



Mitel 6863

SIP Phone for MX-ONE

QUICK REFERENCE GUIDE

Important User Information

NOTICE

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Safety Instructions

Save these instructions.

Read these safety instructions before use!

Note: When using your telephone or connected equipment, the following basic safety precautions should always be followed to reduce risk of fire, electrical shock and other personal injury.

- Follow instructions in the equipment's user guide or other documentation.
- Always install equipment in a location and environment for which it is designed.
- For mains powered telephones: Only operate with the mains power voltage indicated. If you are uncertain of the type of power supplied to the building, consult property management or your local power company.
- For mains powered telephones: Avoid placing the telephone's power cable where it can be exposed to mechanical pressure as this may damage the cable. If the power supply cord or plug is damaged, disconnect the product and contact qualified service personnel.
- Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void the user's authority to operate the equipment.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, and kitchen sink, in a wet basement or near a swimming pool.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Do not disassemble the product. Contact a qualified service agency when service or repair work is required.
- Do not use a telephone (other than cordless type during an electrical storm).

Disposal of the product

Your product should not be placed in municipal waste. Please check local regulations for disposal of electronic products.

Power Adapters

The phone can be powered either from a 48 V DC power adapter (sold separately) or via the network PoE according to IEEE 802.3af.

6865i: Powered either from a 48 V AC/DC power adapter or via PoE according to IEEE 802.3af

Recommended power adapters

- 50006814 (Universal)
- 50006824 (Europe)
- 50006822 (North America)

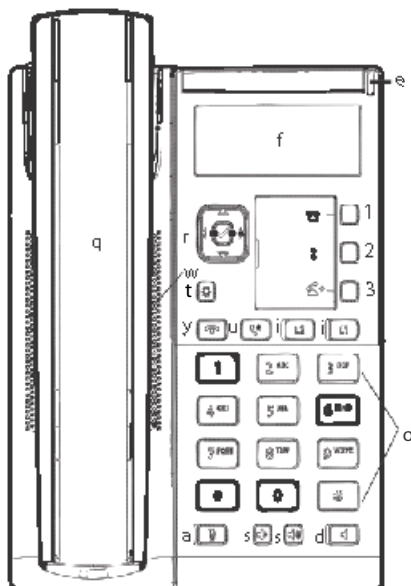
Mitel 6863

Quick Reference Guide

This Quick Reference Guide includes short descriptions on how to use the basic features of the IP phone Mitel 6863 when used with a MX-ONE system. More features and technical requirements are available in the User Guide.

The complete User Guide is available in electronic format on www.mitel.com

Read the safety instructions before use!



- q 6863 Handset
- w High Quality Speakerphone
- e Message Waiting Lamp
- r Navigation/Select Keys
- t Options Key
- y Goodbye Key
- u Hold Key
- i Line/Call Appearance Keys
- o Keypad
- a Mute Key
- s Volume Control
- d Speaker Key
- f LCD Screen
- 1 Callers list
- 2 Redial Key
- 3 Transfer


Display screen





The display comprises three information lines.

- In idle**
 - Extension number
 - E.g. the number of missed incoming calls, personal number profile, absence or diversion.
 - The date and time
- During a call**
 - The correspondent's name and/or number
 - An icon showing the call status
 - The time since the start of the call
- In the menus**
 - In the options menus, lists and during programming, the screen guides the user in his or her choices and settings.


Log On


Display Information

Navigating the menu: *To reach the options menu, press the following key:* 

Press  and  to scroll the menu. Press  to exit and  to enter the option.

Log On

Log on: *Enter the extension number and press  for Enter.*

If a PIN code is initiated in MX-ONE, there will be a Password prompt. Enter your PIN code as Password and press  for Enter.

If you do not know your extension number or your PIN, contact your system administrator.

Your extension number and name are shown in the display when the log on is successful.

Change of PIN code

You can change the PIN code used for logging on to the telephony system.

Change the PIN code: Enter ***74*old PIN*new PIN#**

A text message on the display confirms if the change was successful.

Incoming Calls

Answer Calls

Answer: 

Reject call: Press 

Picking up calls

You can answer a call from another phone:

Incoming Calls

Answer Calls (Continued)

Call pick-up:



Extension number. Press **Dial** and wait for a busy tone and press **8**

France: **0**

New Zealand: **4**

Sweden: **6**

Group call pick-up:



***8#**

Finland and Sweden: ***0#**

U.S.A. and Canada: ***59#**



Missed Calls

Missed call indication:

*Missed calls are indicated by the **Missed call** text in the display.*

Check missed calls:

Press the **Callers list** 

Scroll with the navigation key  to wanted number and name. The icon  indicates a missed call.

Outgoing Calls

Make Calls

To make a call in discreet mode (without loudspeaker), just lift the handset before or after dialling the number.

Internal calls:



Extension number. Press **Dial**

External calls:






External access code + External number. Press **Dial**

Dial by Contact (Redial Key):

see **Redial Key**

Calling from the call lists:





Press  or the **Callers list** key. Scroll to the record in the list and press  or 

Redial last external number:

Finland and Sweden: ****0**


Callback

The busy extension calls back when free

- Order: Press **6** 
France, New Zealand and Sweden: 5
- Cancel all callbacks:  **#37#** Press **Dial**
- Cancel single callback:  **#37* extension number #** 
*U.S.A. and Canada: #6**

Call Waiting

A call waiting signal is sent to the busy number

- Order: Press **5**. If you hear a ring tone, keep the handset off hook.
Sweden: 4
France and New Zealand: 6
- Cancel call waiting: 
- Call Waiting signal is indicated by CAW tones during an ongoing call.
- Answer: Hang up the ongoing call, and the phone will ring for the waiting call.

Intrusion

Intrude a busy extension to ask the party to hang up.

- Activate: Press **4**
France, New Zealand and Sweden: 8



Bypass

Bypass Diversion (e.g. Follow-me) on a specific extension.

- Activate:  ***60* Desired number #**
*U.S.A. and Canada: *1*...*

During Calls

Put on Hold

- Ongoing call: Press 
- Resume a call: Press  again

Inquiry

- Ongoing call: Press the Transfer key, enter the number to the 3rd party. Press **L2** and wait for answer.
- Switch between calls: Press the line key that holds the call you want to retrieve.

Conference

- Ongoing call: Press the shortcut key for **Transfer**, dial the number to the 3rd party, press a free **Line** key and after answer press **3**
- The number of participants is shown in the display.
- Repeat to add more participants.

Transfer

- Ongoing call: Press the softkey for **Transfer**, enter the number to the 3rd party. Press **L2** and then press the **Transfer** key again (either before or after answer) to transfer the call

Encrypted call

- Ongoing call: When a padlock is shown in the display, the speech is encrypted to and from the phone.

Diversion

Follow me

Order Follow-me and External Follow-me

Order Follow-me: **new answering position number #**

Press **Dial**

*Canada, United Kingdom and U.S.A.: *2*...*

If succesful, a diversion text will be shown in the display.

Order external Follow-me: ***22# External line access code + External number#**

Press **Dial**

If succesful, a diversion text will be shown in the display.

Cancel Follow-me and External Follow-me

Cancel Follow-me: **#21#**

Press **Dial**

Any diversion text will be removed

Cancel External Follow-me: **#22#**

Press **Dial**

Any diversion text will be removed

Direct Diversion/Diversion on no answer/ Diversion on busy

You can activate this feature when you want your calls to be forwarded to a predefined answering position. This feature is only available if the system administrator has enabled it.

Direct Diversion

Order Direct Diversion:  ***21#**

Press **Dial** 

Cancel Direct

 **#21#**

Diversion:

Press **Dial** 

Diversion

Diversion on no answer:

Order Direct Diversion:  ***211#**

Press **Dial** 

Cancel Direct

 **#211#**

Diversion:


Press **Dial** 

Diversion on busy

Order Diversion on busy:  ***212#**

Press **Dial** 

Cancel Direct

 **#212#**

Diversion:

Press **Dial** 

Group Do Not Disturb

From an extension with a certain class of service it is possible to set do not disturb for a group of extensions. Calls to the extensions in the group will not be indicated.

Order group do not disturb:  *** 25*group number #**

Press **Dial**.

*Germany, South Africa, North America: *28*group number#*

Cancel:

 **# 25*group number #**

Press **Dial**

*Germany, South Africa, North America: #28*group number#*

Presence Information

Select absence reason with return date/time:
***23*Absence reason*Date/Time#**
 Press **Dial**

The absence reason and the format of time and date are site dependent. Contact the system administrator for information

*Canada and U.S.A.: *24*...*

Select absence reason without return date/time:
***23*Absence reason#**
 Press **Dial**

The absence reason is site dependent. Contact the system administrator for information

*Canada and U.S.A.: *24#*

Cancel:
#23#

Press **Dial**

Canada and U.S.A.: #24#


Personal Number

A number of answering positions can be defined in a personal number profile. Up to 5 profiles can be defined. You select the wanted profile from your telephone.

When somebody calls your normal office phone number the call will be announced on the telephones defined in your active profile.

The profiles can be defined by user via CMG Office Web or by the system administrator.

Personal Number

Order or change profile from own extension:
 ***10*n#**
 Press **Dial**

n=the desired profile number

#profile number is shown on the top row in the display, e.g. #1

Deactivate:
 ***10* n#**

Press **Dial**

#profile number is removed from the top row in the display.

Advanced Features

Account Code

New external call:
 ***61*Account code#**
external number.

*Norway and Finland: *71*...*

Ongoing external call:
 Press 

*Press a free Line key and Dial ***61*Account code#** and wait for confirmation tone for valid code.*


Clear the line used for entering the account code.

*Press the **line** key that holds the call.*

*Norway and Finland: *71*...*

Authorization Code

Common Authorization Code

Dialing:
 ***72*Authorization code#**

*Press **Dial** and wait for verification tone. Dial external number.*

*Canada and U.S.A.: *6*...*

*Austria, Germany, The Netherlands: *75**

Authorization Code (Continued)

Locking extension:  ***73*** *Authorization code*
Press Dial 


*Canada and U.S.A.: *71*...*

Unlocking extension:  ***73*** *Authorization code*
Press Dial 

Individual Authorization Code

Dialing from own extension:  ***75*** *Authorization code*
Press Dial and wait for verification tone. Dial external number.

*Austria, Germany, The Netherlands: *72*...*

Dialing from other extension:  ***75*** *Authorization code*
***own extension number# Press Dial** and wait for verification tone. Dial external number.

*Austria, Germany, The Netherlands: *72*...*

Locking extension:  ***76*** *Authorization code*
Press Dial 

Unlocking extension:  ***76*** *Authorization code*
Press Dial 

General Deactivation

Deactivate all activated features: **#001#**

Press Dial

*U.S.A. and Canada: *0#*

Call Park Pool

You can park a call and transfer the call at a specific directory number (also called Call Park Pool) and any extension can pick up the call. If the call is not picked up within a few minutes, the call will recall your extension.

Transfer the call to the call park pool:

*You have an active call. Press the **Transfer** key to put the call on hold. Dial the number to the call park pool. Note the number (here called B-number) that shows up on the display. Press the **Transfer** key to transfer the call.*

Inform the person that shall take the call that he/she shall pickup the call on number (B-number).

Pick up a call that is parked in the call park pool

*Dial the B-number that you received from your colleague. When you hear the busy tone press **8** to pick up the call*

France: 0

New Zealand: 4

Sweden: 6

Voice Mail


Messages/Voice Mail

A voice mail system may have been set up by the system administrator. Contact the system administrator to get the number to the voice mail system.

Call voice mail system *Dial the voice mail system number (e.g. record greeting announcement):*

Listen to received messages:

The message waiting lamp is slowly blinking when there is a pending message.

 ***32#** *Press **Dial** to listen to it.*

Settings in the Telephone

Volume

Adjust the listening volume of the: *Press*




- Handset
- Headset
- Ringer
- Hands-free

Mute

Mute microphone during call: *Press*



Silent ringing: *Press*  *several times until the text "Ringer volume is off" is shown*

Note: The ring signal is switched off permanently

Display Language

Change display language:



Preferences > Language > Screen Language

Enter ***08*n#** to inform the system about the language

Press **Dial**

n = language number. Contact the system administrator.

Change keypad characters:



Preferences > Language > Input Language

Time and Date

Set time format:



Preferences > Time and Date > Time Format

Set date format:



Preferences > Time and Date > Date Format

Directory (Contacts)

Local Directory

The placing of the softkeys relevant for the local directory function are:

Save (top softkey)

Delete (second softkey from the top)

Local Directory (third softkey from the top)

Enter the local directory:

Press **Local Directory**

Exit the local directory:



or **Local Directory**

Search for a Contact:

In the directory scroll down to the first contact and press the first letter of the name you want to search.

Call from local directory:

In the directory, scroll to the contact and press  *or* 

Add a contact to the local directory:

Local Directory + Save, then follow instructions


Delete contact from local directory:

In the directory, scroll to the contact and press **Delete** (twice)

Deleting all contacts from the local directory:

Local Directory + Delete (twice)

Edit contact

In the directory, scroll to the contact and press  *to erase.*

Web Interface

Using the Web Interface

Find out the  **Phone Status > IP&MAC**
phone's IP address: **Addresses**

Enter the IP address into the address field in the web browser in your PC

Logon: *Open a web browser on your PC and enter the phone's IP address in the address field. Enter*

userid: user

password: blank is the default password

FCC Statement (U.S.A.)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

HAC (Hearing Aid Compatible)

Subject to change without prior notice.
For questions regarding the product,
please contact your Mitel Certified Sales Partner.
Also visit us on www.mitel.com

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