfer** softkey, `⃗` key, or hanging up the handset to transfer Party 1 to Party 2.
TRANSFERRING AN EXISTING CALL TO ANOTHER EXISTING CALL

1. Ensure you are on an active call with the party you wish to transfer (the transfer recipient should be placed on hold).

2. Press the 5 or 2 navigation keys to highlight the party to whom you wish to transfer the active call.

3. Press the key or Xfer softkey. The active call will be transferred.

TRANSFERRING TO A CONTACT IN THE DIRECTORY

You can complete a transfer to a contact in the directory. If you are in a call and initiate a transfer, you can navigate to the Directory screen and use the key to complete a blind or consultative transfer.
Handling Calls

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.

2. Press the key or Xfer softkey.

3. Press the Directory Lookup key and select a contact.

4. To complete a blind transfer, press the Transfer key again before the receiving end answers.
   To complete a consultative transfer, press Dial to call the contact. Remain on the line to speak with Party 2 before pressing the Transfer key again to transfer Party 1 to Party 2.
   To cancel the transfer, select Cancel on the display screen or press .

INDICATION OF TRANSFERRED CALLS

When you transfer an active call, the near-end phone displays a Call Transferred screen when a call is transferred and the far-end call is dropped. The following figure illustrates the Call Transferred screen on the 6867i phone.
CREATING CONFERENCING CALLS

The 6867i IP phone has a dedicated Conference key. You can use this hard key to create conference calls or use the Conf softkey offered on screen when in a connected call.

SETTING UP A CONFERENCE CALL

Use the following procedure to create a conference call.

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 Conference key or Conf softkey.

5. Enter the phone number of Party 3.

6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.
7. Press the &#x26; key or **Conf** softkey again to add Party 3 to the conference. Party 2 and Party 3 will connect with you to form a conference call.

![Conference Call Screen]

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

**CREATING A CONFERENCE CALL BY JOINING TWO EXISTING CALLS**

1. Ensure you are on an active call with one of the parties with whom you wish to create a conference (the other party should be placed on hold).

![Conference Call Screen]

**Note:** Direct conferencing can be performed in either the **Multi-View Call** screen or **Detailed View Call** screen.

2. Press the ▲ or ▼ navigation keys to highlight the party you wish to conference in.

![Conference Call Screen]
3. Press the `key or Conf softkey. The two parties will connect with you to form a conference call.

**ENDING A CONFERENCE AND TRANSFERRING REMAINING PARTIES**

When the Host hangs up from a conference, the conference ends. Other participants can hang up and leave the remaining parties connected.

**MUTING YOUR AUDIO**

You can use the ` key to mute the handset, headset, or speakerphone. When you use the ` key on your phone, you cannot be heard on an active call or on a conference. For muted calls, the handsfree LED flashes and the ` key LED is on. To switch mute on or off, press `.

**Note:** If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

**ENDING CALLS**

To end a call, you first need to connect or reconnect to the call if not already connected (e.g. if your caller is on hold). Press ` or the Drop softkey to end the call. If connected through the handset, you can also place the handset back on hook to end the call.
OPTIONS MENU

You can customize your phone by pressing the Options key and accessing the IP phone UI. These options allow you to customize the following phone settings.

CAUTION: Consult with your System Administrator before changing any of the phone settings in the Options menu.

<table>
<thead>
<tr>
<th>ICON</th>
<th>OPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌐</td>
<td>Language</td>
</tr>
<tr>
<td>⏰</td>
<td>Time and Date</td>
</tr>
<tr>
<td>⏰</td>
<td>▪ Settings</td>
</tr>
<tr>
<td>⏰</td>
<td>▪ Time Zone</td>
</tr>
<tr>
<td>📜</td>
<td>▪ Set Date and Time</td>
</tr>
<tr>
<td>📜</td>
<td>Directory</td>
</tr>
<tr>
<td>📜</td>
<td>▪ Settings (available only if external directory sources are configured by your Administrator)</td>
</tr>
<tr>
<td>📜</td>
<td>▪ External Sources (available only if external directory sources are configured by your Administrator)</td>
</tr>
<tr>
<td>🔒</td>
<td>Credentials (available only if certain features are configured by your Administrator)</td>
</tr>
<tr>
<td>🔒</td>
<td>Call Forward</td>
</tr>
<tr>
<td>🔒</td>
<td>Lock</td>
</tr>
<tr>
<td>🔒</td>
<td>▪ Password</td>
</tr>
<tr>
<td>🔒</td>
<td>▪ Phone Lock</td>
</tr>
<tr>
<td>🔒</td>
<td>Status</td>
</tr>
<tr>
<td>🎧</td>
<td>Audio</td>
</tr>
<tr>
<td>🎧</td>
<td>▪ Audio Mode</td>
</tr>
<tr>
<td>🎧</td>
<td>▪ Headset</td>
</tr>
</tbody>
</table>
6867i User Guide for Clearspan

<table>
<thead>
<tr>
<th>ICON</th>
<th>OPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎵</td>
<td>• Ring Tones</td>
</tr>
<tr>
<td>🎵</td>
<td>• Tone Set</td>
</tr>
<tr>
<td></td>
<td>Display</td>
</tr>
<tr>
<td></td>
<td>Dialing</td>
</tr>
<tr>
<td></td>
<td>• Live Dialpad</td>
</tr>
<tr>
<td></td>
<td>• Speed Dial Edit</td>
</tr>
<tr>
<td></td>
<td>Restart</td>
</tr>
</tbody>
</table>

**ACCESSING THE IP PHONE OPTIONS**

**Note:** The Advanced options are Administrator-level functions only, and are not accessible by the user. These options should only be set up and changed by your System Administrator.

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

2. To go to an option, use ◀ and ▶ to navigate to the main option and ▲ and ▼ to scroll through the sub options.

3. Press the ✔️ button or Select softkey to select an option.

4. Use the navigation keys, dialpad keys, and softkeys that display for each option to make any desired changes.

5. Press the Save softkey to save your changes.

6. Press the 🔄 button or the Cancel or Quit softkey at any time to exit without saving changes.

**Note:** For more information about customizing your phone using the available options from the IP phone UI, see “Options Menu” on page 32. For more information about Advanced options, contact your System Administrator.
**LANGUAGE**

The **Screen Language** is set to English. You can configure the language you use for input on the phone by setting the **Input Language** option. The default input language setting is English.

1. Press **[ ]** on the phone to enter the Options List.
2. Navigate to the **Language** option and press the **[ ]** button or **Select** softkey.
3. Press the **▼** key to highlight the **Input Language** option.

4. With **Input Language** highlighted, press the **►** key to move to selection column. Use the **▲** and **▼** keys to scroll through and choose the desired input language. Valid values are:
   - English (default)
   - Français (French)
   - Español (Spanish)
   - Deutsch (German)
   - Italiano (Italian)
   - Português (Portuguese)
   - Русский (Russian)
   - Nordic
   - Greek

**Note:** Available input languages are dependent on the configuration enabled by your System Administrator.

5. Press the **Save** softkey to save your changes.

The change is dynamic.

**TIME AND DATE**

On the IP phones, the following time and date sub-options are available to be configured:

- Settings:
  - Time Format
  - Daylight Savings
  - Date Format
• Time Zone
• Set Date and Time:
  - Use Network Time (configure time servers)
  - Enter Time and Date

**TIME FORMAT, DAYLIGHT SAVINGS, AND DATE FORMAT**

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

2. Navigate to the **Time and Date > Settings** option and press the button or **Select** softkey.

<table>
<thead>
<tr>
<th>Time and Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Format</td>
</tr>
<tr>
<td>Daylight Savings</td>
</tr>
<tr>
<td>Date Format</td>
</tr>
</tbody>
</table>

3. With **Time Format** highlighted press the key to move to selection column.

4. Use the and keys to scroll through and choose the desired time format. Valid values are 12 Hour and 24 Hour (the default is 12 Hour).

5. Press the key to move to back to the options column and press the key to highlight **Daylight Savings**.

<table>
<thead>
<tr>
<th>Time and Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Format</td>
</tr>
<tr>
<td>Daylight Savings</td>
</tr>
<tr>
<td>Date Format</td>
</tr>
<tr>
<td>Automatic</td>
</tr>
</tbody>
</table>

6. With **Daylight Savings** highlighted press the key to move to selection column.

7. Use the and keys to scroll through and choose the desired daylight savings setting. Valid values are:
   - Off
   - 30 min summertime
   - 1h summertime
   - Automatic (default)
8. Press the ▲ key to move to back to the options column and press the ▼ key to highlight Date Format.

9. With Date Format highlighted press the ▶ key to move to selection column.

10. Use the ▲ and ▼ keys to scroll through and choose the desired date format. Valid values are:
   - WWW MMM DD (default)
   - DD-MMM-YY
   - YYYY-MM-DD
   - DD/MM/YYYY
   - DD/MM/YY
   - DD-MM-YY
   - MM/DD/YY
   - MMM DD
   - DD MMM YYYY
   - WWW DD MMM
   - DD MMM
   - DD.MM.YYYY

11. Press the Save softkey to save your changes.

Note: The time and date formats you configure are applicable to the Home screen, as well as the Received Callers and Outgoing Redial lists.
TIME ZONE

1. Press \( \text{\textcopyright} \) on the phone to enter the Options List.

2. Navigate to the Time and Date > Time Zone option and press the button or Select softkey.

   A list of time zones displays for different areas of the world.

   ![Time Zone List]

3. Use the \( \uparrow \) and \( \downarrow \) keys to scroll through and highlight the desired region. Valid values are:
   - America
   - Asia
   - Atlantic
   - Australia
   - Europe
   - Pacific
   - Others

4. With the desired region highlighted press the \( \text{►} \) key to move to selection column.

5. Use the \( \uparrow \) and \( \downarrow \) keys to scroll through and choose the time zone that applies to your area. The default time zone is US-Eastern.

6. Press the Save softkey to save your changes.

DATE AND TIME

With a valid time server enabled your IP phone will synchronize the time displayed with the specified configuration server. The phone will use the time from Time Server 1 unless it is not configured or unavailable, in which case it will move on to Time Server 2, and if necessary Time Server 3.

1. Press \( \text{\textcopyright} \) on the phone to enter the Options List.

2. Navigate to the Time and Date > Set Date and Time option and press the button or Select softkey.
3. If you want to synchronize the time and date using a time server, ensure there is a checkmark in the box corresponding to the **Use Network Time** setting. If there is no checkmark, press the button to enable the **Use Network Time** setting.

![Time and Date Settings](image)

- Press the ▼ key to highlight *Time Server 1*, *Time Server 2*, or *Time Server 3*.
- Using the keys on the dialpad, enter an IP address or domain name for the time server. Use the Backspace key to move back a space and delete a character. Use the Dot softkey to enter dots within the IP address or domain name. Use the 123 softkey to toggle between entering numbers and entering letters.

4. If you want to manually set the date and time, press the button to clear the checkmark from the **Use Network Time** box and disable the setting.

![Time and Date Settings](image)

- Press the ▼ key to highlight *Enter Time* or *Enter Date*.
- Using the keys on the dialpad, change the time and date accordingly. When entering the time, use the AM/PM softkey to toggle between AM and PM.

5. Press the Save softkey to save your changes.

**DIRECTORY**

You can configure directory display settings, such as first name and last name order and sorting, through the **Directory > Settings** options menu.

---

**Note**: If you have a K680i keyboard attached to the phone, the **Directory > Settings** options menu also allows you to enable/disable the Live Keyboard feature.
If external Directory sources are configured, you can enable/disable the respective Directory sources as well as rename Directory folder labels through the Directory > External Sources options menu.

**SETTINGS**

1. Press **[ ]** on the phone to enter the Options List.
2. Navigate to the Directory > Settings option and press the **[ ]** button or Select softkey.

   ![Directory Settings Menu]

3. With Display Name Order highlighted press the **[ ]** key to move to selection column.
4. Use the **[ ]** and **[ ]** keys to and choose the desired display name order.
5. Press the **[ ]** key to move to back to the options column and press the **[ ]** key to highlight Sorting Preferences.

   ![Sorting Preferences Menu]

6. With Sorting Preferences highlighted, press the **[ ]** key to move to selection column.
7. Use the **[ ]** and **[ ]** keys to and choose the desired sorting preference.
8. Press the Save softkey to save your changes.

**Enabling/Disabling Live Keyboard**

*Note:* This setting is only available if a K680i keyboard is attached to the phone.

When the phone is in an idle state and a alphabetic character key on an attached K680i keyboard is pressed, the default behavior of the phone is to simply wake up (if the phone is dimmed or displaying the screensaver). Users have the option to enable the Live Keyboard feature, which,
in addition to waking up the phone (if applicable), will launch the Directory search function in such scenarios.

1. Press on the phone to enter the Options List.
2. Navigate to the Directory > Settings option and press the button or Select softkey.
3. Use the key to scroll down and highlight the Live Keyboard setting.

4. Press to move to the selection column.
5. Use the keys to enable (On) or disable (Off) the Live Keyboard feature.
6. Press the Save softkey to save your changes.

LIVE KEYBOARD

When the phone is in an idle state and a alphabetic character key on an attached K680i keyboard is pressed, the default behavior of the phone is to simply wake up (if the phone is dimmed or displaying the screensaver). Users have the option to enable the Live Keyboard feature, which, in addition to waking up the phone (if applicable), will launch the Directory search function in such scenarios.

1. Press on the phone to enter the Options List.
2. Navigate to the Directory > Settings option and press the button or Select softkey.
3. Use the key to scroll down and highlight the Live Keyboard setting.
4. Press to move to the selection column.
5. Use the and keys to enable (On) or disable (Off) the Live Keyboard feature.
6. Press the Save softkey to save your changes.

EXTERNAL SOURCES

Note: Menu available only if external Directory sources have been configured by your Administrator.

1. Press on the phone to enter the Options List.
2. Navigate to the Directory > External Sources option and press the button or Select softkey.
3. Use the ▼ and ▲ keys to navigate through the list of Directory sources and press the ☑ button to enable or disable each one as per your preference.

**Note:** CSV 1 and 2 are enabled by default. All other Directory sources are disabled by default.

4. Press the ▲ key to navigate to the Enable/Disable tab, and press the ▶ key to switch to the Labels tab.

5. Use the ▼ and ▲ keys to navigate through the list of Directory source labels and using the dialpad keys enter in a name for the respective directory folders.

6. Press the Save softkey to save your changes.

### CALL FORWARD

You can use the Options menu to set your phone to automatically forward incoming calls when you are already in a call, when you don’t answer, or always. You can access Call Forward settings from the Options menu or from a configured Call Forward softkey. For more information, refer to "Call Forward Key" on page 59.

### LOCK

The Lock option allows you to change the user password for your phone. Changing your password ensures that only you can alter your phone settings and helps keep your system secure. You can change your user password using the IP phone UI.

**Note:** Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). The default password is an empty string (i.e. leave the field blank).

### PASSWORD

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

2. Navigate to the Lock > Password option and press the ☑ button or Select softkey.

   ![Password screen](image)

   - **Current Password:** field, enter the current user password.
   - **New Password:** field, enter the new user password.
   - **Re-enter Password:** field, re-enter the new user password.

   - Press the Save softkey to save your changes.
6. Press the Save softkey to save your changes.

   A Password Changed confirmation message displays on the screen.

PHONE LOCK

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using the IP phone UI or by configuring a Lock softkey on your phone. For more information about configuring a Lock/Unlock key on your phone, see “Paging Key” on page 72.

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

2. Navigate to the Lock > Phone Lock option and press the ☑ button or Select softkey.

3. At the Lock the phone? prompt, press the Lock softkey or navigate to the Yes button and press the ☑ button.

   The message Phone is locked and lock icon displays on the Home screen. Additionally the Message Waiting Indicator (MWI) will turn on.

   Note: Alternatively, if configured, you can lock the phone by simply pressing a Lock softkey.
UNLOCKING THE PHONE

1. Press 

2. At the Enter Unlock Password prompt, enter your user password and press the Enter softkey or button.
3. At the Unlock the phone? prompt, press the Unlock softkey or navigate to the Yes button and press the button.

RESETTING A USER PASSWORD

If you forget your password, contact your System Administrator.

STATUS

The Status option on the IP phone displays the status of your phone to the LCD display.

This option allows you to view your phone’s:
- Firmware information including firmware version and boot version
- Network status including your phone’s IP, MAC address, and LAN/PC port information
- Storage information including how many records are stored in your Callers and Redial lists
- Error messages from the last reboot or startup
- Copyright information

1. Press 

2. Press the button to enter the Status menu.
3. Use the ▲ and ▼ keys to scroll through the following status items:
   - **Firmware Info**

<table>
<thead>
<tr>
<th>Status</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Firmware Info</strong></td>
<td>Platform</td>
</tr>
<tr>
<td></td>
<td>686/A</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>Phone Info</td>
</tr>
<tr>
<td></td>
<td>4.2.0.162</td>
</tr>
<tr>
<td><strong>Storage</strong></td>
<td>Boot Version</td>
</tr>
<tr>
<td></td>
<td>1.0.1.A</td>
</tr>
</tbody>
</table>

   **Notes**: Press the **Copyright** softkey to view copyright information. The Status menu may also contain a section called **Accessory Info**. This section details the firmware versions of all the accessories attached to your phone.

   - **Network**

<table>
<thead>
<tr>
<th>Status</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Firmware Info</strong></td>
<td>IP Address</td>
</tr>
<tr>
<td></td>
<td>10.30.100.102</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>MAC Address</td>
</tr>
<tr>
<td></td>
<td>00085D3E7691</td>
</tr>
<tr>
<td><strong>Storage</strong></td>
<td>LAN Port</td>
</tr>
<tr>
<td></td>
<td>1000/Full (Auto)</td>
</tr>
<tr>
<td></td>
<td>PC Port</td>
</tr>
<tr>
<td></td>
<td>Link Down</td>
</tr>
</tbody>
</table>

   - **Storage**

<table>
<thead>
<tr>
<th>Status</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Firmware Info</strong></td>
<td>Directory List</td>
</tr>
<tr>
<td></td>
<td>1/200</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>Callers List</td>
</tr>
<tr>
<td></td>
<td>20/200</td>
</tr>
<tr>
<td><strong>Storage</strong></td>
<td>Redial List</td>
</tr>
<tr>
<td></td>
<td>48/100</td>
</tr>
</tbody>
</table>

   **Note**: If the Received Callers List or Redial List is full, the Storage screen displays information regarding the age of the oldest record stored in memory for the respective list instead of the total number of records stored.
The **Audio** option on the IP phone allows you to set the audio mode for your IP phone, configure headset settings, and personalize ring tones and tone sets.

**AUDIO MODE**

The 6867i allows you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The **Audio Mode** option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set:

<table>
<thead>
<tr>
<th>AUDIO MODE OPTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaker</td>
<td>This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing the button on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.</td>
</tr>
<tr>
<td>Headset</td>
<td>Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the button on the phone. To switch from the headset to the handset, lift the handset.</td>
</tr>
</tbody>
</table>
Options Menu

1. Press \( \mathcal{O} \) on the phone to enter the Options List.

2. Navigate to the Audio > Audio Mode option and press the \( \checkmark \) button or Select softkey.

3. Use the \( \uparrow \) and \( \downarrow \) keys to scroll through and highlight the desired audio mode. Valid values are:
   - Speaker (default)
   - Headset
   - Speaker/Headset
   - Headset/Speaker

4. Press the Save softkey to save your changes.

HEADSET

The Headset option allows you to set the volume level for the headset microphone and also allows you to enable/disable DHSG.

1. Press \( \mathcal{O} \) on the phone to enter the Options List.
2. Navigate to the Audio > Headset option and press the ✓ button or Select softkey.

3. With Headset Mic Vol highlighted press the ▶ key to move to selection column.

4. Use the ▲ and ▼ keys to scroll through and choose the desired volume setting. Valid values are:
   - Low
   - Medium (default)
   - High

5. Press the ◀ key to move to back to the options column and press the ▼ key to highlight DHSG.

6. With DHSG highlighted press the ▶ key to move to selection column.

7. Use the ▲ and ▼ keys to scroll through and choose whether or not to enable DHSG. Valid values are:
   - DHSG is OFF (default)
   - DHSG is ON

8. Press the Save softkey to save your changes.

RING TONES AND TONE SETS

There are several distinct ring tones a user can select from to set on the IP phones. You can enable/disable these ring tones on a global or per-line basis.
The following table identifies the valid settings and default values for each type of configuration method.

<table>
<thead>
<tr>
<th>CONFIGURATION METHOD</th>
<th>VALID VALUES</th>
<th>DEFAULT VALUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Phone UI</td>
<td>Global, Tone 1 to 15, Silent, Custom Ring Tone 1 to 8 (if available)</td>
<td>Global Setting: Tone 1</td>
</tr>
<tr>
<td>Lines 1 to 24</td>
<td>Per-Line Setting: Global, Tone 1 to 15, Silent, Custom Ring Tone 1 to 8 (if available)</td>
<td>Per-Line Setting: Global</td>
</tr>
</tbody>
</table>

The country-specific tone is heard on the phone for the following:

- Dial tone
- Secondary dial tone
- Ring tone
- Busy tone
- Congestion tones
- Call waiting tone
- Ring cadence pattern

You configure global ring tones and tone sets using the IP phone UI.

1. Press on the phone to enter the Options List.
2. Navigate to the **Audio > Ring Tones** option and press the button or **Select** softkey.
3. Use the ▲ and ▼ keys to scroll through and choose the desired ring tone.

4. Press the Save softkey to save your changes. The ring tone you select is immediately applied to the IP phone.

Follow these steps to configure Tone Sets using the IP phone UI.

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

2. Navigate to the Audio > Tone Sets option and press the □ button or Select softkey.

3. Use the ▲ and ▼ keys to scroll through and choose the desired tone set. Valid values are:
   - Australia
   - Brazil
   - Europe
   - France
   - Germany
   - Italy
   - Italy2
   - Malaysia
   - Mexico
   - Brazil
   - Russia
   - Slovakia
   - UK
   - US (default)

4. Press the Save softkey to save your changes. The tone set you select is immediately applied to the IP phone.

DISPLAY

The Display option allows you to set the following on your phone:

- Brightness Level
- Brightness Timer
The **Brightness Level** option on the IP phone allows you to set the amount of light that illuminates the LCD display. Use this option to set the preference of brightness level.

The **Brightness Timer** option allows you to set the amount of time you want the LCD display to stay illuminated before turning the backlight off during a period of inactivity. For example, if you set the brightness timer to 60, when the phone reaches 60 seconds of inactivity, the LCD backlight goes off.

You can set the brightness level and timer using the IP phone UI only.

1. Press `*` on the phone to enter the Options List.
2. Navigate to the **Display** option and press the `✓` button or **Select** softkey.
3. Use the `<` and `>` navigation buttons to increase or decrease the intensity of brightness on the LCD.
4. Press the `▼` key to highlight **Brightness Timer**.
5. Enter a value, in seconds, using the dialpad keys. You can set the timer from 1 to 36000 seconds. Default is 600 (10 minutes).
6. Press the **Save** softkey to save your changes.

**DIALING**

**LIVE DIALPAD**

The **Live Dialpad** option on the IP phone turns the live dialpad mode on or off. With the live dialpad feature enabled, the 6867i IP phone automatically dials out and turns on handsfree mode as soon as a dialpad key or softkey is pressed. With live dialpad disabled, if you dial a number while the phone is on-hook, lifting the receiver or pressing the `4/3` initiates a call to that number.

**Note:** Availability of this feature is dependent on your phone system or service provider.

You can enable/disable the live dialpad using the IP phone UI.

1. Press `*` on the phone to enter the Options List.
2. Navigate to the **Dialing > Live Dialpad** option and press the ✔ button or **Select** softkey.

![Live Dialpad](image)

3. Use the ▲ and ▼ keys to scroll through and enable (**On**) or disable (**Off**) the live dialpad feature.

4. Press the **Save** softkey to save your changes.

**SPEED DIAL EDIT**

You can use the Options menu to create or edit a press-and-hold speed dial key that is only saved locally on the phone.

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

2. Navigate to the **Dialing > Speed Dial Edit** option and press the ✔ button or **Select** softkey.

![Speed Dial Edit](image)

3. Navigate to the desired dialpad key (by pressing the ▼ key) and in the **Number** field, enter a number for the key using the dialpad keys.

4. Press the ▼ key to move to the **Line** field and select a line to apply to the key. This is the line that the phone opens to dial the number after you press the respective Speed Dial key. By default, the phone uses Line 1 for the Speed Dial key. If you want to use a different line, press the ◂ or ► keys to select another line.

5. Press the **Save** softkey to save the speed dial information to the key you selected.

---

**Note:** You can press the **Cancel** softkey at anytime during the speed dial programming to cancel and not save the speed dial information.
RESTART

You may want to restart your phone to check for updates on the server or you may occasionally need to restart your phone for configuration changes to your phone or network settings to take effect. You may also need to restart your phone if you have been asked to do so by your System Administrator or should you experience any unexpected behavior.

**Note:** Your phone is out of service temporarily during the restart and reboot process.

1. Press the button on the phone to enter the Options List.
2. Navigate to the Restart option and press the button or Select softkey.

![Restart Phone Menu](image)

3. When the prompt, Restart Phone? appears, navigate to the Yes button and press the button.
   
   If you do not wish to restart your phone, press Cancel or No.
IP PHONE KEYS

LINE AND CALL APPEARANCES

The 6867i has two hard line/call appearance buttons each with a corresponding status light.

These line/call appearance buttons 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 button, 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.

<table>
<thead>
<tr>
<th>LINE/CALL APPEARANCE LED BEHAVIOR</th>
<th>LINE/CALL APPEARANCE STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Idle line or no call activity</td>
</tr>
<tr>
<td>Light flashes quickly</td>
<td>Ringing</td>
</tr>
<tr>
<td>Light is solid</td>
<td>Connected</td>
</tr>
<tr>
<td>Light flashes slowly</td>
<td>Hold</td>
</tr>
</tbody>
</table>

When you have more than one call, you can use the ▲ and ▼ navigation keys to scroll up and down to view information for the different calls. The display shows which line the call information is referring to (L1, L2, L3, L4, etc.), picture ID and Caller ID information (name and number) if available, the call status (connected, ringing, held call, etc...), and the timer specific to that call.

PRESENCE KEY

The Presence ı key is used to access the contact information screens, which provide detailed information about a respective Busy Lamp Field (BLF) or Speed Dial contact.

When you press the ı key, you are able to view the contact’s BLF details (if a BLF key is selected), Picture ID (if applicable), as well as all the phone numbers of the contact saved in your phone’s memory.

1. While on the Home Screen, press the ı key.
2. Press a left softkey that is configured with BLF or Speed Dial functionality. The contact information screen will be displayed.

![Contact Information Screen]

Note: To switch to another contact, simply press the desired BLF or Speed Dial softkey.

3. Press the button to place a call using the contact’s default phone number. If you would like to place a call to a different phone number attached to the contact (if applicable), highlight the desired phone number using the ▲ and ▼ navigation keys, and press the key.

4. Press or the Quit softkey at any time to exit.

**PROGRAMMABLE SOFTKEYS**

Your 6867i has six multi-functional left softkeys and four multi-functional bottom softkeys:

- Six left softkeys: programmable non-state-based softkeys (up to 20 programmable functions)
- Four bottom softkeys: programmable state-based softkeys (up to 18 programmable functions)
Your System Administrator can assign the following functions to the programmable keys and softkeys on the phone or expansion module.

<table>
<thead>
<tr>
<th>STATE-BASED SOFTKEYS</th>
</tr>
</thead>
</table>

On the 6867i phone’s bottom softkeys, your System Administrator can configure a specific state to display when a softkey is being used. The following table describes the states available to configure for the softkeys.

<table>
<thead>
<tr>
<th>STATE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle</td>
<td>The phone is not being used.</td>
</tr>
<tr>
<td>Connected</td>
<td>The current line is in an active call (or the call is on hold).</td>
</tr>
<tr>
<td>Incoming</td>
<td>The phone is ringing.</td>
</tr>
<tr>
<td>Outgoing</td>
<td>The user is dialing a number, or the far-end is ringing.</td>
</tr>
<tr>
<td>Busy</td>
<td>The current line is busy because the line is in use or the line is set as DND.</td>
</tr>
</tbody>
</table>

The following table identifies the applicable default states for each softkey type on the IP phone.

<table>
<thead>
<tr>
<th>SOFTKEY TYPE</th>
<th>DEFAULT STATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Call Distribution (ACD)</td>
<td>Idle</td>
</tr>
<tr>
<td>BLF</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>BLF/List</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>BLF/Xfer</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Call Forward</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Call History</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Conference</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
</tbody>
</table>
ACD (AUTOMATIC CALL DISTRIBUTION) KEYS

The ACD phone application provides Clearspan Call Center agents with buttons to perform certain functions in an environment that supports intelligent call distribution. In these environments, an available agent is selected using a combination of the agent’s line state, availability setting, skill level, and other distribution algorithms. If your System Administrator has configured a ACD on your phone, you can press the buttons to execute the functions and play audio indicating your state.

### KEY ACTION

<table>
<thead>
<tr>
<th>KEY</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sign In</td>
<td>Indicates that you are in the office and present.</td>
</tr>
<tr>
<td>Sign Out</td>
<td>Indicates that you are out of the office.</td>
</tr>
<tr>
<td>Available</td>
<td>Indicates that you are available to accept new calls or are on active calls.</td>
</tr>
<tr>
<td>Unavailable</td>
<td>Indicates that you are not available to accept new calls.</td>
</tr>
<tr>
<td>Wrap</td>
<td>Indicates that you are performing post-call wrap-up work.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SOFTKEY TYPE</th>
<th>DEFAULT STATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directory</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Discreet Ringing</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>DND</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Empty</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Filter</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Flash</td>
<td>All states disabled.</td>
</tr>
<tr>
<td>Intercom</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Last Call Return</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Login</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>(None)</td>
<td>All states disabled.</td>
</tr>
<tr>
<td>Outgoing Redial</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Paging</td>
<td>All states disabled.</td>
</tr>
<tr>
<td>Park</td>
<td>Connected</td>
</tr>
<tr>
<td>Phone Lock</td>
<td>All states disabled.</td>
</tr>
<tr>
<td>Pickup</td>
<td>Idle, Outgoing</td>
</tr>
<tr>
<td>Received Callers List</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Speed Dial</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Speed Dial/MWI</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Speed Dial/Xfer</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>Sprecode</td>
<td>Connected</td>
</tr>
<tr>
<td>Transfer</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
<tr>
<td>XML</td>
<td>Idle, Connected, Incoming, Outgoing, Busy</td>
</tr>
</tbody>
</table>
ASSTINITCALL AND ASSTCALLPUSH

Your System Administrator can assign softkeys to your phone to support the Executive-Assistant service. The AsstInitCall and AsstCallPush softkeys allow an assistant to place a call on behalf of an executive.

To initiate a call for an executive, press the AsstInitCall softkey, and then enter the executive’s number and the destination number. If any of the numbers is not provided, you are prompted to provide it. To transfer the call to the executive for whom the call is intended, press the AsstCallPush softkey. You can also transfer a filtered call that you answer before pushing the call to the executive.

If the executive does not answer the call within a configured time, the call is sent back to your phone.

ASSTOPTIN AND ASSTOPTOUT

Your System Administrator can assign softkeys to your phone to support the Executive-Assistant service. One Executive-Assistant feature that might be supported on your phone is the ability to opt in or opt out of an executive’s pool of assistants. If you have AsstOptIn and AsstOptOut softkeys on your phone, you have this ability. Press AsstOptIn to opt in to an executive’s pool, or AsstOptOut to opt out of the pool.

BLF (BUSY LAMP FIELD)

The BLF feature on the IP phones allows a specific extension to be monitored for state changes. BLF monitors the status (busy or idle) of extensions on the IP phone.

For example, a Supervisor configures BLFs on his phone for monitoring the status of a co-worker’s phone use (busy or idle). If the co-worker’s phone is in an idle state, the BLF softkey on the Supervisor’s phone is green. If the co-worker’s phone is ringing, the BLF softkey on the Supervisor’s phone is yellow. If the co-worker is on a call or when the co-worker picks up his phone to make a call, the BLF softkey on the Supervisor’s phone turns red, indicating that the worker’s phone is in use and busy. Lastly, if the co-worker’s call is on hold, the BLF softkey on the Supervisor’s phone displays the BLF hold icon. Additionally, the corresponding softkey LED illuminates to match the monitored user’s state, either off (idle), or solid (busy), or fast flashing/slow flashing (ringing/on hold).

**Notes:** You can also use a BLF-configured key to automatically dial the BLF-monitored extension. Contact your System Administrator for more information. BLF functionality can only be programmed on the left softkeys but BLF indicators can be viewed through the Directory, Received Callers, and Outgoing Redial Lists. BLF feature availability is dependent on your call manager. Contact your System Administrator for more information.
IP Phone Keys

The following table shows BLF states on the phone and corresponding LED and icon behavior.

<table>
<thead>
<tr>
<th>BLF STATE</th>
<th>LED BEHAVIOR</th>
<th>SOFTKEY ICON</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle</td>
<td>Off</td>
<td></td>
</tr>
<tr>
<td>Seized</td>
<td>Solid Red</td>
<td></td>
</tr>
<tr>
<td>Alerting (incoming call)</td>
<td>Fast Flashing Red</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>Solid Red</td>
<td></td>
</tr>
<tr>
<td>Held</td>
<td>Slow Flashing Red</td>
<td></td>
</tr>
</tbody>
</table>

**BLF/LIST**

The BLF/List feature on the IP phones is specifically designed to support the Clearspan Busy Lamp Field feature. This feature allows the IP phone to subscribe to a list of monitored users defined through Clearspan.

In addition to monitoring the idle and busy state, the BLF/List feature also supports the ringing and held state. When the monitored user is idle, the corresponding softkey is green. When the monitored user’s phone is ringing, the corresponding softkey turns yellow. When the monitored user on an active call or is attempting to make a call, the corresponding softkey turns red. When the monitored user’s call is on hold, the corresponding softkey displays the BLF/List hold icon. Additionally, the corresponding softkey LED illuminates to match the monitored user’s state, either off (idle), solid (busy), or fast flashing/slow flashing (ringing/on hold).

**Notes:** You can use a BLF/List-configured key to automatically dial out to the configured extension. The Clearspan BLF feature is not the same as the Clearspan Shared Call Appearance (SCA) feature and does not permit call control over the monitored extension. BLF/List functionality can only be programmed on the left softkeys. Your System Administrator must have BLF/List enabled on Clearspan. Contact your System Administrator for more information.

The following table shows BLF states on the phone and the corresponding LED and icon behavior.

<table>
<thead>
<tr>
<th>BLF STATE</th>
<th>LED BEHAVIOR</th>
<th>SOFTKEY ICON</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle</td>
<td>Off</td>
<td></td>
</tr>
<tr>
<td>Seized</td>
<td>Solid Red</td>
<td></td>
</tr>
<tr>
<td>Alerting (incoming call)</td>
<td>Fast Flashing Red</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>Solid Red</td>
<td></td>
</tr>
<tr>
<td>Held</td>
<td>Slow Flashing Red</td>
<td></td>
</tr>
</tbody>
</table>
**BLF/XFER**

The **BLF** key allows one or more extensions to be monitored, and once there is any state change with those extensions, the key shows the status of the monitored lines. The **Transfer** key allows a call to be transferred to other recipients blindly or consultatively. The **BLF/Xfer** key combines the **BLF** and **Transfer** keys' functionality together allowing the user to transfer calls or use BLF with one key.

- **BLF/Xfer and BLF**: A **BLF/Xfer** key can be configured for subscribing to an extension and monitor the status of the extension, similar to the **BLF** key functionality. Changes of the state of the monitored extension are indicated by the key's graphical button image as well as the key's LED.
- **BLF/Xfer and Blind Transfer Calls**: When the focused line is in the connected state, pressing the **BLF/Xfer** key transfers the call to the extension unconditionally, disregarding the status of the monitored extension. If transferring a call to an extension fails, a message **Transfer Failed** displays on the phone, and you can reconnect the call (get the call back) by pressing the line key again.
- **BLF/Xfer and Call Forward**: When the focused line is in the ringing state, pressing the **BLF/Xfer** key forwards the call to the extension unconditionally, disregarding the status of the monitored extension.
- **BLF/Xfer and Speed Dial**: When the focused line and the monitored extension are idle, pressing the **BLF/Xfer** key causes the phone to go offhook and dial the number of the extension.

**Notes:** It is recommended that the **Switch UI Focus to Ringing Line** parameter be enabled when using the BLF/Xfer feature. For more information about this parameter, see “Switch UI Focus to Ringing Line” on page 88.

BLF/Xfer functionality can only be programmed on the left softkeys.

**CALL FORWARD KEY**

Your System Administrator can configure the Call Forward function on a softkey or expansion module key. Use call forwarding when you want a specific account on your phone to be forwarded to another number when your phone is in the busy state or the no answer state, or both. Pressing the **Call Fwd** softkey on the phone accesses the Call Forward menus. The menu that displays is dependent on the Call Forward mode (**Account** (default), **Phone**, or **Custom**) configured for the phone.

You can enable different Call Forward rules/modes independently (for example, you can set different phone numbers for Busy, All, and NoAnswer modes and then turn them on/off individually).
The following table describes the key and Message Waiting Indicator (MWI) LEDs when Call Forward is enabled on the IP phone.

<table>
<thead>
<tr>
<th>KEY LED BEHAVIOR FOR ALL MODES (LEFT SOFTKEYS ONLY)</th>
<th>MWI LED BEHAVIOR FOR ALL MODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Forward key LED RED if any Call Forward mode is enabled for the account in focus.</td>
<td>MWI LED on if any Call Forward mode is enabled for the account in focus.</td>
</tr>
<tr>
<td>Call Forward key LED off if all Call Forward modes are disabled for the account in focus.</td>
<td>MWI LED off if all Call Forward modes are disabled for the account in focus.</td>
</tr>
</tbody>
</table>

Once Call Forward is enabled on your phone, you can access the Call Forward menus by pressing a pre-configured Call Forward key, or by selecting Options > Call Forward from the IP phone UI.

1. Press the configured Call Fwd softkey or press , navigate to the Call Forward option and press the button or Select softkey.
2. Enter forwarding numbers using the dialpad keys for any of the following states:
   - All: Forwards all incoming calls to the specified number.
   - Busy: Forwards incoming calls to a specified number if DND has been enabled OR if the phone is currently engaged in another call.
   - No Answer: Forwards incoming calls to a specified number if the call has not been answered for the specified number of rings.

   **Notes:** Pressing the navigation key moves the selection to the next field/checkbox. If All and Busy and No Answer are all enabled (and/or DND is enabled), the All settings take precedence over Busy and No Answer. Pressing the CopyToAll key copies the call forward number of the Call Forward mode in focus to every Call Forward mode. For example, if you have the cursor pointing at the All state and has a call forward phone number configured, pressing the CopytoAll key assigns the same phone number to the Busy and No Answer states as well.

3. If configuring a forwarding number for the No Answer state, navigate to the No. Rings field and press the or navigation keys to change the desired number of rings.
4. Using the navigation key, move to the On checkbox beside the respective Call Forward mode and press the button to enable the Call Forward mode.
5. Press the Save softkey to save your changes.

**CALL HISTORY KEY**

In addition to the Received Callers List and Outgoing Redial keys, your System Administrator can configure a Call History key on the phone. When pressed, the Call History key will directly access the list of all calls in the Call History, as shown in the following figure.
CALL LOGS

Call Logs is a stored log of your incoming calls. Your System Administrator can assign the Call Logs key to any softkey on the phone. Pressing the Call Logs key displays the most recent received, placed, and missed calls that you can view and dial. You can also add a phone number to your speed dial list.

1. Press the Call Logs key.
2. Select Dialed, Received, or Missed.
3. Use the ▼ and ▲ keys to scroll through the line items in the Call Logs.
4. To view details such as the phone number and date/time, press Display. To dial an entry from the Call Logs, press Dial. To save a line item to the next available empty speed dial code, press Add Speed.
5. To exit the Call Logs, press Back and Done.

CALL PARK/PICKUP

You can “park” a call by putting it on hold, and then hang up and retrieve the call from any phone.

1. During an active call, press the Park softkey.
2. Dial the number where you want to park the call plus the # key, or dial # to park the call on your own extension.
3. Hang up or press the Goodbye key.
4. To pick up the parked call, left the handset on any phone, and press the Pickup key.
5. Dial the number where the call was parked plus the # key, or dial # to pick up a call parked on your own extension.

CALL PULL

The Call Pull function retrieves an existing active call from another one of your devices. Press the Call Pull softkey to move an active call from another endpoint to the 6867i phone. For example, you can move a call from your mobile phone to your desk phone.
CALL RETURN

The Call Return feature allows you to call the person who last called you. Calls can be returned only to numbers that are acceptable according to the user’s Outgoing Calling Plan. Press the Call Return softkey to dial the phone number of the last caller.

CONFERENCE KEY

By default, the 6867i has a dedicated Conference key. However, your System Administrator can assign the Conference key to any key on the left or bottom keys on the phone.

Note: For more information about conferencing, see “Creating Conferencing Calls” on page 29.

DIRECTORY LOOKUP

By default, the 6867i has a dedicated Directory key. However, your System Administrator can assign the Directory key to any top or bottom softkey on the phone. The Directory Lookup application provides functions to search an LDAP or Outlook directory and then display the list on your phone for dialing.

1. Press the Directory key. If prompted, enter your Outlook credentials.
2. Search for any name by entering letters using the phone’s keypad.
3. Press Lookup to retrieve a list of possible names. You can scroll up and down in the list that is returned.
4. Press Dial to call the selected entry in the list. You can also press Display to search for additional numbers available for the selected name.
5. To exit the Directory, press Back and Cancel.

DISCREET RINGING KEY

Your System Administrator can configure a Discreet Ringing key on the phone that allows you to toggle on/off the Discreet Ringing feature. When the Discreet Ringing feature is enabled, the phone plays the configured ring tone once only for an incoming call. All applicable visual indicators (LED for the corresponding Line key, Message Waiting Indicator, etc.) behave normally.

Note: If a custom ring tone is selected and Discreet Ringing is enabled, the phone will not play the custom ring tone during an incoming call. Ring tone 1 will be played once instead.

DO NOT DISTURB (DND) KEY

Do Not Disturb (DND) is a feature on the phone that prevents the phone from ringing and receiving incoming calls. The DND function allows you to turn DND ON and OFF. Your System Administrator configures DND. If DND is enabled, callers calling into the phone hear a busy signal or a message, depending on how your System Administrator set up the configuration.
server. When DND is enabled, the icon is displayed on screen in both the status bar and beside the corresponding softkey.

If the phone shares a line with other phones, only the phone that has DND configured is affected.

After your System Administrator adds a DND key to your phone, you can toggle the DND state using this key. To enable/disable DND on the IP phone, press the DND softkey from the Home screen.

The following table describes the key and Message Waiting Indicator (MWI) LEDs when DND is enabled on the IP phone.

<table>
<thead>
<tr>
<th>KEY LED BEHAVIOR FOR ALL MODES (LEFT SOFTKEYS ONLY)</th>
<th>MWI LED BEHAVIOR FOR ALL MODES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DND key LED</strong> RED if current account in focus has DND on.</td>
<td><strong>MWI LED</strong> on if current account in focus has DND on.</td>
</tr>
<tr>
<td><strong>DND key LED</strong> off when current account in focus has DND disabled.</td>
<td><strong>MWI LED</strong> off if current account in focus has DND off.</td>
</tr>
</tbody>
</table>

**EMPTY KEY**

Your System Administrator can set a softkey to force a blank entry on the IP phone display for a specific key by setting the softkey to Empty. The keys are added in order (from key 1 to key 20) after any hard-coded keys have been added. If a particular key is not defined, it is ignored.

**EXECUTIVE AND ASSISTANT SERVICES (EXECFILACT AND EXECFILDEACT)**

The IP phone supports the Clearspan Executive and Assistant Services feature. The Executive and Assistant Services feature allows for an inter-network relationship to be created between Executives and Assistants allowing calls to the Executive’s phone to be screened, filtered, and routed to an Assistant. The Assistant can answer the call, divert the filtered call, or push the call back to the Executive.

Your System Administrator can configure which calls to forward to an executive’s assistants using the Executive-Assistant service and can enable or disable call filtering. If call filtering is enabled, executives can activate or deactivate it using the ExecFilAct and ExecFilDeact softkeys. When call filtering is deactivated, all calls are routed to the executive.

**Note:** Contact your System Administrator for feature availability details and additional information on how to use the Clearspan Executive and Assistant Services feature.

**FILTER SOFTKEY**

A Filter key type is available allowing both Executives and Assistants the ability to easily activate and deactivate the Executive Call Filtering feature.
Filter Key for the Executive's Phone

The Executive's phone requires that only one Filter key be configured. The Filter key's value can either be left undefined or, it can be defined using the following values:

- Executive Call Filtering Activation FAC (e.g. "+61")
  
  Used when the Deactivation FAC is in the same format as the Activation FAC but sequentially one number above the Activation FAC. For example, if the key value is defined as "+61" (the Activation FAC), the phone will automatically assume that the Deactivation FAC is "+62" and will use that code to deactivate Executive Call Filtering.

- Executive Call Filtering Activation FAC followed by a semi-colon and then Executive Call Filtering Deactivation FAC (e.g. "+61;+61" or "+61;+71")
  
  Used when the Activation and Deactivation FACs are not in the same format or when they are not sequential. For example, if the Activation FAC is configured in the Clearspan Web portal is "+61" and the Deactivation FAC is configured as "+61" or "+71", the key value should be defined with the two specific FACs separated by a semi-colon (i.e. "+61;+61" or "+61;+71" respectively).

Notes:

1. If the Deactivation FAC is not specified after the semi-colon (e.g. "+61;"), the phone ignores the semi-colon and behaves as if only the Activation FAC was defined (i.e. the phone automatically assumes that the Deactivation FAC is the same format but sequentially one number above the Activation FAC.
2. The IP phones support Executive Call Filtering Activation/Deactivation FACs that contain the prefix "+" or "*".

Irrespective of a defined or undefined key value, when the Filter key is pressed, Executive Call Filtering is activated and the key's corresponding LED is lit. When the Filter key is pressed again, Executive Call Filtering deactivates and the key's corresponding LED turns off.

Note: Upon a reboot, the initial state of the Filter key LED will correspond to the Executive Call Filtering state configured on the call manager.

Filter Key for the Assistant's Phone

As an Assistant can be associated with multiple Executives simultaneously, the Assistant's phone can be configured with multiple Filter softkeys; one softkey for each Executive. In this case, the value of each Filter softkey should correspond to the phone number or extension of the respective Executive as per configured in the user's profile.

When Filter softkeys are configured with key values, pressing the respective Filter softkey activates Executive Call Filtering for the applicable Executive and the softkey's corresponding LED is lit. When the same Filter softkey is pressed again, Executive Call Filtering for the applicable Executive deactivates and the softkey's corresponding LED turns off.

Alternatively, a single Filter softkey can be configured without a defined key value. If this is the case, the Assistant is able to manually activate and deactivate Executive Call Filtering for each
associated Executive through the phone's UI. In this scenario, as only one Filter softkey is utilized, the softkey's corresponding LED is lit when Executive Call Filtering is activated for even one associated Executive. If Executive Call Filtering is disabled for all associated Executives, the softkey's corresponding LED turns off.

**Note:** If Call Forward is enabled for filtered calls, LEDs for all Filter softkeys are turned off.

**SPEEDDIAL KEY WITH INITIATE CALL FUNCTIONALITY (ASSISTANTS ONLY)**

Speeddial keys can be configured to efficiently utilize the Executive-Assistant Initiate Call function. With a Speeddial key configured for this feature, Assistants can initiate a call on behalf of an Executive, whereby the call appears to the target as one originated by the Executive. The Speeddial key's value can be defined using the following syntax:

- **Executive-Assistant Initiate Call FAC (e.g. #64):**
  
  In such scenarios, the call manager plays an audible prompt asking you to enter the Executive's Address and Destination Address manually using the keypad.

- **Executive-Assistant Initiate Call FAC followed by the Executive's Address (e.g. #644052):**
  
  In such scenarios, only the Destination Address needs to be manually entered using the keypad.

- **Executive-Assistant Initiate Call FAC, followed by the Executive's Address, an asterisk, and then the Destination Address (e.g. #644052*4059):**
  
  In such scenarios, addresses does not need to be manually entered and the phone automatically initiates the call to the target phone on behalf of the Executive.

**Notes:**

1. Contact your System Administrator if you require assistance with configuring the Speeddial key with the Initiate Call functionality.

2. The Speeddial key type can be utilized for additional functions related to the Executive and Assistant Services feature that rely on FAC calls (i.e. opting in to an Executive's filtered call pool, opting out of an Executive's filtered call pool, etc.). Contact your System Administrator for further details.

**EXECUTIVE PHONE FEATURES**

Users with phones assigned with the Executive role are able to:

- Activate and deactivate the Executive Call Filtering service from the phone
- Intercept or ignore filtered calls before they are transferred to the Assistant

**Activate Executive Call Filtering on an Executive's Phone**

To activate Executive Call Filtering on an Executive's phone, press the configured **Filter** key. Executive Call Filtering is now activated and the key's corresponding LED is lit.
To deactivate Executive Call Filtering on an Executive's phone, press the configured Filter key again. Executive Call Filtering is now deactivated and the key's corresponding LED is turned off.

*Intercept a Filtered Call Before it is Transferred to an Assistant*

To intercept a filtered call before it is transferred to an Assistant, lift the handset, press the button, or press the Answer softkey if the phone has no active calls. Press the Answer softkey if on an active call.

To ignore a filtered call, press the button or Ignore softkey if the phone has no active calls. Press the Ignore softkey if on an active call.

**ASSISTANT PHONE FEATURES**

Users with phones assigned with the Assistant role are able to:

- Activate and deactivate the Executive Call Filtering service from the phone
- Answer or ignore a filtered call
- Push a filtered call back to the Executive
- Perform a blind transfer of a filtered call to the Executive
- Perform a semi-attended transfer of a filtered call to the Executive
- Perform a consultative transfer of a filtered call to the Executive
- Activate and deactivate call forwarding of the Executive's filtered calls
- Initiate a call on behalf of an Executive

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**Notes:**

1. Push functionality does not carry over to the target phone when call forwarding of an Executive's filtered calls is enabled.
2. Assistants are also able to handle filtered calls in the same manner as unfiltered calls.

---

**Activate Executive Call Filtering on an Assistant's Phone**

To activate Executive Call Filtering on an Assistant's phone when the Filter key's value is defined, press the configured Filter key corresponding to the respective Executive. Executive Call Filtering is now activated for that Executive and the key's corresponding LED is lit.

To deactivate Executive Call Filtering on the Assistant’s phone when the Filter key’s value is defined, press the Filter key again. Executive Call Filtering is deactivated and the key’s corresponding LED turns off.

**Note:** If Call Forward is enabled for filtered calls, LEDs for all Filter keys are turned off.

Use the following procedure to activate Executive Call Filtering on an Assistant's phone when the Filter key's value is *not* defined:

1. Press the Filter softkey. The list of associated Executives appears on screen.
2. Select the Executive for whom you want to activate Executive Call Filtering using the navigation keys. A checkmark is displayed beside the Executive indicating Executive Call Filtering is activated.

3. Press the Save softkey.

Use the following procedure to deactivate Executive Call Filtering on an Assistant's phone when the Filter key's value is not defined:

1. Press the Filter softkey. The list of associated Executives appears on screen.

2. Select the Executive for whom you want to deactivate Executive Call Filtering using the navigation keys. The checkmark is removed beside the Executive indicating Executive Call Filtering is deactivated.

3. Press the Save softkey.

**Notes:**

1. The LED corresponding to the Filter key is lit if Executive Call Filtering is activated for any associated Executive. The LED turns off if Executive Call Filtering is deactivated for all associated Executives.

2. If Call Forward is enabled for filtered calls, the LED for the Filter softkey is turned off.

**Answer a Filtered Call**

To answer a filtered call, lift the handset, press the button, or press the Answer softkey if the phone has no active call. Press the Answer softkey if on an active call.

To ignore a filtered call, press the button or Ignore softkey if the phone has no active calls. Press the Ignore softkey if on an active call.

**To Push a Filtered Call Back to the Executive**

To push a filtered call back to the Executive, press the Push softkey after answering. The phone enters in the FAC for the Clearspan Executive-Assistant Call Push feature and automatically dials the FAC call. The FAC call is answered and the filtered call is released if the push is successful.

**Note:** If the push is unsuccessful, press the Pickup softkey to retrieve the filtered call.

**To Perform a Blind Transfer of a Filtered Call to the Executive**

Use the following procedure to perform a blind transfer of a filtered call to the Executive:

1. After answering a filtered call, press the Xfer softkey.

2. Enter the Executive’s phone or extension number and press the Xfer softkey.

The phone recognizes the Executive's number and changes the transfer scenario into an Executive-Assistant Call Push scenario (i.e. the phone enters in the FAC for the Clearspan
Executive-Assistant Call Push feature and automatically dials the FAC call. The FAC call is answered and the filtered call is released if the push is successful.

**Note:** If the transfer is unsuccessful, press the **Pickup** softkey to retrieve the filtered call.

**To Perform a Semi-Attended Transfer of a Filtered Call to the Executive**

Use the following procedure to perform a semi-attended transfer of a filtered call to the Executive:

1. After answering a filtered call, press the **Xfer** softkey.
2. Enter the Executive’s phone or extension number and press the **Dial** softkey.
3. When the call is in the ringing state, press the **Xfer** softkey.

The phone recognizes the Executive’s number and changes the transfer scenario into an Executive-Assistant Call Push scenario (i.e. the phone enters in the FAC for the Clearspan Executive-Assistant Call Push feature and automatically dials the FAC call).

The FAC call is answered and the filtered call is released if the push is successful.

**Note:** If the transfer is unsuccessful, press the **Pickup** softkey to retrieve the filtered call.

**To Perform a Consultative Transfer of a Filtered Call to the Executive**

Use the following procedure to perform a consultative transfer of a filtered call to the Executive:

1. After answering a filtered call, press the **Xfer** softkey.
2. Enter the Executive’s phone or extension number and press the **Dial** softkey.
3. When the call is answered by the Executive, press the **Xfer** softkey.

The call is transferred normally and the filtered call will be released.

**Activate Call Forwarding of Filtered Calls**

Use the following procedure to activate call forwarding for filtered calls:

1. Press the **Options** key and then navigate to the Call Forward menu or press the **Call Forward** softkey.
2. Press the navigation key until you reach the Forward Filtering number field.
3. Enter the applicable forwarding number.
4. Press the navigation key to move to the **On** checkbox beside the Forward Filtering number field.
5. Press the Select button.

A checkmark is displayed indicating call forwarding of all filtered calls is activated.
6. Press the Save key to save your changes.

The idle screen status bar displays the Call Forward icon and the MWI and (if configured) Call Forward softkey LEDs is lit indicating Forward Filtering is activated.

Use the following procedure to deactivate call forwarding for filtered calls:

1. Press the Options key and then navigate to the Call Forward menu or press the Call Forward softkey.

2. Press the navigation key to move to the On checkbox beside the Forward Filtering number field.

3. Press the Select button.

   The checkmark is removed indicating call forwarding of all filtered calls is to be deactivated.

4. Press the Save key to save your changes.

The Call Forward icon is removed from the idle screen status bar and the MWI and (if configured) Call Forward softkey LEDs turns off indicating Forward Filtering is deactivated.

Initiate a Call on Behalf of an Executive

Use the following procedure to initiate a call on behalf of an Executive:

1. Press the Speeddial softkey programmed with Initiate Call function (e.g. "Init").

   The phone enters in the FAC for the Clearspan Executive-Assistant Initiate Call feature and automatically dials the FAC call.

2. Follow any audible instructions (depending on the Speeddial key's configuration, you may be prompted to enter the Executive's number/extension and/or Destination number/extension manually using the phone's keypad).

   The phone automatically dials the Destination number/extension.

3. When the call is answered, press the Push key to push the call to the Executive.

   The phone enters in the FAC for the Clearspan Executive-Assistant Call Push feature and automatically dials the FAC call. The FAC call is answered and the filtered call is released if the push is successful.

FLASH

Your System Administrator can set a key to generate a flash event when it is pressed on the 6867i by setting the key to Flash. The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).

ICOM (INTERCOM)

On the 6867i you can use the Icom key to automatically connect with a remote extension.

1. Press the Icom key.
2. Enter the extension number of the person you wish to intercom or the BLF key for that extension.

3. After a beep tone, your phone automatically connects with the remote extension and you can speak through its speaker.

4. To cancel intercom, press or the Cancel key.

5. When you are finished speaking, hang up the phone by placing the handset back on-hook or by pressing or the line/call appearance button for the active call. When you hang up, the remote phone also hangs up.

You can use the Intercom key to automatically connect with a remote extension for outgoing calls, and to answer an incoming intercom call.

Note: For more information about the Intercom feature, see “Incoming Intercom Call Features” on page 83.

LINE KEY

Note: Line functionality can only be programmed on the left softkeys.

Your System Administrator can set a softkey to act as a line/call appearance key on the 6867i. This key acts as a line that behaves the same as a hard line key (L1 and L2). For more information about the behavior of Line keys, see “IP Phone Keys” on page 53.

OUTGOING REDIAL LIST

By default, the 6867i has a dedicated Outgoing Redial key. However, your System Administrator can assign the Outgoing Redial key to any key on the left or bottom keys on the phone.

The Outgoing Redial List stores information for up to the last 100 numbers you called. Your phone logs the name/number of the called party, when you called, and if the call was answered or missed. Additional information such as the duration of the call, line used, and call features utilized during the call can also be viewed.

You can view, scroll, and delete line items in the Outgoing Redial List from the IP phone UI as well as copy selected entries to the Directory. You can also dial out directly using a displayed entry in the Outgoing Redial List.

On the 6867i, you access the Outgoing Redial List by the key.

The following table identifies and describes the various icons displayed in the Outgoing Redial List.

<table>
<thead>
<tr>
<th>ICON</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Indicates an outgoing call.</td>
</tr>
</tbody>
</table>
ACCESSING THE OUTGOING REDIAL LIST

1. Press once to access the Outgoing Redial List.

Note: Press twice to dial the most recent number you dialed from the phone.

2. With Outgoing highlighted, press the key to move to entry column.

3. Use the and keys to scroll through the entries in the Outgoing Redial List.

4. Press to see more detailed information about the redial entry.

Note: The detailed view screen contains the picture ID of the called party (if available), the date and time of the outgoing call, the line on which the call was placed, call duration (if the call was answered), any applicable call feature indicators, and the caller ID details.

5. To dial the displayed number while in the Outgoing Redial List, press the button, press , press the Dial softkey, lift the handset, or press any of the line keys.

6. To exit the Outgoing Redial List, press or the Quit softkey.

DELETING AN ENTRY IN THE OUTGOING REDIAL LIST

1. Press once to access the Outgoing Redial List.

2. With Outgoing highlighted, press the key to move to the entry column.

3. Use the and keys to scroll through the entries in the Outgoing Redial List.

CALL FEATURE INDICATORS (IN DETAILED VIEW ONLY)

<table>
<thead>
<tr>
<th>ICON</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>✅</td>
<td>Indicates the call was secured using TLS/SRTP encryption.</td>
</tr>
<tr>
<td>Hi-Q</td>
<td>Indicates the call was using Mitel Hi-Q™ audio.</td>
</tr>
<tr>
<td>🎤</td>
<td>Indicates active VoIP recording was enabled and the call was recorded.</td>
</tr>
</tbody>
</table>

Notes: When the Outgoing Redial List is full, the oldest call records are deleted to accommodate the information of new called parties. If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a softkey or the Directory, the Outgoing Redial List display the same name and number.

Notes: Press twice to dial the most recent number you dialed from the phone.

Note: The detailed view screen contains the picture ID of the called party (if available), the date and time of the outgoing call, the line on which the call was placed, call duration (if the call was answered), any applicable call feature indicators, and the caller ID details.
4. Press the Delete softkey.

5. Press the Delete softkey to erase the entry.

DELETING ALL ENTRIES

1. Press the Outgoing Redial List.
2. Press the Delete softkey.
3. Press the Delete key to erase all items.

PAGING KEY

Your System Administrator can configure a Paging Key on the phone that allows you to send a Real Time Transport Protocol (RTP) stream to pre-configured multicast address(es) without involving SIP signaling. Your administrator enters a multicast IP address(es) and a port number for the Paging Key, that when pressing, initiates an outgoing multicast RTP session. This is calling Group Paging on the IP phones. Your System Administrator can also specify group paging RTP addresses that the phone listens for when receiving RTP streams and can specify up to five listening multicast addresses. For more information about Group Paging and how it works, and to specify multicast addresses, see “Group Paging” on page 83.

The following procedure describes the use of the Paging key on the IP phone.

Notes: The recipient of a paging call can set a global DND to ignore any incoming pages. For incoming paging, the phone uses the Intercom configuration settings. The incoming page is dependent on the Allow Barge In parameter setting and the idling/on call state.

1. On the IP phone, press the softkey or expansion module key you configured for Paging.

   The phone opens a multicast RTP session and an outgoing OR incoming phone screen displays.

2. Press the Drop key to end the multicast RTP session and return to the Home screen.

PARK/PICKUP KEYS

The 6867i phone has a park and pickup call feature that allows you to park a call and pickup a call when required. When a call comes in and you pickup the handset, you can press the applicable Park key to park the call. After the call is parked, you can press the Pickup key, followed by the applicable value to pickup the call.
Administrators can configure the Park and Pickup keys for any line.

Use the following procedure on the IP phone to park a call and pick up a parked call.

**PARKING A CALL**

1. While on a live call, press the Park key.
2. After you hear the greeting from the CallPark server, enter the extension where you want to park the call.
   
   If the call is parked successfully, the response is either a greeting voice confirming that the call was parked, or a hang up occurs. The parked call party hears music on hold.
3. If the call fails, you can pick up the call (using the next procedure) and press the Park key again to retry Step 2.

**RETRIEVE A PARKED CALL**

1. Pick up the handset on the phone.
2. Enter the extension number where the call was parked.
3. Press the Pickup key.
   
   If the call pick up is successful, you are connected with the parked call.

**PHONE LOCK KEY**

You can configure a key on the IP phone to use as a lock/unlock key. You assign the function of the key as Phone Lock.

After an lock/unlock key is configured, refer to the following procedures to use the key on the IP phone.

**LOCK THE PHONE**

Press the LOCK key. The phone locks. The LED for the key AND the Message Waiting Lamp illuminate steady ON. An “Unlock” label appears next to the key you just pressed.

**UNLOCK THE PHONE**

1. Press the UNLOCK key.
   
   A password prompt displays.
2. Enter your user password and press ENTER.
   
   The phone unlocks. The LED for the key AND the Message Waiting Lamp go OFF. The “Lock” label appears next to the key you just pressed.
RECEIVED CALLERS LIST

By default, the 6867i has a dedicated Received Callers List key. However, your System Administrator can assign the Received Callers List key to any key on the left or bottom keys on the phone.

The Received Callers List is a stored log of your incoming calls. You can use the Received Callers List key to access a list of callers that called your phone.

The Received Callers List is a stored log of your incoming calls. The 6867i telephone stores information on up to 200 incoming calls in the Received Callers List. Your telephone logs the name/number of the caller, when they last called, and if the call was answered or missed. Additional information such as the call duration, line used, and call features used during the call can also be viewed.

You can view, scroll, and delete line items in the Received Callers List from the IP phone UI as well as copy selected entries to the Directory. You can also dial out directly using a displayed entry in the Received Callers List.

The following table identifies and describes the various icons displayed in the Received Callers List.

<table>
<thead>
<tr>
<th>ICON</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Indicates an incoming call that was answered.</td>
</tr>
<tr>
<td>🔒</td>
<td>Indicates an incoming call that was not answered.</td>
</tr>
</tbody>
</table>

**CALL FEATURE INDICATORS (IN DETAILED VIEW ONLY)**

<table>
<thead>
<tr>
<th>ICON</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>🗓</td>
<td>Indicates the call was secured using TLS/SRTP encryption.</td>
</tr>
<tr>
<td>😋 Hi-Q</td>
<td>Indicates the call was using Mitel Hi-Q™ audio.</td>
</tr>
<tr>
<td>🔗</td>
<td>Indicates active VoIP recording was enabled and the call was recorded.</td>
</tr>
</tbody>
</table>

**Notes:** When the Received Callers List is full, the oldest call records are deleted to accommodate the information of new callers. If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a softkey or the Directory, the Received Callers List display the same name and number.
ACCESSING AND USING THE RECEIVED CALLERS LIST

1. Press the \[ key.

   ![Call History Table]

   - **Missed**
     - Francois Dupont
     - 01:48pm | Today
   - **Outgoing**
     - Martin Perderson
     - 04:36pm | Yesterday
   - **Received**
     - Martha Gold
     - 04:37pm | Yesterday
     - Martha Gold
     - 04:37pm | Yesterday

   ![Delete and Quit Softkeys]

2. With Received highlighted, press the \[ key to move to an entry column.

3. Use the \[ and \] keys to scroll through the entries in the Received Callers List.

4. Press \[ to see more detailed information about the Received Callers List entry.

   ![Detailed View Screen]

   - **Francois Dupont**
   - \(+4969435559200\)
   - \(\text{Line 1} \quad 0:04\)
   - \(\text{Hi-Q} \quad \)

   ![Dial, Edit, Cancel Softkeys]

   **Note:** The detailed view screen contains the picture ID of the caller (if available), the date and time of the incoming call, the line on which the call was received, call duration (if the call was answered), any applicable call feature indicators, and the caller ID details.

5. To dial the displayed number while in the Received Callers List, press the \[ button, press \[ \], lift the handset, or press any of the line keys.

6. To exit the Received Callers List, press the \[ key, \[ key, or the **Quit** softkey.

DELETING ENTRIES FROM THE RECEIVED CALLERS LIST

You can delete individual entries from the Received Callers List or you can simply delete all entries in the Received Callers List. Use the following procedure to delete an individual item from the Received Callers List.

1. Press the \[ key.

2. With Received highlighted, press the \[ key to move to the entry column.

3. Use the \[ and \] keys to scroll through the entries in the Received Callers List.
4. Press the **Delete** softkey to delete an item.

**MISSED CALLS INDICATOR**

The IP phone has a missed calls indicator and icon that increments the number of missed calls to the phone. The number of calls that have not been answered increment on the phone’s Home screen as **# Missed Calls**.

As the number of unanswered calls increment, the phone numbers associated with the calls are stored in the Missed Callers List. When the user accesses the Missed Callers List, the missed calls message on the **Home** screen is cleared.

1. Press the **key**.

2. With Missed highlighted, press the **key** to move to the entry column.

3. Use the **and** **navigation keys to scroll through the entries in the Callers List.**
4. Press ▶ to see more detailed information about the Missed Callers List entry.

5. To exit the Missed Callers List, press the key, key or the Quit softkey. The missed calls message on the Home screen is cleared upon exit.

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 6867i to speed dial outside numbers, dial directly to another person’s line or extension, or quickly access features such as Caller ID (*69) and voicemail.

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 methods:
- By pressing the Speed 8 or Speed 100 softkeys
- By pressing and holding a programmable key, keypad key, or expansion module key
- Using the IP phone UI at Options > Dialpad > 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.

Use the following procedures to set speed dial on the 6867i IP phone.

CREATING A SPEED DIAL USING SPEED DIAL 8 OR SPEED DIAL 100

You can use the Speed 8 or Speed 100 softkeys, if available, to create speed dial functions that are saved on the Clearspan system.

1. Press the Speed 8 or Speed 100 softkey.
2. Select Options, and then select Add.
3. For Enter Speed Code, enter a speed dial code to apply to the speed dial entry using the keypad keys. You can enter a number from 0 to 99.
4. Press Done to move to the next field.
5. For Enter Number, enter a number for the speed dial entry using the keypad keys.
6. Press Done to move to the next field.
7. For Enter Name, enter a name to apply to the speed dial key.
Use the keypad keys to enter the name. Continue to press the keypad keys to access the next letter for that key (i.e. press 2 three times to access C). To insert a space between letters, press the Space softkey. To backspace and erase a mistake, press the Backspace softkey.

**Note:** The phone automatically uses an upper-case letter for the first letter of each word and a lower-case letter for all subsequent letters in the word. If necessary, use the ABC softkey to specify upper-case letters or lower-case letters when entering the name.

8. Press the Done softkey to save the speed dial information to the speed dial code you selected.

**Note:** To remove a speed dial number from the phone, select the speed dial entry, press Options, and then press Delete.

### PRESS-AND-HOLD TO CREATE A SPEED DIAL

Pressing and holding down a softkey, dialpad key, or expansion module key on the phone initiates a speed dial feature.

**Notes:** When creating a Speed Dial key from the IP phone UI, you must select a softkey, dialpad key, or expansion module key that has no preassigned function (key must be set to None or Empty).

If there are no empty softkeys on the home screen, you can press and hold the More softkey to configure the next available softkey with speeddial functionality. If a More softkey is not available, use the Dialing > Speed Dial Edit option in the Options List to configure a new speeddial key.

1. Press and hold an non-configured softkey, dialpad key, or expansion module key for three seconds.

#### Softkey/Expansion Module Key Speed Dial Edit Menu

<table>
<thead>
<tr>
<th>Speed Dial Edit</th>
<th>Dialpad Key Speed Dial Edit Menu</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left Softkey 10</td>
<td>Speed Dial Key 1</td>
</tr>
<tr>
<td>Number</td>
<td>Line: 1</td>
</tr>
<tr>
<td>Line: 1</td>
<td>Speed Dial Key 2</td>
</tr>
<tr>
<td></td>
<td>Number</td>
</tr>
<tr>
<td></td>
<td>Line: 1</td>
</tr>
<tr>
<td></td>
<td>Speed Dial Key 3</td>
</tr>
<tr>
<td></td>
<td>Number</td>
</tr>
<tr>
<td></td>
<td>Line: 1</td>
</tr>
</tbody>
</table>

#### Softkey/Expansion Module Key Speed Dial Edit Menu

<table>
<thead>
<tr>
<th>Save</th>
<th>Backspace</th>
<th>ABC</th>
<th>Cancel</th>
</tr>
</thead>
</table>

**Note:** You can press the Cancel softkey at any time during the speed dial programming to cancel and not save the speed dial information.

2. In the Label field (if applicable), enter a label to apply to the key.
3. Press the ▼ key to move to the Number field (if applicable) and enter a number for the speed dial key using the dialpad keys.

4. Press the ▼ key to move to the Line field and select a line to apply to the key. This is the line that the phone opens to dial the number after you press the respective Speed Dial key. By default, the phone uses Line 1 for the Speed Dial key. If you want to use a different line, press the ◀ or ► keys to select another line.

5. Press the Save softkey to save the speed dial information to the key you selected.

CREATING A DIALPAD SPEED DIAL KEY USING THE SPEED DIAL EDIT OPTION

1. Press on the phone to enter the Options List.
2. Navigate to the Dialing > Speed Dial Edit option and press the button or Select softkey.
3. Select Dialpad.

<table>
<thead>
<tr>
<th>Speed Dial Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed Dial Key 1</td>
</tr>
<tr>
<td>Speed Dial Key 2</td>
</tr>
<tr>
<td>Speed Dial Key 3</td>
</tr>
</tbody>
</table>

4. Navigate to the desired dialpad key (by pressing the ▼ key) and in the Number field, enter a number for the key using the dialpad keys.

5. Press the ▼ key to move to the Line field and select a line to apply to the key. This is the line that the phone opens to dial the number after you press the respective Speed Dial key. By default, the phone uses Line 1 for the Speed Dial key. If you want to use a different line, press the ◀ or ► keys to select another line.

6. Press the Save softkey to save the speed dial information to the key you selected.

SPEED DIAL/MWI

The 6867i supports multiple voicemail registration by using the Speed Dial/MWI key. This feature can be useful in scenarios where you need to monitor the voicemail accounts of your team members or you need access to your manager’s voicemail messages.
Your System Administrator can configure a programmable key, top softkey, or expansion module softkey as “Speed Dial/MWI” and defining call and voicemail URIs, users can monitor and listen to pending messages on multiple voicemail accounts. When new messages are pending on a monitored voicemail account, the corresponding Speed Dial/MWI key’s LED blinks and the UI displays the number of pending messages beside the defined label.

When you press the configured key, the phone sends an INVITE to the configured call URI that you can use to listen to the new messages.

**SPEED DIAL/XFER**

The Speed Dial key allows a number to be dialed quickly by pressing one key configured for speed dialing. The Transfer key allows a call to be transferred to other recipients blindly or consultatively. The Speed Dial/Xfer key combines the Speed Dial and Transfer keys’ functionality together allowing the user to transfer calls or speed dial with one key.

The Speed Dial/Xfer key has the following capabilities:

- Speed Dial/Xfer and Speed Dial: When the phone is in the idle state, pressing the Speed Dial/Xfer key causes the phone to go offhook and dial the predefined extension.

- Speed Dial/Xfer and Blind Transfer: When the phone is connected to a call, pressing the Speed Dial/Xfer key blind transfers the call to the predefined target.

  If transferring a call fails, a message Transfer Failed displays, and you can reconnect the call (get the call back) by pressing the line key again.

- Speed Dial/Xfer and Call Forward: When the phone is in the ringing state, pressing the Speed Dial/Xfer key forwards the call to the predefined extension.

**SPRECODE KEY**

Your System Administrator can set a key to automatically activate specific services offered by the server by setting a key to Sprecode. For example, if the sprecode value of *82 is configured, then by pressing the key, *82 automatically activates a service provided by the server. The value for this field is dependent on the services provided by the server. Contact your System Administrator for information about available services.
TRANSFER/XFER

By default, the 6867i has a dedicated Transfer key. However, your System Administrator can assign the Transfer key to any key on the left or bottom keys on the phone. For more information about transferring calls, see “Transferring Calls” on page 25.

VOICEMAIL

1. The Voicemail feature on the 6867i phone allows you to use a line, configured with a phone number for dialing out, to connect to a voicemail server.

2. Press the Voicemail softkey on the phone if your System Administrator has configured it.

3. Enter your Voicemail password if prompted.

From a selected item in the Voicemail list, you can also lift the handset (go offhook) to make an outgoing call using the voicemail access phone number.

XML KEY

The 6867i IP phone has a feature you can enable called XML (Extensible Markup Language). XML is a markup language much like HTML. Your System Administrator can create customized XML menu services and load them to your IP phone. These services include things like weather and traffic reports, contact information, company info, stock quotes, or custom call scripts.

Note: The XML services must be set up by your System Administrator before you can use the key.

On the 6867i IP phone, you can access the XML applications from the IP phone UI via an XML softkey.

After an XML application(s) has been saved to your IP phone and a key has been configured to access the XML applications, the customized service is ready for you to use.

1. Press the XML softkey on the 6867i phone. An XML screen displays.

2. Use the ▲ and ▼ to scroll through the customized features.

3. For menu and directory services, select a service to display the information for that customized service. Message services display to the screen after pressing the respective key. For user input services, follow the on-screen prompts.

4. To exit from the XML screen, press the XML softkey again or press the button.
ADDITIONAL FEATURES

This section describes additional features you can use on the 6867i phone. A multitude of other features are available depending on whether or not your System Administrator has configured them for use. Contact your System Administrator for feature availability and usage information.

CALL HOLD REMINDER DURING ACTIVE CALLS

Your System Administrator can enable or disable the ability for the phone to initiate a continuous reminder tone on the active call when another call is on hold. For example, when this feature is enabled, and the call on Line 1 is on hold, and then the you answer a call on Line 2 and stay on that line, a reminder tone is played in the active audio path on Line 2 to remind you that there is still a call on hold on Line 1. When this feature is disabled, a ring splash is heard when the active call hangs up and there is still a call on hold.

CALL HOLD REMINDER (ON SINGLE HOLD)

Your System Administrator can enable or disable a feature that will start the reminder ring splash timer as soon as you put a call on hold (even when no other calls are active on the phone). When enabled, the phone initiates a reminder ring splash periodically for the single call on hold. When disabled, no reminder ring splash is audible.

CALL WAITING TONE PERIOD

Your System Administrator can specify a specific time period (in seconds) for the call waiting tone to play at regular intervals on an active call. A value of 0 is the default and plays the call waiting tone only once on the active call. When the incoming caller hangs up, the call waiting tone stops on the existing active call.

DISPLAY DTMF DIGITS

A feature on the 6867i phone allows users to enable or disable DTMF (dual-tone multi-frequency) digits to display to the IP phone when using the dialpad to dial, or when dialing from a softkey or expansion module key.

DTMF is the signal sent from the phone to the network that you generate when you press the phone’s touch keys. This is also known as touchtone dialing. Each key you press on your phone generates two tones of specific frequencies. One tone is generated from a high-frequency group of tones and the other from a low frequency group.

If the Display DTMF Digits parameter is enabled, the digits you are dialing from the dialpad or softkey display to the IP phone’s LCD display. This parameter is disabled by default (no digits display when dialing).

GOODBYE KEY CANCELS INCOMING CALLS

The 6867i has a feature that allows the Goodbye key to drop a second incoming call or ignore incoming calls presented to the phone when you are on an active call.
If this feature is enabled, which is the default, pressing the \[ \text{Hang} \] key rejects calls coming into the phone while you are on an active call. When the feature is disabled, pressing the \[ \text{Hang} \] key hangs up the active call.

**GROUP PAGING**

**PUSH-TO-TALK AND INSTANT GROUP CALL (CLEARSPAN)**

Your System Administrator can configure the phone to use paging through the Clearspan system. The Clearspan group paging feature allows you (using SIP signaling) to unidirectionally page a predefined group of users by dialing an assigned DN or extension. The group is called and connected in a multi-way conference with the caller. When the group members’ phones are set to Auto-Answer, their phones automatically answer the page.

**GROUP RTP PAGING (RTP STREAMS)**

Your System Administrator can configure the phone to receive a Real Time Transport Protocol (RTP) stream from pre-configured multicast address(es) without Clearspan and without involving SIP signaling. Your administrator can specify up to five multicast addresses that the phone listens for on the network.

The 6867i in the local network listens for RTP on the pre-configured multicast address. The Phone displays the *Paging* message to the phone’s LCD. It uses the G711 uLaw CODEC for multicast RTP.

The recipient can drop the incoming page if required. The recipient can also set Do Not Disturb (DND) to ignore any incoming pages.

For incoming RTP multicasts, the ringing display is dependent on the setting for the *Allow Barge-In* parameter. (See “Allow Barge In” on page 84.) If this parameter is disabled, and there is no other call on the phone, then the paging is automatically played via the default audio device.

If there is an existing call on the phone, the call initially displays in the ringing state. You have the option to accept/ignore the call. If the *Allow Barge-In* parameter is enabled, the RTP multicast call barges in, and any existing calls are put on hold.

If an RTP multicast session already exists on the phone, and the phone receives another incoming RTP multicast session, the priority is given to the first multicast session and the second multicast session is ignored. The behavior for the incoming calls in this case is also based on the setting for the *Allow Barge-In* parameter. The incoming call is handled as if there were an existing call already on the phone.

**INCOMING INTERCOM CALL FEATURES**

By default, the IP phone allows incoming intercom calls to be automatically answered without having to set up an Icom key on your phone. The phone automatically plays a warning tone when it receives an incoming intercom call. It also mutes the microphone. If the intercom call comes into the phone while an active call is already present, the phone puts the active call on hold and answers the intercom call.
Your System Administrator can change the behavior of how the phone handles incoming intercom calls by enabling/disabling the following parameters:

- Auto Answer
- Microphone Mute
- Play Warning Tone
- Allow Barge In

**AUTO-ANSWER/PLAY WARNING TONE**

The auto-answer feature on the IP phone allows automatic answering for an Intercom call. If **Auto-Answer** is enabled, the phone automatically answers an incoming intercom call. If **Play Warning Tone** is also enabled, the phone plays a tone to alert you before answering the intercom call. If **Auto-Answer** is disabled, the phone treats the incoming intercom call as a normal call. **Auto-Answer** and **Play Warning Tone** are enabled by default.

**MICROPHONE MUTE**

Your System Administrator can mute or unmute the microphone on the IP phone for intercom calls made by the originating caller. **Microphone Mute** is enabled by default.

**ALLOW BARGE IN**

Your System Administrator can configure whether or not the IP phone allows an incoming intercom call to interrupt an active call. The **Allow Barge In** parameter controls this feature. When this parameter is enabled, which is the default value, an incoming intercom call takes precedence over any active call, by placing the active call on hold and automatically answering the intercom call. When this parameter is enabled, and there is an active call, the phone treats an incoming intercom call like a normal call and plays the call warning tone. **Allow Barge In** is enabled by default.

**MESSAGE WAITING INDICATOR**

Your System Administrator can configure the Message Waiting Indicator (MWI) to illuminate for a specific line or for all lines. For example, if the MWI LED is configured on Line 2 only, the LED illuminates if a voicemail is pending on Line 2. If the MWI LED is configured for all lines, the LED illuminates if a voicemail is pending on any line on the phone (lines 1 through 24).

**PLAY CALL WAITING TONE**

Your System Administrator can enable or disable the playing of a call waiting tone when a caller is on an active call and a new call comes into the phone.
SHARED CALL APPEARANCE (SCA) CALL BRIDGING

Shared Call Appearance (SCA) is when incoming calls are presented to multiple phones simultaneously. For example, it is the ability to assign the boss’ extension to a button on the secretary’s phone. Calls can be transferred between two phones with the same extension button by simply putting the call on hold at one phone and picking it up on the other. Status LEDs light and flash in unison, allowing all people sharing the extension to see the status at a glance.

The phones include an enhanced SCA for the call managers that support call bridging and allows two or more SCA users to be connected in a call with a third party.

Refer to the following example.

Using the example above, when a call comes into Phone 1, Phone 2 and Phone 3 can pickup the same call by pressing the SCA line key. Phone 2 and 3 display the call they are bridging into on the LCD of the phones. Existing SCA parties in a bridge or one-to-one call hear an audible beep when another party has joined the call.

Note: A user can place a call on hold while in an SCA bridged call, by pressing the SCA line key.

Note: Your Administrator must enable/disable the beep on the server-side.

If a phone is configured for SCA bridging and it attempts to join a call, but the account on the server does not have this functionality enabled, an error message displays to the LCD on the phone.

The SCA call bridging feature is disabled by default on all phones. Your Administrator can enable/disable this feature if required. Contact your System Administrator for more information.
KEYS STATES AND LED/BUTTON BEHAVIOR

There are two call states on the phones that support SCA bridging:

- **Bridge-active** - A bridged call is in progress
- **Bridge-held** - The 3rd-party (i.e., non-SCA party) in the bridge is on hold.

The following tables provide the key states and LED/image behavior in an SCA bridge call for users involved in an SCA call (local) and users not involved in the SCA call (remote).

### LINE KEYS

<table>
<thead>
<tr>
<th>STATE</th>
<th>LINE LED FOR LOCAL</th>
<th>LINE LED FOR REMOTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle</td>
<td>Off</td>
<td>Off</td>
</tr>
<tr>
<td>Seized</td>
<td>Solid Green</td>
<td>Solid Red</td>
</tr>
<tr>
<td>Progressing (outgoing call)</td>
<td>Green</td>
<td>Solid Red</td>
</tr>
<tr>
<td>Alerting (incoming call)</td>
<td>Flashing Red</td>
<td>Off</td>
</tr>
<tr>
<td>Active</td>
<td>Solid Green</td>
<td>Solid Red</td>
</tr>
<tr>
<td>Held</td>
<td>Slow Flashing Green</td>
<td>Slow Flashing Red</td>
</tr>
<tr>
<td>Hold Private</td>
<td>Slow Flashing Green</td>
<td>Solid Red</td>
</tr>
<tr>
<td>Bridge-Active</td>
<td>Solid Green</td>
<td>Solid Red</td>
</tr>
<tr>
<td>Bridge-Held</td>
<td>Slow Flashing Green</td>
<td>Solid Red</td>
</tr>
</tbody>
</table>
SOFTKEYS

<table>
<thead>
<tr>
<th>STATE</th>
<th>SOFTKEY IMAGE FOR LOCAL</th>
<th>SOFTKEY LED FOR LOCAL</th>
<th>SOFTKEY IMAGE FOR REMOTE</th>
<th>SOFTKEY LED FOR REMOTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle</td>
<td></td>
<td>Off</td>
<td></td>
<td>Off</td>
</tr>
<tr>
<td>Seized</td>
<td></td>
<td>Solid Red</td>
<td></td>
<td>Solid Red</td>
</tr>
<tr>
<td>Progressing (outgoing call)</td>
<td></td>
<td>Solid Red</td>
<td></td>
<td>Solid Red</td>
</tr>
<tr>
<td>Alerting (incoming call)</td>
<td></td>
<td>Flashing Red</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>Active</td>
<td></td>
<td>Solid Red</td>
<td></td>
<td>Solid Red</td>
</tr>
<tr>
<td>Held</td>
<td></td>
<td>Slow Flashing Red</td>
<td></td>
<td>Slow Flashing Red</td>
</tr>
<tr>
<td></td>
<td>(Blinking)</td>
<td></td>
<td></td>
<td>(Blinking)</td>
</tr>
<tr>
<td>Hold Private</td>
<td></td>
<td>Slow Flashing Red</td>
<td></td>
<td>Solid Red</td>
</tr>
<tr>
<td></td>
<td>(Blinking)</td>
<td></td>
<td></td>
<td>(Blinking)</td>
</tr>
<tr>
<td>Bridge-Active</td>
<td></td>
<td>Solid Red</td>
<td></td>
<td>Solid Red</td>
</tr>
<tr>
<td></td>
<td>(Blinking)</td>
<td></td>
<td></td>
<td>(Blinking)</td>
</tr>
<tr>
<td>Bridge-Held</td>
<td></td>
<td>Slow Flashing Red</td>
<td></td>
<td>Solid Red</td>
</tr>
<tr>
<td></td>
<td>(Blinking)</td>
<td></td>
<td></td>
<td>(Blinking)</td>
</tr>
</tbody>
</table>

STAR CODES

All of the main call handling and extension management features using star codes can be set on your phone by your Administrator. Contact your System Administrator for more information.

If these have not been set up, you can dial any star code commands on the 6867i phone the same way you would on a regular telephone.

STATUS SCROLL DELAY

Your System Administrator can specify a scroll delay option that allows you to set the time delay, in seconds, between the scrolling of each status message on the phone. The default time is 5 seconds for each message to display before scrolling to the next message. This time can be increased or decreased as required.

STUTTERED DIAL TONE

Your System Administrator can enable or disable the playing of a stuttered dial tone when there is a message waiting on the IP phone.
SWITCH UI FOCUS TO RINGING LINE

Your System Administrator can configure a feature on the 6867i that controls the behavior of the phone when it receives an incoming call when it is already in a connected call. When a call comes into the phone, and the phone is already on a connected call, the phone switches focus to the ringing line to enable the user to see who is calling them. Your administrator can turn off this functionality so that the phone stays focused on the connected call.

XML BEEP SUPPORT

Your System Administrator can enable or disable a beep to be audible when the phone receives an XML application. If this feature is disabled, then no beep is heard when the XML application arrives to the phone.
MODEL M680I AND M685I EXPANSION MODULES

The 6867i IP phone offers two optional expansion modules that attach to the right side of the phone to provide additional programmable keys.

The M685i provides three pages of 28 softkeys (for a total of 84 programmable softkeys), with each softkey providing an LED and graphical UI for call status indication. The M685i features a 4.3” 480x272 pixel color backlit LCD display.

The M680i provides 16 keys on the dialpad. Each key provides an LED for indicating call status. You can record the name of the key on the paper labels provided with the Expansion Module.

Press the key you want to use when applicable.

Note: For more information about installing expansion modules on your phone, see the Mitel Expansion Module Quick Start Guide and Mitel Expansion Module Installation Guide.
TROUBLESHOOTING SOLUTIONS

WHY IS MY DISPLAY BLANK?

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Mitel PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the Connecting to the Network and to Power section in the Mitel 6867i Installation Guide for details.

WHY IS MY SPEAKERPHONE NOT WORKING?

If you press the [4/0] button and the speaker light flashes and you do not hear dial tone through the speaker, the Audio Mode option in the phone has been set up for headset use. Press [4/0] a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear a dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing [4/0]. See “Audio Mode” on page 45 for instructions on how to change the Audio Mode option.

WHY CAN’T I GET A DIAL TONE?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the Installation and Setup section in the Mitel 6867i Installation Guide.

WHY DOESN’T MY PHONE RING?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle.

WHY IS THE LIGHT NOT COMING ON WITH A NEW VOICEMAIL MESSAGE?

Your phone system or service provider must provide the visual message waiting service for this function to work. Check with your System Administrator for more information.

WHY IS MY HANDSET NOT WORKING?

Check to ensure that the handset cord is fully connected to both the phone and handset. See the Connecting a Handset or Headset section in the Mitel 6867i Installation Guide for information.

WHY DOES MY PHONE DISPLAY THE NO SERVICE MESSAGE?

The phone displays the No Service message if the SIP settings have not been set up correctly. Contact your System Administrator for more information.

WHY DOES MY PHONE DISPLAY BAD ENCRYPTED CONFIG?

The IP phone displays Bad Encrypted Config because encrypted configuration files are enabled but the decryption process has failed. Report this error to your System Administrator.
## CLEARSPAN FEATURE ACCESS CODES

Feature Access Codes (FACs) can be set up as Speed Dial numbers and assigned to keys, or dialed directly from the keypad.

The following are the default feature access codes. If the codes are customized for your site, contact your System Administrator for information. Because Clearspan features are available by license only, you may not have access to all of them.

<table>
<thead>
<tr>
<th>CODE</th>
<th>NAME</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>*34</td>
<td>Advice Of Charge Activation</td>
<td>Activates the Advice of Charge service for the next call when the service is not enabled for all calls.</td>
</tr>
<tr>
<td>*77</td>
<td>Anonymous Call Rejection Activation</td>
<td>Activates the Anonymous Call Rejection service. After the user dials the feature access code, the system plays an announcement to inform the user that the service has been successfully activated. If the service was already active, the user still receives the announcement.</td>
</tr>
<tr>
<td>*87</td>
<td>Anonymous Call Rejection Deactivation</td>
<td>Deactivates the Anonymous Call Rejection service. After the user dials the feature access code, the system plays an announcement to inform the user that the service has been successfully deactivated, even if the service was never activated.</td>
</tr>
<tr>
<td>#8</td>
<td>Automatic Callback Deactivation</td>
<td>Cancels all current pending callbacks.</td>
</tr>
<tr>
<td>#9</td>
<td>Automatic Callback Menu Access</td>
<td>Provides access to an Interactive Voice Response (IVR) menu that lists the current pending callbacks and allows the user to cancel individual callbacks.</td>
</tr>
<tr>
<td>*14</td>
<td>Clearspan Anywhere E.164 Dialing</td>
<td>Allows users to dial E.164 numbers. The user dials the feature access code as an alias to the “+” sign. The system replaces the feature access code digits with the “+” sign and resumes the call with an E.164 number.</td>
</tr>
<tr>
<td>*15</td>
<td>Call Bridge</td>
<td>Allows a Shared Call Appearance (SCA) location to initiate or join an SCA-Bridge, upon which the Application Server automatically selects an appropriate call appearance to bridge on. The Call Bridge FAC becomes visible when one or more of the following services are authorized (service provider or group) or assigned (user): Clearspan Anywhere Shared Call Appearance Shared Call Appearance 5 Shared Call Appearance 10 Shared Call Appearance 15 Shared Call Appearance 20 Shared Call Appearance 25 Shared Call Appearance 30 Shared Call Appearance 35</td>
</tr>
</tbody>
</table>
## Clearspan Feature Access Codes

<table>
<thead>
<tr>
<th>CODE</th>
<th>NAME</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>*72</td>
<td>Call Forwarding Always Activation</td>
<td>Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.</td>
</tr>
<tr>
<td>*73</td>
<td>Call Forwarding Always Deactivation</td>
<td>Deactivates the Call Forwarding Always service. Upon deactivation, calls ring on the user’s phone unless the user has another service set up, such as Call Forwarding Busy, Call Forwarding No Answer, or Do Not Disturb.</td>
</tr>
<tr>
<td><em>21</em></td>
<td>Call Forwarding Always Interrogation</td>
<td>Allows the user to get the current status and destination of the Call Forwarding Always service. The status is active or inactive and the destination is voice mail or the current forwarding number.</td>
</tr>
<tr>
<td>*21</td>
<td>Call Forwarding Always to Voice Mail Activation</td>
<td>Redirects incoming phone calls to the user’s voice mail.</td>
</tr>
<tr>
<td>CODE</td>
<td>NAME</td>
<td>DEFINITION</td>
</tr>
<tr>
<td>-------</td>
<td>---------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><em>61</em></td>
<td>Call Forwarding No Answer Interrogation</td>
<td>Allows the user to get the current status and destination of the Call Forwarding No Answer service. The status is active or inactive and the destination is voice mail or the current forwarding number.</td>
</tr>
<tr>
<td>*41</td>
<td>Call Forwarding No Answer To Voice Mail Activation</td>
<td>Redirects incoming phone calls to voice mail when the user does not answer the phone.</td>
</tr>
<tr>
<td>#41</td>
<td>Call Forwarding No Answer To Voice Mail Deactivation</td>
<td>Cancels the Call Forwarding Busy To Voice Mail service. Upon deactivation, calls ring on the user’s phone unless they have set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding Busy, or Do Not Disturb.</td>
</tr>
<tr>
<td>*94</td>
<td>Call Forwarding Not Reachable Activation</td>
<td>Redirects incoming phone calls to a different number when the user’s device is not accessible by Clearspan. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.</td>
</tr>
<tr>
<td>*95</td>
<td>Call Forwarding Not Reachable Deactivation</td>
<td>Deactivates the Call Forwarding Not Reachable service. After deactivation, should the user’s phone become unreachable, calls are no longer rerouted to an alternate device through the Call Forwarding Not Reachable service.</td>
</tr>
<tr>
<td><em>63</em></td>
<td>Call Forwarding Not Reachable Interrogation</td>
<td>Allows users to get the status of the Call Forwarding Not Reachable service.</td>
</tr>
<tr>
<td>#76</td>
<td>Call Forwarding Selective Activation</td>
<td>The Selective Call Forwarding service can be activated only if the service is configured with the following minimum requirements: The Default Call Forward to phone number/SIP URI is configured. At least one selective criterion is configured and active.</td>
</tr>
<tr>
<td>#77</td>
<td>Call Forwarding Selective Deactivation</td>
<td>Deactivates the Call Forwarding Selective service. After the service has been deactivated, no criteria are used when a call is being redirected.</td>
</tr>
<tr>
<td>*67</td>
<td>Calling Line ID Delivery Blocking per Call</td>
<td>Hides the user’s calling line ID for the next call. Before placing a call, the user dials the feature access code; then places the call as usual.</td>
</tr>
<tr>
<td>*31</td>
<td>Calling Line ID Delivery Blocking Persistent Activation</td>
<td>Prevents display of the user’s calling line ID for all calls.</td>
</tr>
<tr>
<td>#31</td>
<td>Calling Line ID Delivery Blocking Persistent Deactivation</td>
<td>Displays the user’s calling line ID for all calls.</td>
</tr>
<tr>
<td>*65</td>
<td>Calling Line ID Delivery per Call</td>
<td>Displays the users calling line ID for the next call.</td>
</tr>
<tr>
<td>*68</td>
<td>Call Park</td>
<td>Places a call on hold with the intent of retrieving it from another extension. The call can be parked on the user’s own extension or on another extension within the same group.</td>
</tr>
<tr>
<td>*88</td>
<td>Call Park Retrieve</td>
<td>Retrieves a call that has been parked.</td>
</tr>
<tr>
<td>CODE</td>
<td>NAME</td>
<td>DEFINITION</td>
</tr>
<tr>
<td>------</td>
<td>------</td>
<td>------------</td>
</tr>
<tr>
<td>*98</td>
<td>Call Pickup</td>
<td>Answers the ringing phone within the assigned call pickup group. If more than one phone in the assigned call pickup group is ringing, the phone that has been ringing the longest is answered. Pickup groups are defined by the group administrator.</td>
</tr>
<tr>
<td>*48</td>
<td>Call Recording Pause</td>
<td>With a recorded call on hold, pauses the recording.</td>
</tr>
<tr>
<td>*49</td>
<td>Call Recording Resume</td>
<td>With a call on hold while recording is paused, resumes the recording.</td>
</tr>
<tr>
<td>*44</td>
<td>Call Recording Start</td>
<td>Before a call is placed, starts call recording. With a call on hold, starts recording the call.</td>
</tr>
<tr>
<td>*45</td>
<td>Call Recording Stop</td>
<td>With a call on hold, stops recording the call.</td>
</tr>
<tr>
<td>*11</td>
<td>Call Retrieve</td>
<td>Retrieves an existing active call from another endpoint. The user dials the feature access code from the location where the call is to be retrieved. This feature can be used from the primary location, from a Shared Call Appearance alternate location, or from a Clearspan Anywhere location.</td>
</tr>
<tr>
<td>*69</td>
<td>Call Return</td>
<td>Call the phone number of the last received call. Calls can be returned only to numbers that are acceptable according to the user’s Outgoing Calling Plan.</td>
</tr>
<tr>
<td>#92#</td>
<td>Call Return Number Deletion</td>
<td>Allows the user to delete the last incoming number for the Call Return service.</td>
</tr>
<tr>
<td>*43</td>
<td>Call Waiting Persistent Activation</td>
<td>Turns on the Call Waiting service for all calls.</td>
</tr>
<tr>
<td>#43</td>
<td>Call Waiting Persistent Deactivation</td>
<td>Turns off the Call Waiting service for all calls.</td>
</tr>
<tr>
<td>*70</td>
<td>Cancel Call Waiting</td>
<td>Turns off the Call Waiting service for the next call.</td>
</tr>
<tr>
<td>*99</td>
<td>Clear Voice Message Waiting Indicator</td>
<td>Clears the audible (and visible for some devices) message waiting indicator on the user’s phone.</td>
</tr>
<tr>
<td><em>33</em></td>
<td>Communication Barring User-Control Activation</td>
<td>Activates the user’s current communication barring profile.</td>
</tr>
<tr>
<td>#33*</td>
<td>Communication Barring User-Control Deactivation</td>
<td>Deactivates the user’s current communication barring profile.</td>
</tr>
<tr>
<td>*#33#</td>
<td>Communication Barring User-Control Query</td>
<td>Provides information about the user’s current communication barring profile.</td>
</tr>
<tr>
<td>*57</td>
<td>Customer Originated Trace</td>
<td>Places a trace on the last number that called the user.</td>
</tr>
<tr>
<td>*97</td>
<td>Directed Call Pickup</td>
<td>Answers a call at a specific extension within the assigned call pickup group. To answer the ringing call at an extension, the user dials the feature access code followed by that extension. Call pickup groups are defined by the group administrator.</td>
</tr>
<tr>
<td>CODE</td>
<td>NAME</td>
<td>DEFINITION</td>
</tr>
<tr>
<td>------</td>
<td>-----------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>*33</td>
<td>Directed Call Pick-up with Barge-in</td>
<td>Dials an allowed prefix, followed by the assigned code and an extension to either pick up a ringing call in the user’s group or to join an ongoing call with someone in the group.</td>
</tr>
<tr>
<td>*55</td>
<td>Directed Voice Mail Transfer</td>
<td>Transfers a caller on hold to voice mail.</td>
</tr>
<tr>
<td>*80</td>
<td>Diversion Inhibitor</td>
<td>Prevents redirection services from being activated on the terminating side of an unanswered call.</td>
</tr>
<tr>
<td>*78</td>
<td>Do Not Disturb Activation</td>
<td>Activates the Do Not Disturb service. When the service is active, the user’s phone does not ring and all calls receive busy treatment, such as a voice message.</td>
</tr>
<tr>
<td>*79</td>
<td>Do Not Disturb Deactivation</td>
<td>Turns off the Do Not Disturb service.</td>
</tr>
<tr>
<td>#83</td>
<td>Escalate Call Supervision</td>
<td>Call center agents can use this code to escalate calls to a supervisor. A supervisor who is not on a call and who does not have the Do Not Disturb service enabled is considered available and the call is routed to that supervisor. The caller is put on hold by the agent when the escalation to the supervisor is initiated. The feature access code is available to agents with Call Center – Standard or Call Center – Premium service assigned.</td>
</tr>
<tr>
<td>*22</td>
<td>Flash Call Hold</td>
<td>Places a call on hold with the flash hook to place another call. Users can toggle between the two calls by pressing the flash-hook.</td>
</tr>
<tr>
<td>#72</td>
<td>Forced Forwarding Activation</td>
<td>Activates forced forwarding for a call center queue.</td>
</tr>
<tr>
<td>#73</td>
<td>Forced Forwarding Deactivation</td>
<td>Deactivates forced forwarding for a call center queue.</td>
</tr>
<tr>
<td>#58</td>
<td>Group Call Park</td>
<td>Hunts for the first available user in the assigned call park group and parks the call there.</td>
</tr>
<tr>
<td>#82</td>
<td>Initiate Silent Monitoring</td>
<td>A supervisor can use this code to silently listen in on a call handled by an agent that they are monitoring. This feature access code is available to supervisors with the Call Center Monitoring service assigned.</td>
</tr>
<tr>
<td>*66</td>
<td>Last Number Redial</td>
<td>Dials the most recently dialed phone number called from the user’s extension.</td>
</tr>
<tr>
<td>*96</td>
<td>Legacy Automatic Callback Invocation</td>
<td>Allows users to camp on a busy called party. When the user dials the feature access code after a call to a busy destination, a callback request is created and the user is automatically called back when the called party hangs up.</td>
</tr>
<tr>
<td>#96</td>
<td>Legacy Automatic Callback Cancellation</td>
<td>Cancels all active Legacy Automatic Callback requests.</td>
</tr>
<tr>
<td>*12</td>
<td>Location Control Activation</td>
<td>Allows users to activate a location. The feature access code has to be dialed from the location to activate. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.</td>
</tr>
<tr>
<td>CODE</td>
<td>NAME</td>
<td>DEFINITION</td>
</tr>
<tr>
<td>-------</td>
<td>-------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>*13</td>
<td>Location Control Deactivation</td>
<td>Deactivates a location. The feature access code has to be dialed from the location to deactivate. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.</td>
</tr>
<tr>
<td>#80</td>
<td>Make Outgoing Call as Call Center</td>
<td>Allows users working as call center agents to make calls using a call center phone number. Users can thus override the default setting configured by the administrator.</td>
</tr>
<tr>
<td>#81</td>
<td>Make Personal Outgoing Call</td>
<td>Allows users working as call center agents to make calls using their own phone number. Users can thus override the default setting configured by the administrator.</td>
</tr>
<tr>
<td>*60</td>
<td>Music On Hold Per-Call Deactivation</td>
<td>Deactivates the Music On Hold service for the current calls.</td>
</tr>
<tr>
<td>#70</td>
<td>Night Service Activation Manual Override</td>
<td>Activates Night Service for a specified call center at the time of activation. Calls incoming to the queue are provided with the Night Service Manual Override announcement and transferred to the queue configured for the regular Night Service. The queue remains in that state until the Night Service Manual Override service is deactivated.</td>
</tr>
<tr>
<td>#71</td>
<td>Night Service Deactivation Manual Override</td>
<td>Deactivates Night Service Manual Override and the call center returns to its configured behavior.</td>
</tr>
<tr>
<td>*610</td>
<td>No Answer Timer</td>
<td>Sets the numbers of rings before No-Answer handling is applied to the Voice Messaging, Third-Party Voice Mail Support, Call Forwarding No Answer, Call Forwarding No Answer To Voice Mail, and Sequential Ringing services.</td>
</tr>
<tr>
<td>*71</td>
<td>Per Call Account Code</td>
<td>Charges a call to an account code assigned to the user.</td>
</tr>
<tr>
<td>*50</td>
<td>Push to Talk</td>
<td>Provides an intercom-like functionality where the user can call another party and be instantly connected.</td>
</tr>
<tr>
<td>*75</td>
<td>Speed Dial 100</td>
<td>Calls the two-digit speed dial number.</td>
</tr>
<tr>
<td>*74</td>
<td>Speed Dial 8</td>
<td>Calls the 2 through 9 single-digit speed dial number.</td>
</tr>
<tr>
<td>*47</td>
<td>Sustained Authorization Code Activation</td>
<td>Unlocks user’s calls. When the user is required to provide authorization codes for outgoing calls, this code allows them to “unlock” this requirement. Having unlocked code activation, the user in no longer prompted for an authorization code and their calls proceed without interruption.</td>
</tr>
<tr>
<td>*37</td>
<td>Sustained Authorization Code Deactivation</td>
<td>Locks user’s calls. When the user dials this feature access code, the services that require authorization codes for outgoing calls return to their normal behavior and prompt the user for an authorization code.</td>
</tr>
<tr>
<td>*86</td>
<td>Voice Mail Retrieval</td>
<td>Allows users to retrieve Clearspan and third-party voice mail.</td>
</tr>
<tr>
<td>*62</td>
<td>Voice Portal Access</td>
<td>Allows users to access their Voice Portal.</td>
</tr>
</tbody>
</table>
LIMITED WARRANTY

(Not applicable in Australia)

Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy, either repair or replace the product at no charge, if returned within the Warranty Period. If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the product, it may be replaced with a refurbished product of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

EXCLUSIONS

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

Mitel shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customer's use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of products used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Mitel with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties of fitness for particular purpose and merchantability.

WARRANTY REPAIR SERVICES

Should the product fail during the Warranty Period;

• **In North America**, please call 1-800-574-1611 for further information.

• **Outside North America**, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this product for warranty service, you must present proof of purchase.
AFTER WARRANTY SERVICE

Mitel offers ongoing repair and support for this product. This service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions:

- **In North America**, contact our service information number: 1-800-574-1611.
- **Outside North America**, contact your sales representative.

![Note](image)

*Note:* Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the Warranty Period. Unauthorized repair will void the warranty.