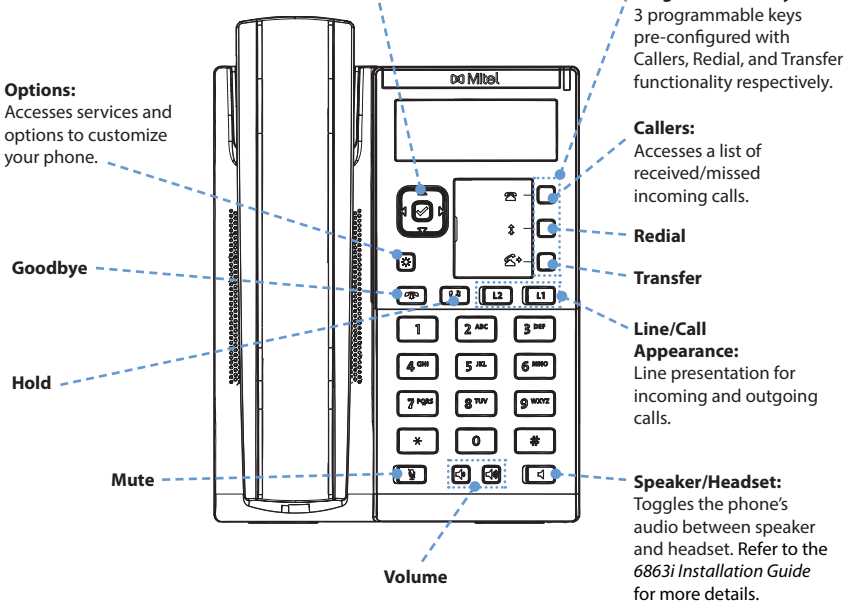
Mitel Model 6863i IP Phone Quick Reference Guide

Getting Started

Navigation/Select:
Use ▼▲ to scroll through menus or messages on the screen.
Use ◄► to view different line/call appearances or, when in the Options List, enter or exit menus.
When editing entries, pressing the ◄ key erases the character on the left and pressing the ► key sets the option. Alternatively, pressing the center key sets the option as well on specific screens.



Many other features are available for your phone. Refer to the *6863i IP Phone User Guide* or contact your Administrator for feature availability and usage information.

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** 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 key for handsfree operation.

Ignoring a Call

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

Redialing

Press the key once to access a list of recently dialed numbers. Use the ▲ and ▼ navigation keys to scroll through the entries and press the key 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.

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Advanced Call Handling

The 6863i IP phone provides simple and convenient methods for transferring calls and establishing conference calls.

Call Transferring

1. Ensure you are on active call with the party you wish to transfer.
2. Press the [↩] key. This places the current call on hold.
3. Dial the number of the party to whom you want to transfer the call.
4. Press the [↩] key before the receiving party answers to perform a blind transfer.
   OR
   Wait until the party has answered and then press the [↩] key to complete the 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. Press the [⚙] key and select ***Services*** > ***Conference***.
3. Dial the number of the other party or, if applicable, press the **Line** key where the other party is being held.
4. When the other party answers, press the [⚙] key and select ***Services*** > ***Conference*** again.

Note: Users can configure a programmable key with Conference functionality if so desired. For more information on configuring programmable keys please refer to the *6863i IP Phone User Guide.*

Customization

Adjusting the Volume

Press the [🔉] [🔊] keys during a call to adjust the volume of the audio device (i.e. handset, headset, or speakerphone). Pressing these keys when the phone is idle adjusts the ringer volume.

Selecting a Ring Tone

1. Press the [⚙] key and select ***Preferences*** > ***Tones*** > ***Ring Tone***.
2. Scroll through the ring tone list by pressing the ▲ and ▼ navigation keys.
3. Press the [✓] key or the ► **Enter** key to set the desired ring tone.

Changing the Screen Language (if applicable)

1. Press the [⚙] key and select ***Preferences*** > ***Language*** > ***Screen Language.***
2. Scroll through the list of available languages by pressing the ▲ and ▼ navigation keys.
3. Press the [✓] key or the ► **Enter** key to set the desired screen language.

Other Features

Using the Callers List

1. Press the [☎] key to access the Callers List.
2. Scroll through the list by pressing the ▲ and ▼ navigation keys.
3. Press the [✓] key to place a call to the respective entry.

Locking/Unlocking the Phone

The 6863i IP phone can be locked to prevent unauthorized use (i.e. only numbers defined under the Emergency Dial Plan can be dialed when the phone is locked).

To lock the phone:

1. Press the [⚙] key and select ***Phone Lock***. A *"Lock the phone?"* prompt displays on screen.
2. Press the ► **Yes** key to lock the phone. A *"Phone is locked"* message displays on screen.

To unlock the phone:

1. Press the [⚙] key.
2. Enter your user password (by default the user password is blank) and press the ► **Enter** key to unlock the phone.

Changing Your User Password

1. Press the [⚙] key and select ***Password.***
2. Enter your current password and press ▼ **Done** (by default the user password is blank)**.**
3. Enter the new password and press ▼ **Done.**
4. Confirm the new password by entering it again and press ▼ **Done.** A *"Password Changed"* message displays on screen.

Viewing Your Phone's IP Address

To view your phone's IP address, press the [⚙] key and select ***Phone Status*** > ***IP&Mac Addresses.***

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