Quick Reference Guide

Mitel 6869i

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 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 **Xfer** softkey to complete the call transfer.
2. If you are not connected to the transfer recipient, press the **Xfer** softkey, enter the recipient's number and press the **Dial** softkey.
3. At any time, press the **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 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 **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 **Conf** softkey, enter the desired number and press the **Dial** softkey.
4. At any time press 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 **DND** softkey. The text "DND activated" displays on the screen.
2. **To turn off DND:** Press the **DND** softkey again and the on-screen message will disappear.
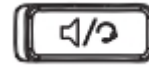
Transfer Directly to Voicemail
1. If you would like to transfer to someone's voicemail, press the **Xfer** softkey while on an active call.
2. Then press the ***** key, enter the desired extension and then the **Xfer** softkey again.

Call Forwarding
1. **To setup 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 to deactivate.

Keys   Key Description

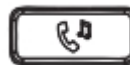| Keys	Key Description
	Press this key to toggle between speaker and connected headset.
	Push this key to see a list of recently called numbers. Use the navigation keys to select the desired number, then push on the on-screen dial option.
	To bring up a list of recently received calls press the **Callers** 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
1. Press the **Voice Mail** button on the bottom left of the phone's 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** for the desired message.

Recording Your Voicemail Messages
1. Call into your voicemail (see above steps).
2. Press **Options** 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.