

## BASIC CALL HANDLING

### Placing a Call

1. Lift the handset, press a Line key, or press the  key.
  2. Dial the number from the keypad and press the Dial softkey.
- OR
- Dial the number first and then press the  key.

### Ending a Call

Place the handset on its cradle or press the  key.

### Answering a Call

- Lift the handset for handset operation.
- OR
- Press the Line key.
- OR
- Press the  key for hands-free operation.

### Ignoring a Call

- Press the  key.
- OR
- Press the Ignore softkey when the phone is ringing to ignore the incoming call and (if configured) send the incoming call directly to voicemail.

### Redialing

1. Press the  key once to access a list of recently dialed numbers.
  2. Use the Up  and Down  navigation keys to scroll through the entries and the Select key (or Dial softkey) to redial the selected number.
- Press the  key twice to call the last dialed number.

### Muting

Press the  key to mute the handset, headset, or speakerphone.

### Holding and Resuming

1. To place a call on hold, press the  key when connected to the call.
  2. To resume the call, press the  key again.
- OR
- Press the Line key corresponding to the line where the call is being held.

## ADVANCED CALL HANDLING

### Call Transferring

1. Ensure you are on active call with the party you wish to transfer.
2. If you are already connected to the transfer recipient, press the Up  or Down  navigation keys to highlight the recipient and press the  key or Xfer softkey to complete the call transfer.

OR

If you are not connected to the transfer recipient, press the  key or Xfer softkey, enter the recipient's number and press the Dial softkey. At any time, press the  key or Xfer softkey again to complete the call transfer.

### 3-Way Conferencing

1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
2. If you are already connected to the party you wish to conference in, press the Up  or Down  navigation keys to highlight the conference target and press the  key or Conf softkey to complete the 3-way conference.

OR

If you are not connected to the party you wish to conference in, press the  key or Conf softkey, enter the conference target's number and press the Dial softkey. At any time, press the  key or Conf softkey again to complete the 3-way conference.

**Note:** If the 3-way conference is successful, icons  will be displayed in the call status indicator area of both conference participants.

## OTHER FEATURES

### Using the Presence Key

The Presence key is used to access the contact information screens, which provide detailed information about a respective Busy Lamp Field (BLF) or Speed Dial contact.

1. On the Home Screen, press the  key.
2. Press a left softkey that is configured with BLF or Speed Dial functionality.  
The contact information screen will be displayed.

**Note:** To switch to another contact, simply press the desired BLF or Speed Dial softkey.

3. Press the Select key to place a call using the contact's default phone number. If you would like to place a call to a different phone number attached to the contact (if applicable), highlight the desired phone number using the Up  or Down  navigation keys, and press the Select key.

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## Using the Directory

1. Press the key to access the Directory.
2. Scroll through the list by pressing the Up or Down navigation keys or enter characters using the keypad to use the search feature.
3. When the desired entry is highlighted, press the Select key to place a call using the entry's default phone number. If you would like to place a call to a different phone number attached to the entry (if applicable), press the Right navigation key, highlight the desired phone number using the Up or Down navigation keys, and press the Select key.

## Using the Callers List

1. Press the key to access the Callers List.
2. Scroll through the list by pressing the Up or Down navigation keys. If you would like to view additional entry details, press the Right navigation key.
3. Press the Select key to place a call to the respective entry.

## Calling the main automated attendant phone number

1. Dial the main Automated Attendant phone number of your company.
2. You will be requested to enter the extension of the person you are calling.
3. Dial 6 + your extension number (ex. If your extension number is 205, then you must dial 6205).
4. Let the call go to your voicemail.
5. Once you hear your voicemail greeting, press the star key. You will then be prompted to enter your voicemail password.

## ACCESSING VOICEMAIL REMOTELY

### Calling your direct phone number

1. Dial your direct phone number.
2. Let the call go to your voicemail.
3. Once you hear your voicemail greeting, press the star key. You will then be prompted to enter your voicemail password.

### Calling from another extension

1. Dial 6 + your extension number (ex. If your extension number is 205, then you must dial 6205).
2. Let the call go to your voicemail.
3. Once you hear your voicemail greeting, press the star key. You will then be prompted to enter your voicemail password.