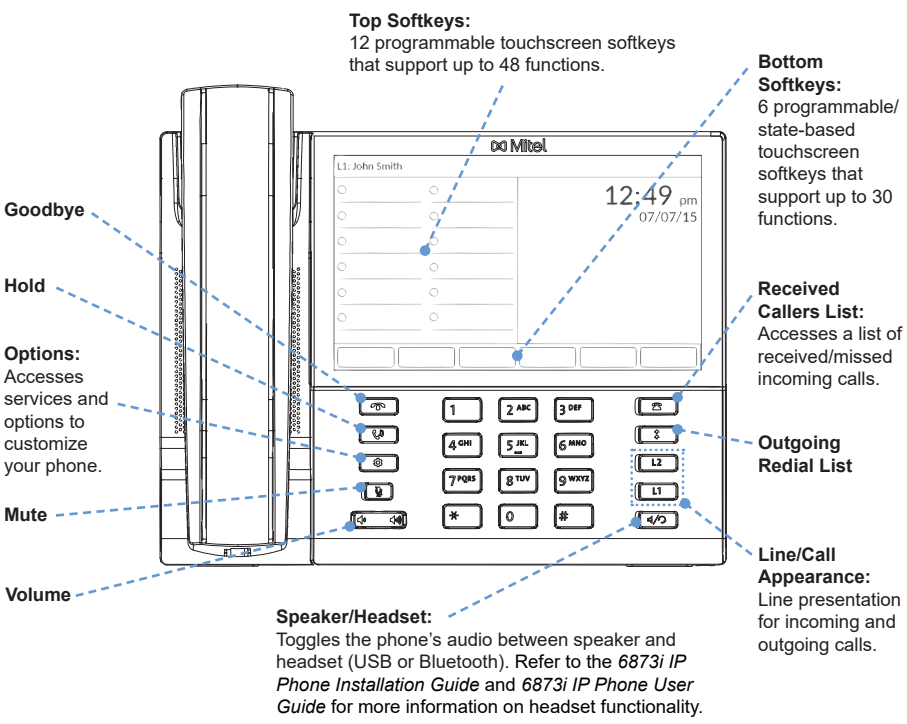
Mitel 6873i IP Phone Quick Reference Guide

Getting Started



For details on all the available features and options please refer to the *6873i SIP 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. Swipe up and down to scroll through the entries, press the entry to select, and press the **Dial** softkey to redial the selected entry. 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.

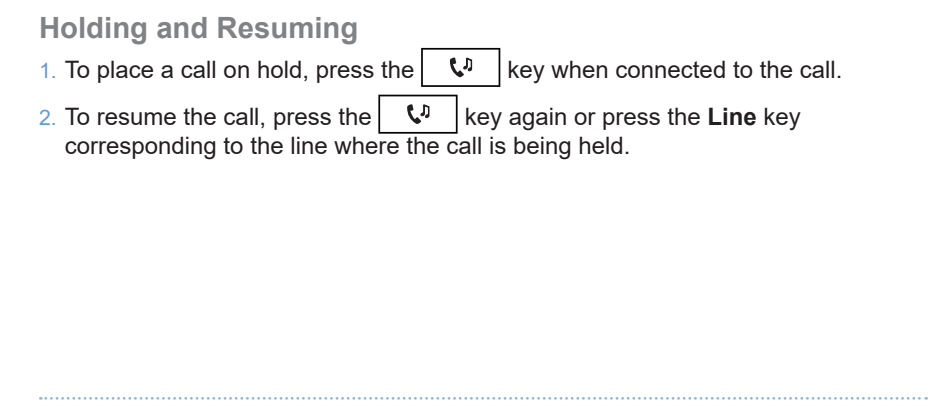
User Interface (UI) Overview

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.

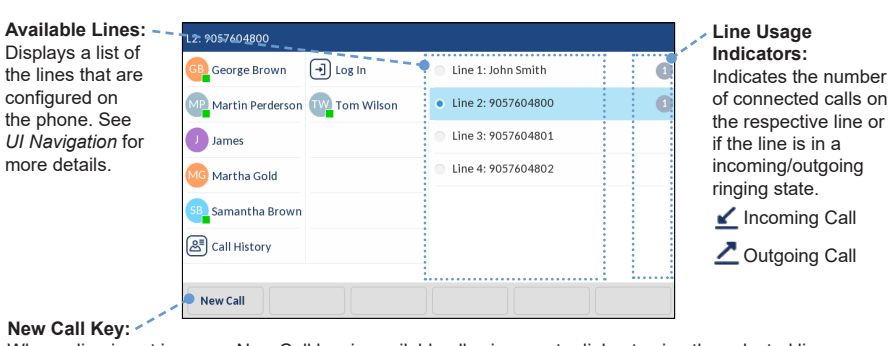
Detailed-View Call Screen

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.



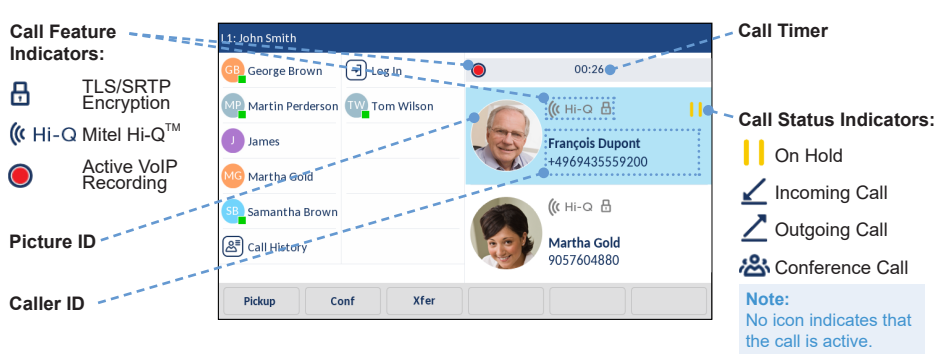
Line Selection Screen

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



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.

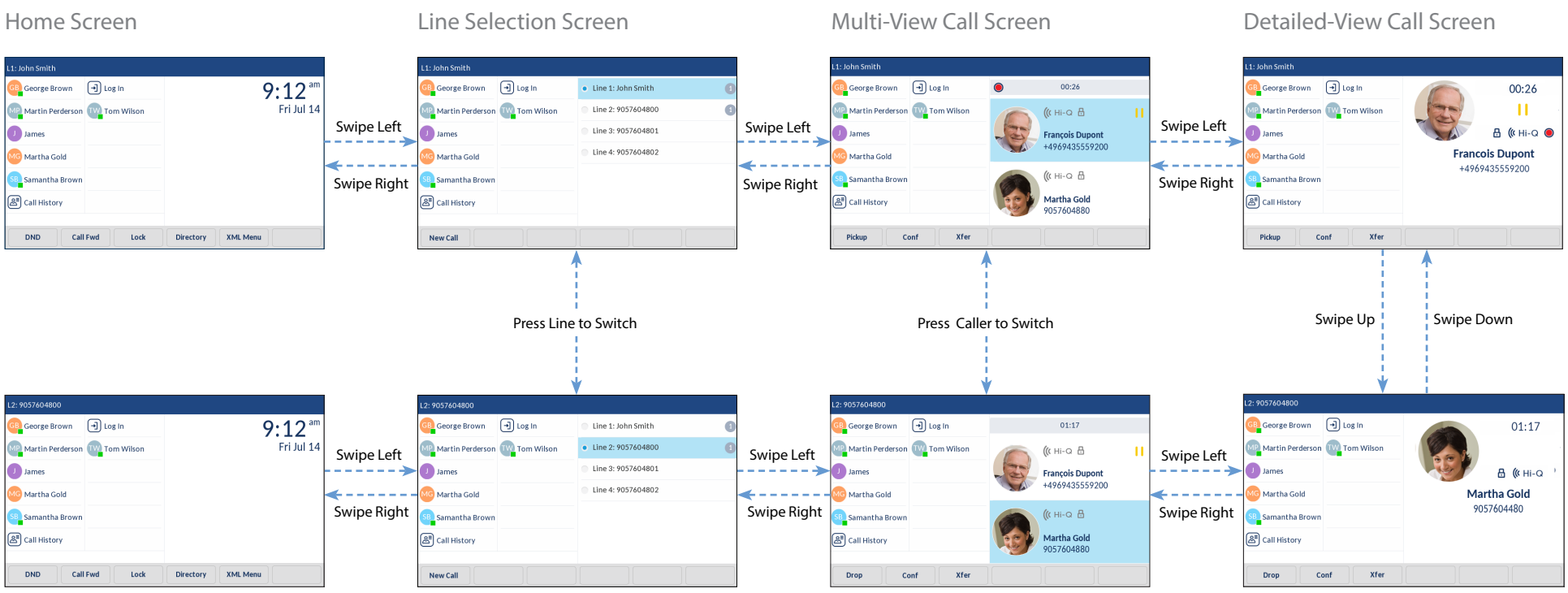


Touchscreen UI Navigation

UI navigation is easily performed using the LCD touchscreen. Swipe left and right in the top softkey area to switch softkey pages. Swipe left and right on the area to the right of the top softkeys to switch to the line and call screens and swipe up and down to scroll through the different lines or calls on the respective screen. To select a line, call, or any other item, simply press the item on screen.

The figure below provides a visual representation of the different screens and UI navigation behavior.

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



Advanced Call Handling

The 6873i 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 recipient on screen and then 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 conference target on screen 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.

Customization

Adjusting the Volume

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

Selecting a Ring Tone

1. Press the [ ] key to enter the **Settings** menu.
2. Press the **Audio** icon.
3. Press the **Ring Tones** icon.
4. Swipe up or down on screen to scroll through the list and press the desired ring tone.
5. Press the **Save** softkey to set the desired ring tone.

Changing the Screen Language (if applicable)

1. Press the [ ] key to enter the **Settings** menu.
2. Press the **Language** icon.
3. Press the desired screen language.
4. Press the **Save** softkey to set the desired screen language.

Other Features

Using the Directory

1. Press the softkey configured with Directory functionality to access the Directory.
2. Swipe up or down on screen to scroll through the list or press the search bar to use the search feature.
3. Press the desired contact on screen and press the **Dial** softkey 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), press the desired phone number on screen and press the **Dial** softkey.

Note:
If you have multiple Directory sources and would like to place a call to a different phone number attached to the contact, press the › key or **Details** softkey to access the Contact details page.

Using the Received Callers List

1. Press the [ ] key to access the Received Callers List.
2. Swipe up or down on screen to scroll through the list. If you would like to view additional contact details, press the desired contact on screen and press the › key or **Details** softkey.
3. Press the **Dial** softkey to place a call to the respective entry.

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