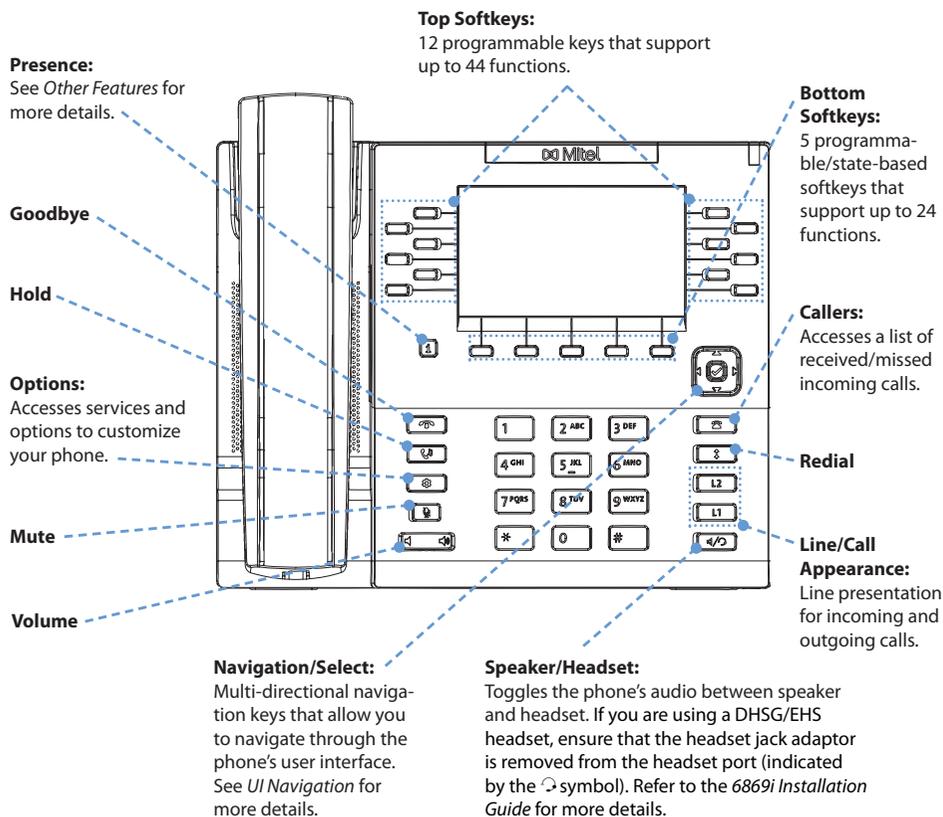




## Mitel Model 6869i IP Phone Quick Reference Guide

### Getting Started



**Warning!**  
The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.



### 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. Use the **Up** and **Down** navigation keys to scroll through the entries and the **Select** key (or **Dial** softkey) to redial the selected number. 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.



## Advanced Call Handling

The 6869i 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 **Up** or **Down** navigation keys to highlight the recipient and 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 **Up** or **Down** navigation keys to highlight the conference target 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.



## Other Features

### Using the Presence Key

The Presence key is used to access the contact information screens, which provide detailed information about a respective Busy Lamp Field (BLF) or Speed Dial contact.

1. On the Home Screen, press the  key.
2. Press a top softkey that is configured with BLF or Speed Dial functionality. The contact information screen will be displayed.

### Note:

To switch to another contact, simply press the desired BLF or Speed Dial softkey.

3. Press the **Select** key 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), highlight the desired phone number using the **Up** or **Down** navigation keys, and press the **Select** key.

### Using the Directory

1. Press the softkey configured with Directory functionality to access the Directory.
2. Scroll through the list by pressing the **Up** or **Down** navigation keys or enter characters using the keypad to use the search feature.
3. When the desired entry is highlighted, press the **Select** key to place a call using the entry's default phone number. If you would like to place a call to a different phone number attached to the entry (if applicable), press the **Right** navigation key, highlight the desired phone number using the **Up** or **Down** navigation keys, and press the **Select** key.

### Using the Callers List

1. Press the  key to access the Callers List.
2. Scroll through the list by pressing the **Up** or **Down** navigation keys. If you would like to view additional entry details, press the **Right** navigation key.
3. Press the **Select** key to place a call to the respective entry.

