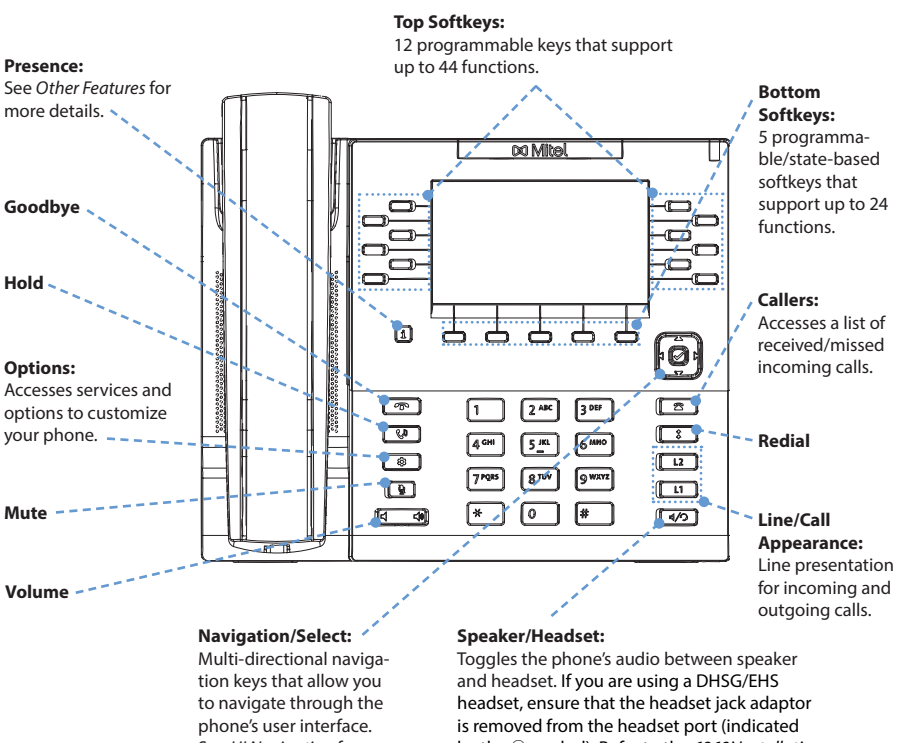
Mitel Model 6869i IP Phone Quick Reference Guide

Getting Started



Warning!
The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

For details on all the available features and options please refer to the 6869i IP Phone User Guide.

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.

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 or **Ignore** softkey 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 **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.

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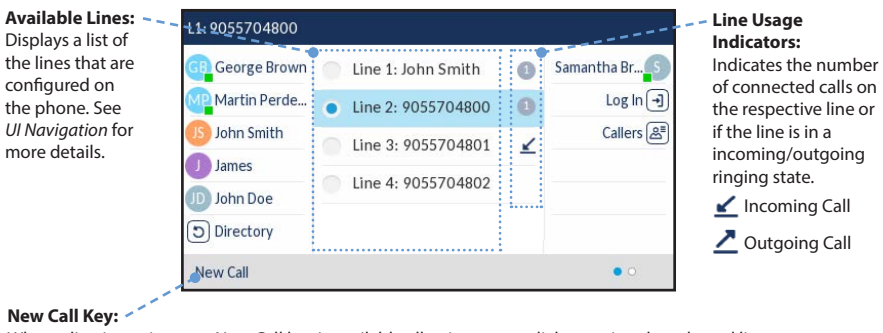
User Interface (UI) Overview

Home Screen

The Home Screen displays the date and time along with various important status messages. It is the default screen displayed when the phone is in an idle state.

Line Selection Screen

The Line Selection Screen allows you to easily view the lines in use and select a line to act upon.

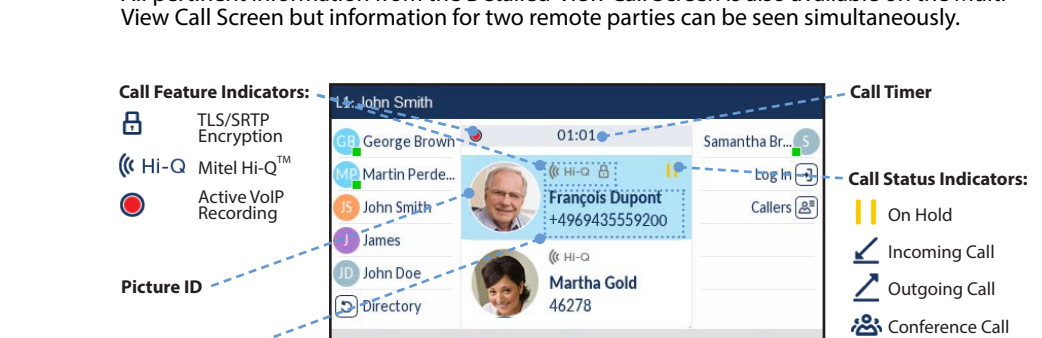


Detailed-View Call Screen

The Detailed-View Call Screen brings into focus all the information available for a specific call. It is the default screen displayed for all active point-to-point calls.

Multi-View Call Screen

The Multi-View Call Screen allows you to manage your calls more efficiently when you have more than one call in progress. It is particularly useful in transfer and conference scenarios. All pertinent information from the Detailed-View Call Screen is also available on the Multi-View Call Screen but information for two remote parties can be seen simultaneously.

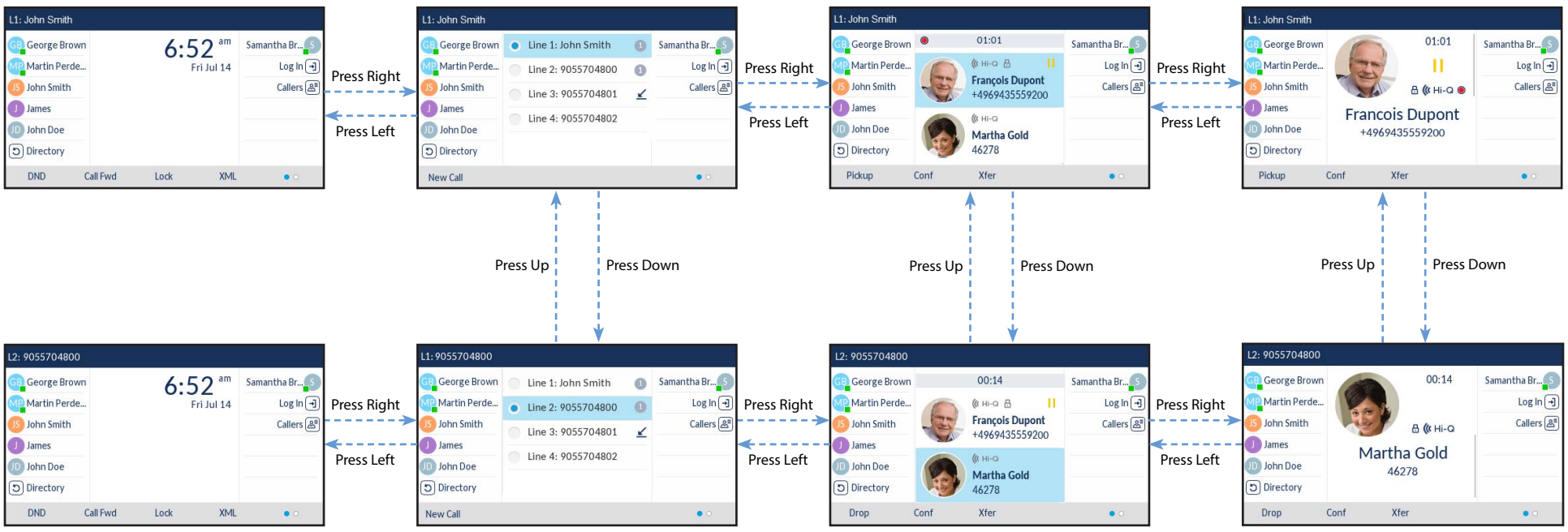


UI Navigation



UI navigation is easily performed using the navigation keys located above the Callers List key. The Left and Right navigation keys are used to switch to the different screens and the Up and Down keys are used to highlight and scroll through the different lines/calls on the respective screen. The figure below provides a visual representation of the different screens and the UI behavior when a navigation key is pressed.

Note:
The Detailed-View Call Screen is only accessible when at least one call is in a ringing or connected state. Moreover, the Multi-View Call Screen is only accessible when more than one call is a ringing or connected state.



Advanced Call Handling

The 6869i IP phone provides simple and convenient methods for transferring calls and establishing conference calls.

Note:
Transferring and conferencing can be initiated in both the Multi-View and Detailed-View Call Screens.

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 **Xfer** softkey to complete the call transfer.

   OR

   If you are not connected to the transfer recipient, press the **Xfer** softkey, enter the recipient's number and press the **Dial** softkey. At any time, press the **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 **Conf** softkey to complete the 3-way conference.

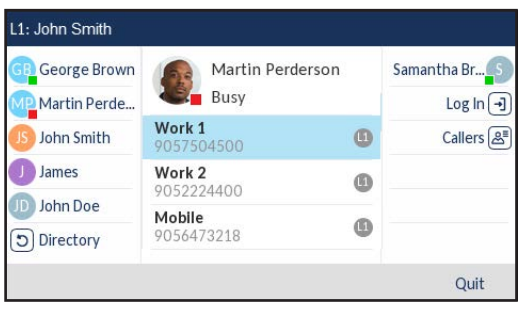
   OR

   If you are not connected to the party you wish to conference in, press the **Conf** softkey, enter the conference target's number and press the **Dial** softkey. At any time, press the **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 [i] key.
2. Press a top 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.

Using the Directory

1. Press the softkey configured with Directory functionality 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.

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