

Mitel deskphones

Mitel 6863 Quick guide

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1. Getting started

This quick guide will help you get started using your new Mitel 6863 deskphone together with the MiCloud Telepo for Service Providers. We recommend using the phone's user guide for more information on handling the phone, please visit www.mitel.com.

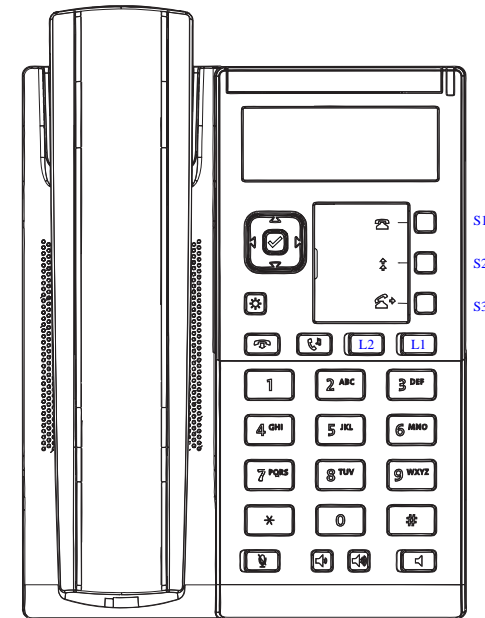
1.1. Prerequisites

Your deskphone must be provisioned to your organisation as a free seating phone, or provisioned to your account.

Table 1. Log in or log off from free seating phone

Log in:	<ol style="list-style-type: none"> 1. Enter Login code. 2. Press Done. 3. Press PIN code. 4. Your username is displayed on the screen when the log on is successful.
Log off:	<ol style="list-style-type: none"> 1. Press the Log off softkey. 2. Press Done.

1.2. Phone overview



The Mitel 6863 consists of handset, screen, navigation/select key, numpad, option keys, line keys (L-keys) and softkeys (S-keys).

1.3. Settings in the telephone

Table 2. Navigation

Navigation / Select keys	
Up and down key:	Scroll in the menus and lists.
Left arrow key:	Go back.
Right arrow key:	Select the option.

Table 3. Set volume

Adjust volume during a call:	Press during the call.
Adjust ringing volume:	Press in idle mode.

Table 4. Silent ringing and mute

Silent ringing:	Press the left Volume key until silent tone.
Mute microphone during call:	Press

2. Basic call handling

You can call to a user in many ways. Dialling the number, pressing the shortcut key, press and hold on a quick dial key, selecting the contact in your contact list or searching for the contact in the directory and then call.

Table 5. Incoming calls

Answer:	Lift your handset or press
Handsfree mode:	Press
End call:	Press
Reject call:	Press

Table 6. Missed calls

Missed call indication:	Missed calls are indicated by the Missed Call text on the display.
Check missed calls:	<ol style="list-style-type: none"> 1. Press the Call log softkey. A menu is displayed. 2. Navigate with the up and down key and select Missed calls. 3. Press Enter. A menu with missed calls are displayed. 4. Select missed call with the up and down key.

Table 7. Outgoing calls

Internal calls:	Enter the shortnumber, then press Dial .
External calls:	Enter the full number, then press Dial .
Dial from call log (incoming calls):	<ol style="list-style-type: none"> 1. Press the Call log softkey. A menu is displayed. 2. Navigate with the up and down key and select Incoming calls. 3. Press Enter. A menu with incoming calls are displayed. 4. Navigate with the up and down key contact to call. 5. Press Enter. The contact is dialed.
Dial by softkey:	Press the softkey that is assigned to a number you want to dial.
Dial by speed dial key:	Press and hold the keypad key (1-9). The number associated with the key is called.

Table 8. Holding and parking calls

Holding a call:	
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	Press . This will put the call on hold and play on hold music, if that is configured.
Resume a held call:	Press again.

Table 9. Presence

Select presence	<ol style="list-style-type: none"> 1. Press the Presence softkey. The Presence menu is displayed. 2. Select your preferred presence, and press Enter. 3. The selected presence state will be displayed in some few seconds.
Presence shortcut	Press the Presence shortcut to change back to the selected shortcut option, for example Office.

Table 10. Recording

Record a call:	Press the Recording softkey.
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3. Advanced call handling

Table 11. Intercom

Initiate an intercom call:	Press the Intercom softkey , the call is connected automatically.
Answer an Intercom call:	<ol style="list-style-type: none"> 1. An intercom is answered automatically. 2. You hear the other party in the speaker, but other party cannot hear you and the Mute key, is lit. 3. You can press the mute key to let the other party hear you.

The system administrator can initiate an intercom connection on a softkey on your phone. When you press the key, a call is set up towards a predefined party and it is answered automatically.

Table 12. Voicemail

Call voicemail system:	Press the Voicemail softkey.
Listen to received messages:	<ol style="list-style-type: none"> 1. The message waiting lamp is slowly blinking and the amount of messages is displayed, when there are pending messages. 2. Press the Voicemail softkey.

Table 13. Directories (Contacts)

Favourites:	Press the softkey configured with Favourites to bring up your personal contact list.
Search for a contact:	<ol style="list-style-type: none"> 1. Press the Directory search softkey. The Directory search is displayed. 2. Enter your search information, and press Enter. A list is displayed. 3. Select an option and press Enter.