



Quick Reference Guide






Mitel 6869i

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.




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.
3. 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 lower 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 you wish to create a conference.
2. If you are already connected to that party, 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.
4. At any time press the  key or the **Conf** softkey again to complete the 3-way.

Do Not Disturb

1. **To activate DND:** Press the fourth lower softkey for "next page," then the softkey labeled **DND**. The text "DND activated" displays on the screen.
2. **To turn off DND:** Press the **DND** key again and the on-screen message will disappear.

Transfer Directly to Voicemail

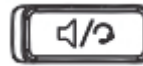
1. If you would like to transfer to someone's voicemail, press the **Xfer** softkey while on an active call.
2. Then press the * key, enter the desired extension and then the **Xfer** softkey again.

Call Forwarding

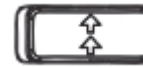
1. **To setup call forwarding:** Press the fourth lower softkey for "next page" then the softkey labeled **CallFWD**. Enter the number you would like calls forwarded to. Once activated, the light will turn red.
2. **To turn off call forwarding:** Press the **CallFWD** button to deactivate.

Keys

Key Description



Press this key to toggle between speaker and connected headset.



Push 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)



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

When you have a message, the top right indicator light on the phone will light up.

1. Dial ***97** or press the **Voicemail** key to access voicemail.
2. Enter your voicemail password when prompted. By default this will be your extension twice.
3. To listen to your voice messages press **1**. By default, new voicemails will play automatically.
4. To listen to saved messages, press **2**.
5. To save a message, press **9**.
6. To delete a message, press **7**.
7. To change your mailbox settings, press **0**.
8. To go back a previous menu, press *****.
9. When finished, hang up or press **#**.

Recording Your Voicemail Messages

1. Call into your voicemail (see above steps).
2. Press **0** for Mailbox Options.
3. **Record your unavailable message.** This is for when someone gets to your voicemail when you are on DND or not on the phone.
4. **Record your busy message.** This is for when someone gets to your voicemail and you are currently on another call.