

Mitel deskphones

Mitel 6865 Quick guide

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1. Getting started

This quick guide will help you get started using your new Mitel 6865 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

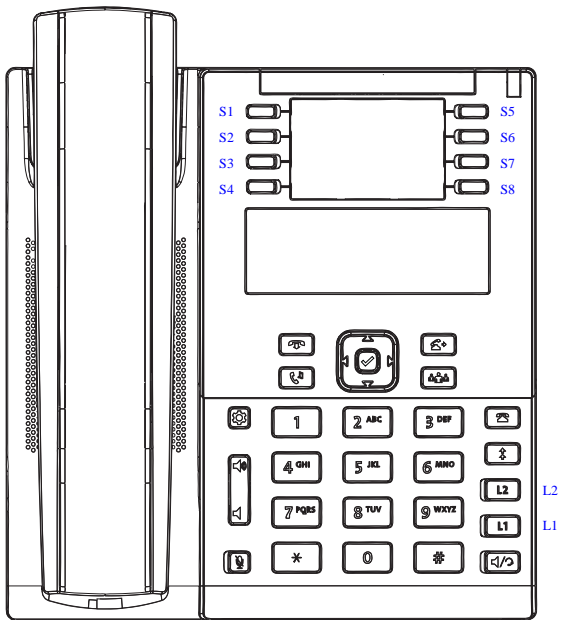
Your deskphone must be provisioned to your organisation as a free seating phone, or provisioned to your account.

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

Log in:	1. Enter Login code .
	2. Press Done .
	3. Enter PIN code .
	4. Press Done .
	5. Your username is displayed on the screen when the log on is successful.

Log off:	1. Press the Log off softkey.
	2. Press Done .

1.2. Phone overview



The Mitel 6865 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 the column is empty and the cursor stands at the minus sign.
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 softkey Call log. A list of type of calls are displayed. 2. Select Missed calls. 3. Press Select. A list is displayed. 4. Check the missed call. 5. Press Done to exit the call list.

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 key Call log. A list is displayed. 2. Select type of calls from the list. 3. Select contact to call. 4. Press Select. 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. Transfer calls

Attended transfer:	<ol style="list-style-type: none"> 1. During your call, press Xfer softkey. 2. Type the number to the 3rd party, then press Dial. 3. Wait until answer, then you can ask the 3rd party if you should transfer the call.
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	4. Transfer the call by pressing Xfer softkey.
Blind transfer:	<ol style="list-style-type: none"> 1. During your call, Xfer softkey. 2. Type the number to the 3rd party and press Dial. 3. Transfer the call directly by pressing the Xfer softkey.

Table 9. Holding and parking calls



Holding a call:	Press  . This will put the call on hold and play on hold music, if that is configured.
Resume a held call:	Press  again.
Parking a call:	Press the softkey offtkey configured with Park . This will park the call. Other colleagues may be able to pickup the call if authorized.
Pick up a parked call:	Press the softkey configured with Pickup .

Table 10. Conference

Conference	<ol style="list-style-type: none"> 1. When a call is established with one party, press Conf and enter the number to third party. 2. Press Dial. The other party is put on hold. 3. After answer from third party, press Conf to start the conference.
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Table 11. 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 Select. The option will be highlighted. 3. The selected presence state will be displayed in some few seconds.
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Presence shortkey	Press the Presence shortkey to change back to the selected shortkey option, for example Office .
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Table 12. Recording

Record a call:	During a call, press the Recording softkey.
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3. Advanced call handling

Table 13. Extensions

Answer a call to an extension:	<ol style="list-style-type: none"> 1. The lamp at the Extension softkey is flashing. 2. Press the softkey Extension to answer the call.
Call an extension:	Park the ongoing call, and press the alerted Extension softkey.
Answer a call monitored extension during a call:	<ol style="list-style-type: none"> 1. Parked the ongoing call, and press the softkey Park. 2. Answer the monitored call, press the alerted Extension softkey.

Other extension can be monitored from softkeys on your telephone. The monitoring keys are called **Extension**. When the monitored extension is busy in a call the lamp next to the softkey is lit in red. If the extension is free the lamp is green.

Table 14. 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 15. 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 16. Directories (Contacts)

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 Done. A list is displayed. 3. Select an option and press Select.
Favourites:	Press the softkey configured with Favourites to bring up your personal contact list.