Mitel deskphones

Mitel 6869 Quick guide

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Table of Contents

1. Getting started

This quick guide will help you get started using your new Mitel 6869 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.
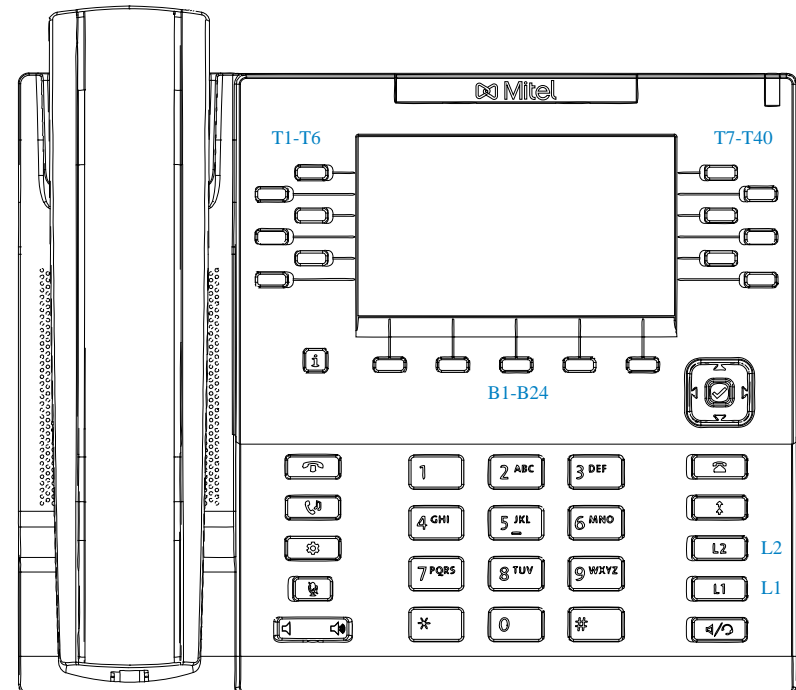
1.1. Prerequisites

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 cod**.
	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 6869 consists of handset, screen, navigation/select key, numpad, option keys, line keys (L-keys) and softkeys (T-keys and B-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:	1. Press the key **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):	1. Press the softkey **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:	1. During your call, press **Xfer** softkey. 2. Type the number to the 3rd party, then press **Dial**.

Blind transfer:	3. Wait until answer, then you can ask the 3rd party if you should transfer the call.
	4. Transfer the call by pressing **Xfer** softkey.
	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 **Park** to park a ongoing call.
Pick up a parked call:	Press the softkey configured with **Pickup**.

Table 10. Conference

Conference	1. When a is call 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.

Table 11. Presence

| Select presence | 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. |
| Presence shortkey | Press the **Presence** shortkey to change back to the selected shortkey option, for example Office. |

Table 12. Recording

| Record a call: | During a call press the **Recording** softkey. |

3. Advanced call handling

Table 13. Extensions

Answer a call to an extension:	1. The lamp at the **Extension** softkey is flashing.
	2. Press the softkey **Extension**to answer the call.
Call an extension:	Press the softkey to call.
Answer a call monitored extension during a call:	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:	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:	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:	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.