Bredband2

Manual

Bredband2 Växel

Deskphone Mitel 6865i

1. Getting started

This quick guide will help you get started using your new Mitel 6865 deskphone together with the Business Communication Solution. 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 organization 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 the short (Alias) number in the field **Enter login number**.
	2. Press **Enter.**
	3. Enter PIN code.
	4. Press **Enter**.
	5. Your username is displayed on the screen when the login is successful.
Log off:	1. Press the **Log off** function key.
	2. Press **Enter**.

1.2. Phone overview

S1 S2 S3 S4 S5 S6 S7 S8 L1 L2
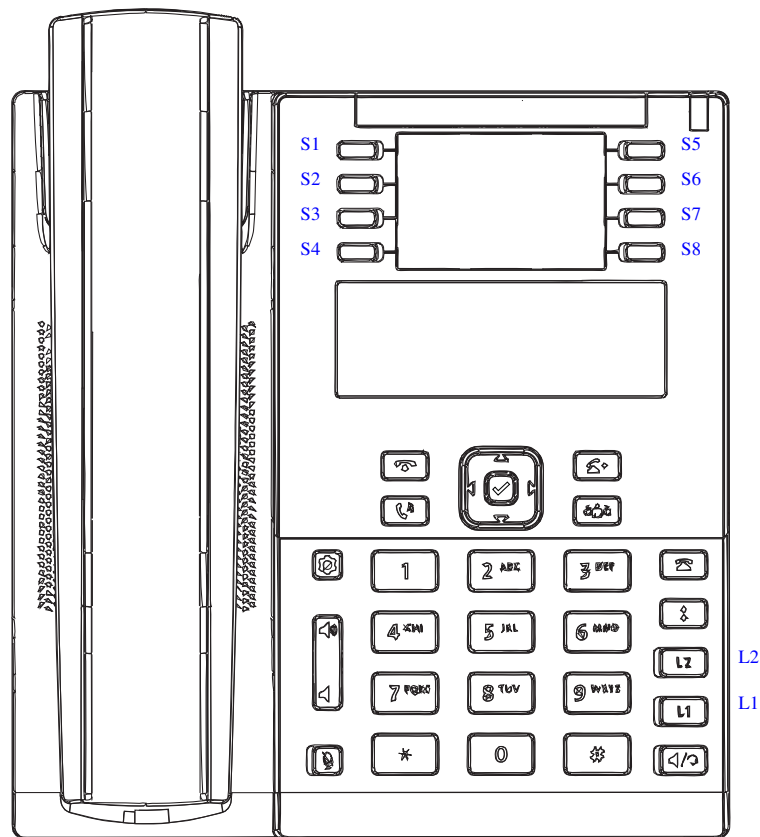
The Mitel 6865 consists of handset, screen, navigation/select key, numpad, option keys, line keys (L-keys) and function keys (S-keys).

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.
Mute microphone during call:	Press 🎤

2. Basic call handling

You can call a user in many ways: dialing the number, pressing the shortcut key, pressing and holding on a quick dial key, selecting the contact in your contact list or searching for the contact in the directory and then calling.

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 **Call log** key. A list of types of calls is 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 number and press **Dial**.
External calls:	Enter the full number and press **Dial**.
Dial from call log (incoming calls):	1. Press the **Call log** softkey. A list is displayed. 2. Select type of calls from the list. 3. Select the 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 the **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. 4. Transfer the call by pressing the **Xfer** softkey.
Blind transfer:	1. During your call, press the **Xfer** softkey. 2. Type the number to the 3rd party and press **Xfer** key.

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 **Park** softkey to park an ongoing call.
Pick up a parked call:	Press the softkey configured with **Pickup**.

Table 10. Conference

Conference	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.

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.
Presence shortkey:	Press the **Presence** shortkey to change back to the selected shortkey option, for example Office.

The presence states listed in the menu are configured by the system administrator. If a desired presence state is not listed, contact your administrator to have it added.

Table 12. Recording

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

Table 13. Get my active call

A call is ongoing:	1. A call is ongoing on a device that belongs to you, for example a mobile phone or the softphone.
	2. Press ***6*** to pick up the call from the other device that belongs to you.

Table 14. Common Call Pickup

A group call is ongoing:	Press ***5*** to pickup any alerted group members calls. (Enabled by System Administrator).

> **Note**
>
> Function codes for SIP phones can be configured as function key "Phone Number".

3. Advanced call handling

Table 15. Extensions

Answer a call to an extension:	1. The lamp at the **Extension** softkey is flashing.
	2. Press the **Extension** softkey to answer the call.
Call an extension:	Press the **Extension** softkey to call.
Answer a monitored extension call during an ongoing call:	1. Park the ongoing call by pressing the **Park** softkey.
	2. Answer the monitored call, press the alerted **Extension** softkey.

Other extensions 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 16. 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 17. User voicemail

Call voicemail system:	Press the **Voicemail** softkey.
Listen to received messages:	1. The message waiting lamp is slowly blinking and the number of messages is displayed, when there are pending messages. 2. Press the **Voicemail** softkey.

Table 18. Group Voicemail

Call voicemail system:	Press the **Group voice inbox** softkey.
Listen to received messages:	1. The message waiting lamp is slowly blinking and the number of messages is displayed, when there are pending messages. 2. Press the **Group inbox** softkey.

Note

The system administrator can initiate a **Group Inbox** keys on your phone. Each **Group Inbox** key monitors one **Group inbox** function number. You may only monitor groups where the main user (line 1)

is member. In the voice mail call, messages may be handled using keys (DTMF) described in the User Portal Inbox menu.

Table 19. 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. Choose a contact and press **Select**.
Favorites:	Press the softkey configured with **Favorites** to bring up your personal contact list.