

Mitel Deskphones

Mitel 6865 Quick guide

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Table of Contents

- 1. Getting started 1
- 2. Basic call handling 2
- 3. Advanced call handling 3

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

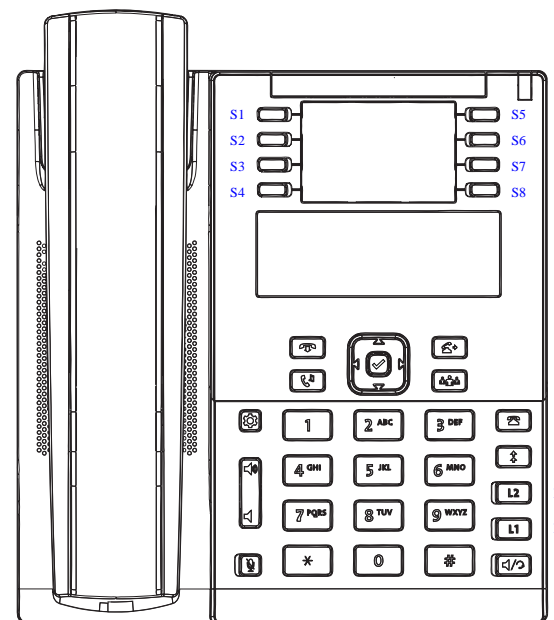
Your deskphone must be provisioned to your organization as a free seating phone, or provisioned to your account.

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

Log in:	<ol style="list-style-type: none"> 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.
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Log off:	<ol style="list-style-type: none"> 1. Press the Log off function key. 2. Press Enter.
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1.2. Phone overview



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 and the text Ringer volume is OFF is displayed.
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 
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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 function 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 left arrow key to exit the call list.

Table 7. Outgoing calls

Internal calls:	Enter the number and 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 key. A list is displayed. 2. Select type of calls from the list. 3. Select contact to call. 4. Press Enter. The contact is dialed.
Dial by function key:	Press the function key 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 . This places the call on hold.
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	<ol style="list-style-type: none"> 2. Type the number to the 3rd party, then press Xfer softkey. 3. Wait until answer, then you can ask the 3rd party if you should transfer the call. 4. Transfer the call by pressing .
Blind transfer:	<ol style="list-style-type: none"> 1. During your call, press . 2. Type the number to the 3rd party and press .

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 function key configured with Park . This will park the call. Other colleagues may be able to pick up the call if authorized.
Pick up a parked call:	Press the function key 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:	1. Press the Presence function key. The Presence menu is displayed.
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	<ol style="list-style-type: none"> 2. Select your preferred presence, and press Enter. 3. The selected presence state will be displayed in a few seconds.
Presence shortcut:	Press the Presence shortcut key to change back to the selected shortcut 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 function key.
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Table 13. Get my active call

A call is ongoing:	<ol style="list-style-type: none"> 1. A call is ongoing on a device that belongs to you, for example a mobile phone or the soft-phone. 2. Press *6* to pick up the call from the other device that belongs to you.
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Table 14. Common Call Pickup

A group call is ongoing:	Press *5* to pickup any alerted group members calls. (Enabled by System Administrator).
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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:	
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	<ol style="list-style-type: none"> 1. The lamp at the Extension function key is flashing. 2. Press the Extension function key to answer the call.
Call an extension:	Press the Extension softkey to call.
Answer a monitored extension call during an ongoing call:	<ol style="list-style-type: none"> 1. Park the ongoing call, by pressing the Park softkey. 2. Answer the monitored call by pressing the alerted Extension softkey.

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

Table 16. Intercom

Initiate an intercom call:	Press the Intercom function key; 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 function key 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

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

Table 18. Group Voicemail

Call voicemail system:	Press the Group voice inbox function key.
Listen to received messages:	<ol style="list-style-type: none"> 1. The function key lamp is slowly blinking when there are pending messages. 2. Press the Group inbox function key.



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