



## Quick Reference Guide






**Mitel 6867i**

## Call Handling

### Blind Transfer

1. To transfer to another number/extension, press the **Xfer** softkey while having an active call.
2. Enter the number/extension of whom you would like to transfer to and then press the **Xfer** softkey 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. 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 **Park** softkey. 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 press the **Park** softkey 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 **DND** softkey. The words "DND activated" will display on the screen.
2. To turn off DND, press the **DND** softkey again and the on-screen message will disappear.

### Transfer Directly to Voicemail

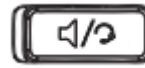
1. If you would like to transfer to someone's voicemail, press the **Xfer** softkey while on an active call.
2. Then press the \* key, enter the desired extension and then the **Xfer** softkey again.

### Call Forwarding

1. To set up call forwarding, press the fourth lower softkey for "next page" then the **CallFWD** softkey. 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** softkey again and deactivate.

## 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 press 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. **Select Record Unavailable**. This is for when someone gets to your voicemail and you are not currently on the phone.
4. **Select Record Busy**. This is for when someone gets to your voicemail and you are currently on another call or on DND.