



# MITEL 6863 SIP PHONE + VOICEMAIL USER MANUAL



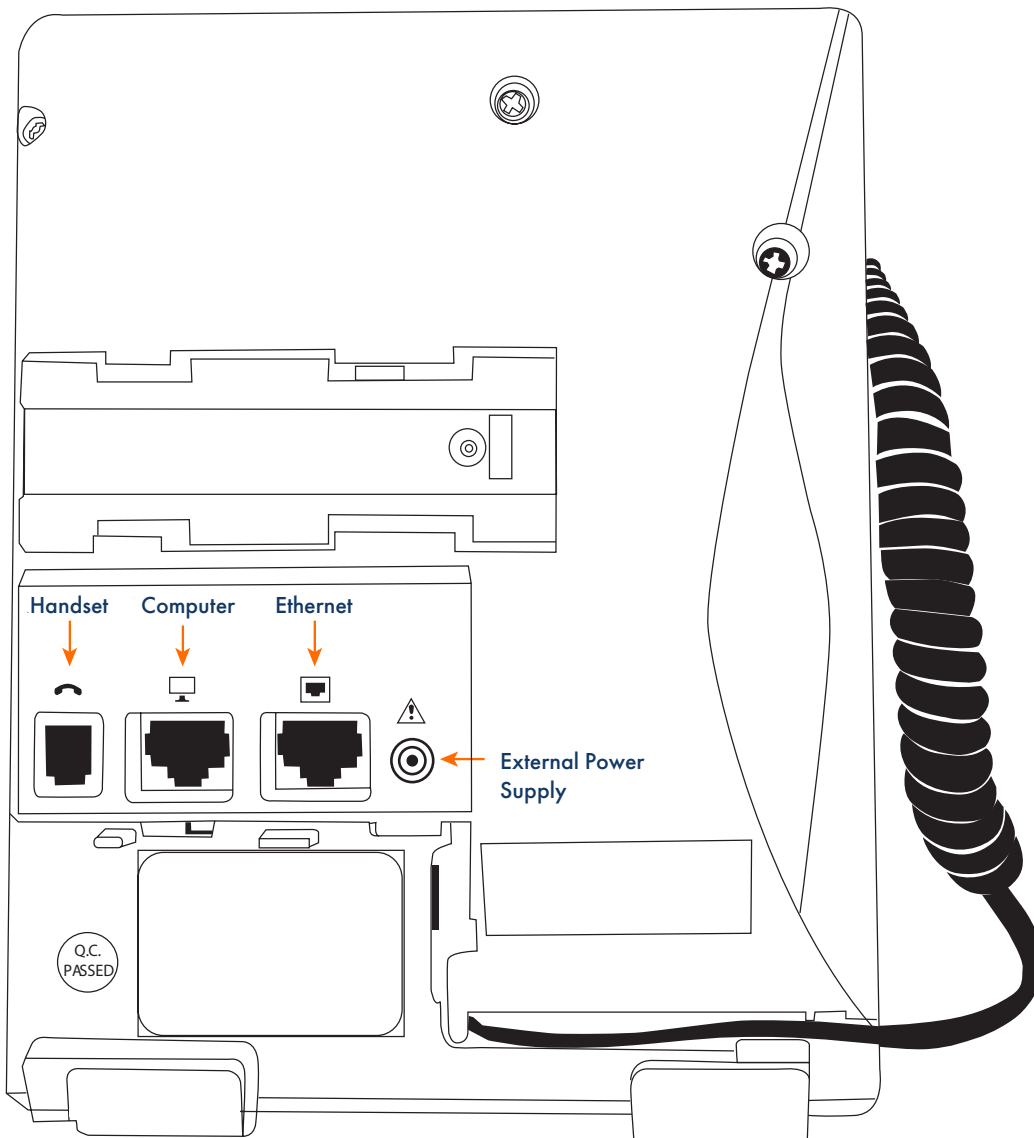
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# INSTALLING YOUR MITEL 6863 SIP PHONE



## KEY:



**HANDSET:** Plug your handset into this port.



**COMPUTER:** Plug your computer into this port if your computer is connecting through your phone.



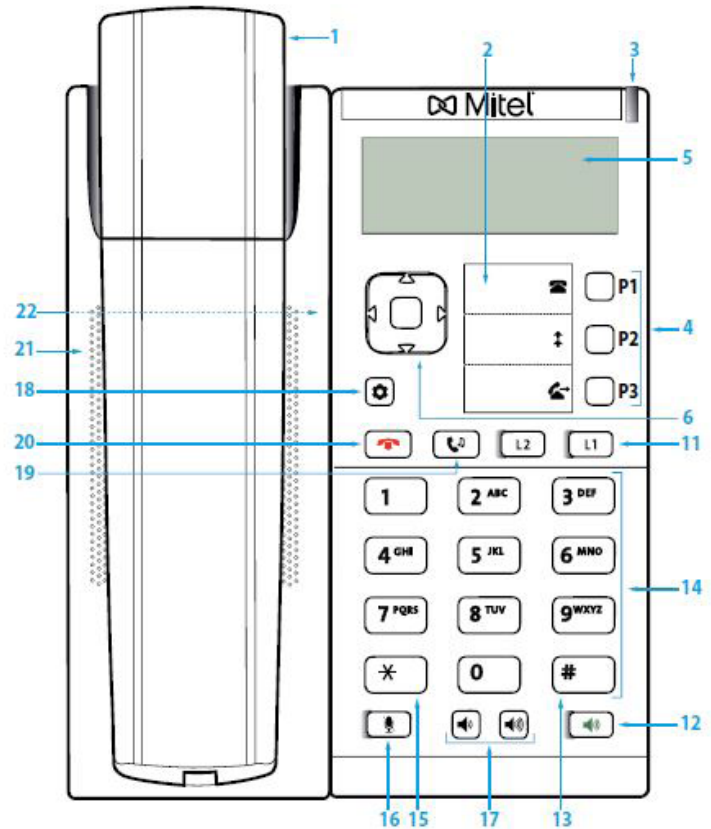
**ETHERNET:** Plug into this port to connect to your network.



**EXTERNAL POWER SUPPLY:** If your network does not provide Power Over Ethernet (P.O.E.), a separate power supply will accompany your

## MITEL 6863 SIP PHONE KEYS + FEATURES

1. HANDSET: Lift to answer or make calls
2. LABELS: Labels for P1 – P3 configurable keys
3. MESSAGE LAMP /RINGING INDICATOR:  
Slow **RED** flash: new voicemail messages.  
Fast **RED** flash: Indicates ringing call
4. P1 – P3 FUNCTION KEYS: Configurable keys that are preconfigured by a System Administrator.
  - + System Menu
  - + Redial List
  - + Call Transfer
5. DISPLAY: Monochrome display shows call information and Softkey functions
6. NAVIGATION KEYS: Navigates through menus, lists and Softkey functions on the display by scrolling right and left or up and down.  
OK / CONFIRM KEY: Confirms selections



7. TRANSFER KEY: P3 Key
11. LINE (L1 and L2) KEYS: Make or receive internal and external calls. Flash when ringing/Light when in use.
12. SPEAKER: Toggles between handset and speaker
13. HASH (#) KEY: Used for entering special characters
14. DIALPAD: Used to enter digits and characters
15. ASTERISK (\*) STAR KEY: Used to enter a \* or a space
16. MUTE KEY: Mutes the microphone of handset or speaker (you can still hear caller, they can't hear you)
17. VOLUME KEYS: Adjust the volume of handset or speaker or when phone is idle adjusts the ringer volume
18. OPTION (MENU) KEY: Customizes settings on your telephone (reserved for System Administrator)
19. HOLD KEY: Places an active call on an "exclusive" hold, retrieves call from held condition
20. END KEY: Ends an active call, returns to display when in idle state/exits without making changes in menus
21. SPEAKER: Broadcasts conversations/sounds/ringing

**NOTE:** Additional functions appear on the display as you navigate calls, actions and menus. Use the Navigation Keys to select the Softkey function. **FOR EXAMPLE:** DIAL will display with the word DIAL and a right arrow indicating to press the right navigation key to dial.

# CALL PROCESSING

## ANSWERING CALLS

### TO ANSWER INCOMING CALL:

- + Phone rings, indicator flashes slow
- + Lift handset or Press SPEAKER Key

### TO ANSWER SECOND CALL:

- + Hear Call Waiting tone
- + Line Key flashes
- + Press Line Key of new call, first call holds

## PLACING CALLS

### TO PLACE A CALL: Lift handset or press SPEAKER Key

**Internal:** Enter extension number and select DIAL (>)

**External:** Dial 1 and the 10-digit number and select DIAL (>)

OR: Enter number and lift handset

### TO PLACE A SECOND CALL:

- + Press available Line Key
- + First call automatically holds
- + Enter number
- + Select DIAL Softkey

## NAVIGATING CONNECTED CALLS

**SPEAKER:** Press to make or answer any call without lifting the handset.

**TO SWITCH TO SPEAKER FROM HANDSET:** Press SPEAKER Key, replace handset in cradle.

**TO RESUME PRIVACY:** Lift handset.

**TO END SPEAKERPHONE CALL:** Press END Key

**MUTE:** Turns off your microphone (Speaker or Handset) to allow you to speak privately.

**TO USE:** Press MUTE Key, key flashes, speak privately

**TO RESUME CONVERSATION:** Press MUTE Key again

**HOLD:** Places active call on hold. This is an exclusive hold to your telephone. No one else can retrieve it.

**TO HOLD A CALL:** Press HOLD Key or Line Key you wish to place on hold, indicator flashes

**TO RETURN TO CALLER:** Press flashing Line Key or press HOLD Key again

## TRANSFER

**TRANSFER:** Connect your call to someone else (with call on line)

### ANNOUNCED

- + Press TRANSFER (P3) Key (call holds)
- + Enter extension number + select DIAL(>)
- + Wait for party to answer, (speak privately)

### BLIND

- + Press TRANSFER (P3) Key (call holds)
- + Enter extension number + select DIAL (>)
- + Press TRANSFER (P3) Key

**TO COMPLETE TRANSFER:** Press TRANSFER (P3) Key (call is connected)

**TO RETURN TO HELD CALL:** Select DROP (>) Disconnects you from called party, caller remains on hold.  
Press Line Key of held call.

**TO DROP A CALLED PARTY:** Press END Key, disconnects you from called party, caller remains on hold

# NAVIGATING CONNECTED CALLS

**TRANSFER TO VOICEMAIL:** Sends a caller directly to voicemail without ringing the phone  
Press TRANSFER Key, call automatically held  
Press \*99 and EXTENSION Number and Select DIAL (>)  
Press TRANSFER (P3) Key immediately

## CALL PARK

**TO PARK A CALL:** Places an active call on a system hold to be retrieved from another telephone  
Press TRANSFER (P3) Key, call automatically held  
Press \* 13 and Select DIAL (>), system audibly advises the Orbit Code call is parked on  
Press TRANSFER (P3) Key, call is parked, advise party of Orbit Code

**TO RETRIEVE PARKED CALL:** Press \* 14 and Orbit Code Number  
Select DIAL (>), call is connected

**NOTE:** If parked call is not retrieved within a predetermined number of seconds, call will “Callback” to the phone it was parked from. The 6863 Model phone cannot make pages.

## CALL PICK UP

**GROUP PICK UP:** Pick up another phone ringing in your group (must be programmed by System Administrator)

**TO USE:** Hear another phone ringing in your preprogrammed group  
Press \* 11 and select DIAL (>), begin speaking, call is connected

**DIRECTED PICK UP:** Allows you to pick up a “specific” extension you hear ringing

**TO USE:** Hear another phone ringing that is not in your preprogrammed group  
Press \* 12 and select DIAL (>)  
Enter extension number you wish to pick up

## REDIAL

**REDIAL:** Displays the last numbers dialed and dials selected numbers

**TO USE:** Press REDIAL (P2) Key  
Displays shows recent dialed calls  
Press UP/DOWN Arrow keys to highlight number you wish to dial  
Lift Handset or Press Speaker key to dial selection

**NOTE:** The screen will tell you the number of missed calls.

## PHONE BOOK

There are two types of directories included in the PHONE BOOK (DIRECTORY) Key

**LOCAL:** Numbers that you can program into your telephone

**ALL:** Entries stored by the system administrator to be used by all users, this includes internal extensions

**TO SEARCH:** Press SYSTEM MENU (P1) Key

Scroll to DIRECTORY

Select ALL

Select SEARCH

Spell name using the dialpad (You must hit each key the correct number of times for each letter)

**TO DIAL:** Lift handset or press SPEAKER Key

## HUNT GROUPS

When you are a member of a group (Hunt group or iACD), your account phone is programmed to ring when a choice is made from an automated attendant or when the hunt group number is dialed. You may be required to log in to the hunt group to receive calls. You can log in to a group from any device that your account phone number is active on, or from CommPortal. See the CommPortal User Guide.

If you are a member of more than one group, you will need to know the group number in order to log in and out of the individual groups. If you do not know your group numbers, you can obtain this information from the System Administrator.

- + To log in: Dial \*44, enter the group number and press #. If you are a member of multiple Hunt Groups you will need to log in to each group individually.
- + To log out: Dial \*44. If you are a logged in to multiple Hunt Groups, the system announces how many groups you are logged into and will prompt you to press 0# to log out of all hunt groups, or to enter the hunt group number followed by # to log out of an individual hunt group.

## RINGS + INDICATORS

Your telephone rings differently for different types of calls

**EXTERNAL:** Two Short rings repeated (a new external call or a transferred external call)

**INTERNAL:** Single ring repeated

**ADJUST RING VOLUME:** You can adjust the volume while phone is ringing or idle

- + Press PLUS/MINUS VOLUME CONTROL Keys to adjust the volume when your phone is idle

# YOUR VOICEMAIL

**VOICEMAIL:** The voicemail system is voice prompted with easy to follow instructions and commands.

## FIRST TIME VOICEMAIL SET UP

TO SETUP VOICEMAIL FOR THE FIRST TIME: Dial \*99 and select DIAL Softkey.

**NOTE:** Follow the audio instructions to create a password, record your name + record your personal greeting.

There are multiple greeting types available for you to choose from:

- + **PERSONAL GREETING:** Plays to everyone that calls you.
- + **EXTENDED ABSENCE:** Plays when you will be away from your office or phone for meetings/vacation, etc. You can turn off message acceptance when using the extended absence greeting. The system will remind you extended absence greeting is playing.
- + **SYSTEM GENERATED:** A synthesized greeting that's set up to include your phone number or recorded name.
- + **BUSY:** Plays when you have active calls on all available lines.
- + **OUT OF HOURS:** Can be set to play outside of your normal business hours, weekends and holidays.
- + **FORWARDED TO VM:** Plays when you have your phone set to forward to voicemail.

**NOTES:** Through the Self Service CommPortal, you are able to:

- + Record and change greetings
- + Choose your voicemail to email options
- + Change your login for voicemail so you're not required to enter your mailbox and pin each time you dial \*99
- + Change other voicemail and telephone settings

## LOG IN TO VOICEMAIL

From any internal extension:

- + Dial \*99 and select Dial (>)
- + Enter your 10-digit telephone number and press the # Key
- + Enter your pin and press the # Key

**NOTE:** Through CommPortal, you can change your settings so dialing \*99 automatically logs you in at your own extension.

From any external telephone:

- + Dial: 315-671-0031
- + Enter your 10 digit telephone number and press the # key
- + Enter your pin and press the # key





## COMMON VOICEMAIL COMMANDS

### Main Menu

- 1 Listen to messages
- 2 Send a message to another user
- 3 Work with personal greetings
- 4 Mailbox settings
- 5 Work with Reminder Messages
- 6 Access deleted messages
- 7 Switch Account (log into another account)
- 0 Access Help
- \* Exit Voicemail or return to previous menu

### Listening to Messages

- 1 Repeat
- 2 Save
- 3 Erase
- 4 Reply
- 5 Send a copy
- 6 New Message
- 7 Slows the message playback down
- 8 Pause / Resume
- 9 Speeds the message playback up
- # Next Message
- 11 Previous Message
- 77 Skip backward 5 seconds
- 99 Skip Forward 5 seconds

**NOTE:** Star (\*) will always back you up to the previous menu.  
Pound (#) will bypass a user's personal greeting.

## BYPASS RINGS

### TO TRANSFER A CALLER TO VOICEMAIL:

Transfers a caller to voicemail without ringing the phone.

- + Press TRANSFER Key, call automatically held
- + Press \*99 and EXTENSION Number and Select DIAL (>)
- + Press TRANSFER (P3) Key immediately

### TO LEAVE A MESSAGE FOR ANOTHER SUBSCRIBER WITHOUT RINGING THE PHONE:

- + Press \*99
- + Enter Extension Number and Select DIAL (>)

## ADDITIONAL VOICEMAIL SETTINGS

There are additional voicemail settings available in the main menu. Some settings are only available when you log in through a telephone. See [page 7](#) for how to log in from any telephone. See the CommPortal User Guide for settings that are available through Commportal.

## GREETING SETTINGS

From the Main Menu, press 3 to work with Greetings. The following greeting settings are available.

- + Press 1 to work with the personal greeting
- + Press 2 to work with the extended absence greeting
- + Press 3 to choose a system generated greeting or to work with your recorded name
- + Press 5 to work with the greeting that plays when your phone is busy
- + Press 6 to work with your out of hours greeting (this allows to set a schedule for a greeting that plays outside of your normal business hours). See also the CommPortal User Guide.
- + Press 9 to work with the greeting callers hear when your phone is set to forward all calls to voicemail

## WORK WITH TIMESAVER AND CONVENIENCE SETTINGS

From the Main Menu, press 4 to work with Settings. The following settings are available.

- + Press 1 to work with group lists - add / edit / delete group lists.
- + Press 2 to work with timesaver settings - turn autoplay on / off, work with Urgent Message settings and change your message header and body settings.
- + Press 3 to work with Security – change the pin, set fast login or set skip pin.
- + Press 5 to work with Notifications - message waiting indicator, email notifications and phone notifications.
- + Press 6 for Additional Settings - Check the Operator number or turn Marketing broadcasts on / off.
- + Press 0 to hear helpful hints.