Mitel (Aastra) 6865i Phone
Quick Reference Guide

Green Platform

Telesystem

Available features may vary. Particular feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

Top Keys: Keys with the following pre-programmed features: voicemail, pickup, directory, do not disturb, intercom, page, park

Display: Dynamic display shows time, date, and other identifying information while not on a call. Caller ID and other important information will display while a call is active.

Message Waiting Indicator: Red light indicates that a new voicemail is waiting

Transfer

Conference

Callers List: Accesses a list of the most recent received/missed incoming calls

Goodbye

Hold

Volume

Mute

Redial

Line Keys

Navigation buttons: arrows and enter buttons that assist in navigating menus and features

Speaker/Headset: toggles the phone's audio between speaker and headset.

Call Handling Basics

Answer a call
Lift the handset or press the speaker [◁/⟳] key.

Place a call
Lift the handset or press the speaker [◁/⟳] key then dial the extension or phone number.

End a call
Hang up the handset or press the [☎] Goodbye key.

Mute
Press the Mute [🎤] key to mute your audio while on a call. Press again to disengage.

Hold
Press the Hold [📞] key to place the selected call on hold. To resume, press the corresponding **Line Key**.

Advanced Call Handling

Blind Transfer (Unannounced)
Blind transfers pass through the caller ID of the originating caller to the third party.
- Press the [⤺] **Transfer** key to place the first call on hold.
- Input the destination extension or phone number.
- Press the [⤺] **Transfer** key to complete the transfer.

Transfer directly to an internal <u>voicemail</u> box by dialing 7 plus the extension as the destination number
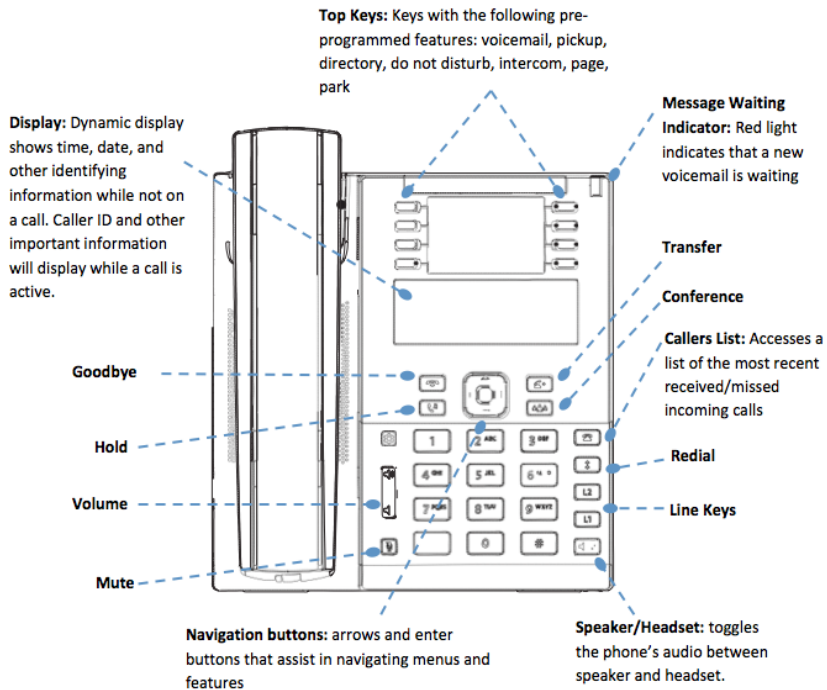
Announced Transfer
- Press the [⤺] **Transfer** key to place the first call on hold.
- Input the destination extension or phone number then press the Dial ▶ navigation key. Remain on the line while the second call connects.
- To complete the transfer after talking to the third party, hang up on press [⤺] .
- To cancel the transfer and go back to the original caller, press the corresponding Drop ▶ navigation key.

Conference (Three Way) Call
- Press the [👥] **Conference** key to place the first call on hold.
- Input the phone number or extension then press the Dial navigation key. Remain on the line while the second call connects.
- Press the [👥] **Conference** soft key to join the calls.

While on a conference call, hang up to remove all parties from the conference. Alternately, press the Leave ◀ navigation key to hang up your line but keep the others intact.

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Advanced Features

Voicemail
Press the top **Voicemail** key to access voicemail from your phone.

To access voicemail from outside the office, call your direct number then press * during the voicemail greeting.

Accessing the voicemail system allows you to setup the account, check messages, change greetings, and so on. Simply follow the voice prompts.

Directory
Press the top **Directory** key to access a company directory that stores up to 200 company extensions. Use the up and down navigation keys to move between the entries.

Pickup
Press the top **Pickup** key to retrieve a call ringing to another user in your pickup group. Pickup groups are configured by account administrators.

Do Not Disturb
Press the top **DND** (Do Not Disturb) key to turn feature on/off. When engaged, all direct calls go to the extension's voicemail box. Outbound calls may be made normally.

Park (1 and 2)
Park is a 'shared' hold. A parked call can be seen and accessed by all desk phones at the site.

- To park a call, press one of the available **Park** keys in the top section of the phone. This transfers the call to that parking orbit and illuminates the key's light.
- To retrieve a parked call, from any of the site's desk phones, simply press the appropriate park button.

Page
Press to initiate a page, speak the message over the handset, then hang up.

Intercom
Press the **intercom** key followed by an extension to initiate an intercom-type call. Intercom calls are auto-answered at the receiving phone as long as it is not already in use.

Redial
Press the ⬍ (redial) key once to access a list of the 100 most recent calls received. Use the navigation keys to review the list as well as to call back recently dialed calls.

Callers List
Press the ☎ (callers list) key once to access a list of the 200 most recently received calls. Use the navigation keys to review the list as well as to call back recent callers.

Forward
Call forwarding of your line/extension may be enabled from the phone.
- To enable, dial *72 plus the 10 digit phone number or extension to which all direct calls should be forwarded then pick up the handset to send the command. The phone will emit a stutter tone then hang up.
- To disable, dial *73 then pick up the handset to send the command. The phone will emit a stutter tone then hang up.