



Mitel Phone

Basic Guide

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Answering/Ending Calls

When a call is ringing at your extension, the inbound callers name, extension, and incoming call icon appear on the screen. Additionally, the line/call appearance LED flashes quickly for the incoming call.



To answer:

- Pick up the handset and answer the call.

OR

- Press the **Answer Key** for hands-free operation.



To end call:

- Return the handset to the hook.

OR

- Press the **Goodbye key**.




Voicemail

To **send** an incoming call directly to voicemail without answering the call:

- Press the **Goodbye** key without picking up the handset OR press the **Ignore** softkey (it will show on the screen when receiving a call).
- If you are already on the phone, your incoming call should go directly to voicemail.



Your phone screen displays a voicemail icon  with the number of pending messages. You can **check** your voicemail by pressing the **MsgWaiting** Softkey (it will show on the screen. If it doesn't, click the far-right key to change pages until you see **MsgWaiting**).

(Softkeys are the keys underneath the screen. Each key corresponds to the text displayed in the screen right above it. Depending on context, the text will change)



Call History



- To check your **Call History** and any missed calls, press the **Call History Button**.
- To browse through **All, Missed, Outgoing, and Received** categories in your call history, use the up/down **Arrow** keys.
- To move from Categories on the left to the **Call History** on the right, press the right **Arrow** key.
- To **return a call**, navigate to that number using the **Arrow** key and press the **center button** to call.

Conference Calls



Conference button

To have a phone call with more than one caller, you can use the **Conference** button as follows:

1. Make a phone call with one of the parties. During the call, press the **Conference** button and dial the extension/phone number. (While you are trying to connect, the first phone call is on hold.)
2. Once the second caller is connected, each party can hear each other.

Call Transferring



Transfer button

To transfer a call to another party, use the **Transfer** button as follows:

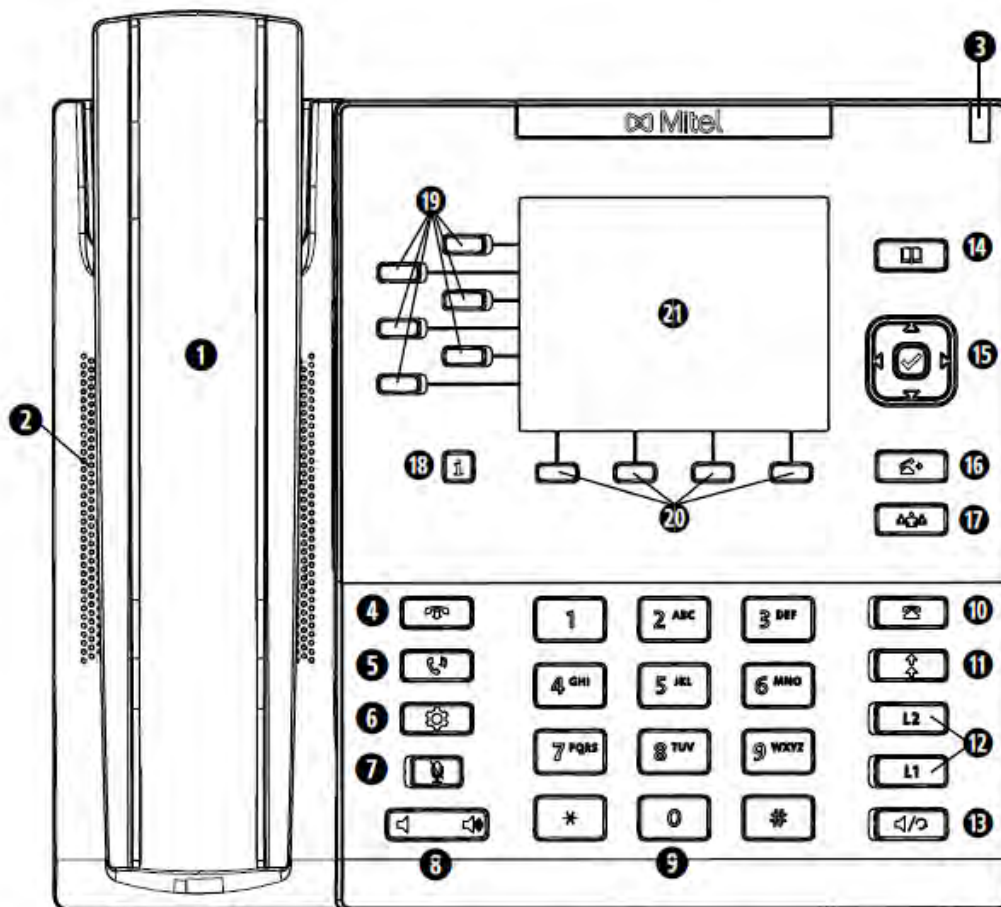
1. During a call, press the **Transfer** button. This will put the current call on hold.
2. Dial the extension/number.
3. Press the **Transfer** button again to forward the call.

Muting/Placing Calls on Hold



- To Put a Caller on Hold
Press the **Hold** button (the caller will be listening to music while on hold). To resume the conversation, press the **Hold** button again.
- To Mute a Call
Press the **Mute** button to mute/unmute the call. If you need to excuse yourself during a conference call, **please use the Mute button instead of the Hold button** so the other parties can continue their conversation until you return to the call.

Key Panel



1	6867i Handset	12	Line/Call Appearance Keys
2	High Quality Speakerphone	13	Speaker/Headset Key
3	Message Waiting Indicator	14	Directory Key
4	Goodbye Key	15	Navigation Keys/Select Button
5	Hold Key	16	Transfer Key
6	Options Key	17	Conference Key
7	Mute Key	18	Presence Key
8	Volume Control	19	Programmable Softkeys
9	Dialpad	20	Context-Sensitive Softkeys
10	Received Callers List Key	21	TFT LCD Screen
11	Outgoing Redial Key		