Quick Reference Guide

Mitel 6867i

Call Handling

Blind Transfer

1. To transfer to another number/extension, press the on-screen **Xfer** key while having an active call.
2. Enter the number/extension you would like to transfer to and then press the on screen **Xfer** key again.
   -OR-
   Use your **BLF** keys to do a blind transfer by pressing the corresponding button of the person you would like to send the call too, while on an active call. This will send the call directly to that person.

Attended Transfer

1. During an active call, press the **Up** or **Down** navigation keys to highlight the recipient and press the ⎣⬅⎤ key or **Xfer** softkey to complete the call transfer.
2. 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.

Sending a Call to the Parking Lot

1. To park a call, while the call is active, press the softkey labeled **Park**. A number for the spot the person was put in will be spoken.
2. To pick up a call in park, dial the spoken extension, or push the **park** key and select the desired parked number.

Setting Up a Conference

1. Ensure you are on an 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.
3. If you are not already connected to the party you wish to conference in, press the ⎣👥⎤ key or **Conf** softkey, enter the desired number and press the **Dial** softkey. At any time press the ⎣👥⎤ key or the **Conf** softkey again to complete the 3-way.

Do Not Disturb (DND)

1. To activate DND, press the fourth lower softkey for 'next page', then the softkey labeled **DND**. The words "DND activated" will display on the screen.
2. To turn off DND, press the **DND** key again and the on-screen message will disappear.

Transfer Directly to Voicemail

1. If you would like to transfer to someone's voicemail, press the **Xfer** softkey while on an active call.
2. Then press the ***** key, enter the desired extension and then the **Xfer** softkey again.

Keys   Key Description
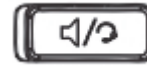
Keys	Key Description
🔊	Press this key to toggle between speaker and connected headset.
↑	Press this key to see a list of recently called numbers. Use the navigation keys to select the desired number, then push on the on screen dial option.
☎	To bring up a list of recently received calls press the **Callers** key. (This also clears out the missed calls notification)
(nav)	**Navigation Keys/Menu** - Four navigation keys to move up/down/left/right.
🔉	**Volume** – When not on a call, adjust volume for ringer. When on a call, adjust volume for handset, speaker, or headset.
🔇	Press to activate **Mute**. Press again to unmute.
L1/L2	Press the line button to activate that line.
📞	**Hold** – Press once to put the call on hold. Press again to take the call off of hold. This is a local hold.
📵	Press the **Goodbye** key to hang up the phone while using the speaker/headset. The **Goodbye** key can also be used to exit the phone menu.

Voicemail

1. Press the **Voice Mail** button on the bottom left of the phones display.
2. Enter your password (this is your extension twice by default).
3. Once logged in, you will be able see the CallerID of the person who left you a message as well as the date and time.
4. Press **Play** on the desired message.

Recording Your Voicemail Messages

1. Log into your voicemail (see above steps).
2. Press the **Options** key
3. **Select Record Unavailable**. This is for when someone gets to your voicemail when you are on DND or not on the phone.
4. **Select Record Busy.** This is for when someone gets to your voicemail and you are currently on another call