



Mitel 6867i SIP Phone

Phone + Voicemail

USER MANUAL



JUNE 2022

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KEY:



HEADSET: Plug your headset into this port.



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



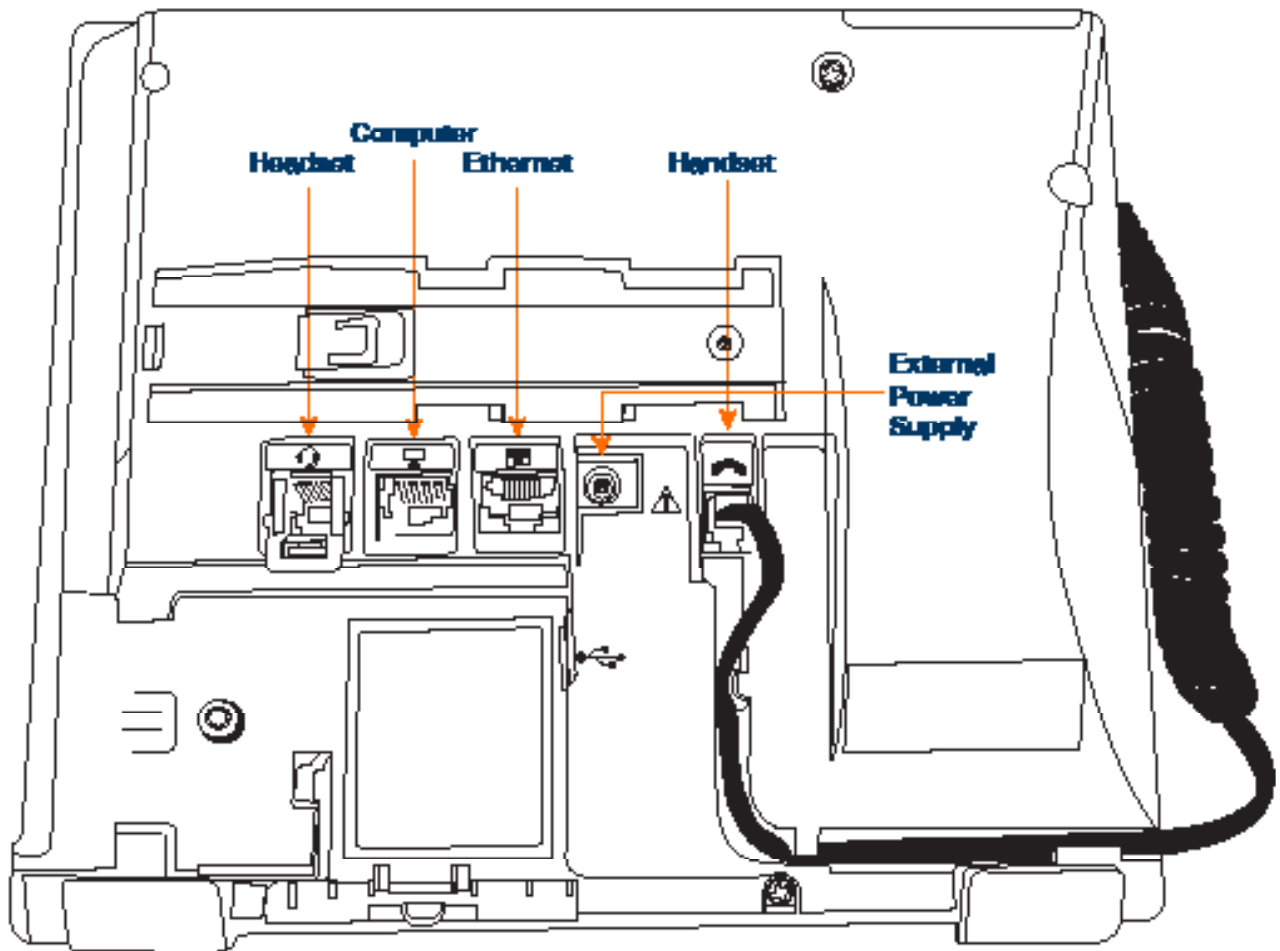
EXTERNAL POWER SUPPLY: If your network does not provide Power Over Ethernet (P.O.E.), a separate power supply will accompany your phone.



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

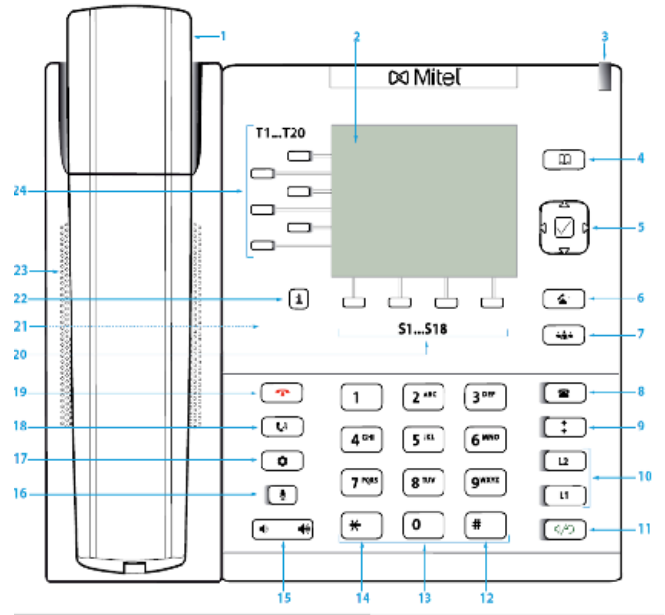


HANDSET: Plug your handset into this port.



GETTING TO KNOW YOUR MITEL 6867i SIP PHONE

1. **HANDSET:** Lift to answer or make calls.
2. **DISPLAY:** Shows call information + details on system features and line keys.
3. **MESSAGE/RINGING INDICATOR:**
 - + **SLOW RED FLASH:** Indicates new voicemail.
 - + **FAST RED FLASH:** Indicates ringing call.
4. **PHONE BOOK (DIRECTORY) KEY:** Brings up a corporate and a local directory
5. **NAVIGATION KEYS:** Navigates through menus and lists on the display by scrolling right and left or up and down
 - + **OK/CONFIRM KEY:** Confirms selections
6. **TRANSFER (XFER) KEY:** Transfers an active call to another extension (you will also see a XFER Softkey when connected to a call).
7. **CONFERENCE (CONF) KEY:** Sets up "ADHOC" Conference calls
8. **CALLS LIST KEY:** Displays the call history (answered, missed + dialed calls)
9. **REDIAL KEY:** Brings up a list of the most recently dialed numbers
10. **LINE (L1 and L2) KEYS:** Used to make or receive internal and external calls/flashes when ringing + lights when in use
11. **SPEAKER/HEADSET KEY:** Toggles between handset/speaker or headset
12. **HASH (#) KEY:** Used for entering special characters
13. **DIALPAD:** Used to enter digits and characters
14. **ASTERISK (*) STAR KEY:** Used to enter a * or a space
15. **VOLUME KEY:** Adjusts the volume of handset/headset/speaker/ringer volume
16. **MUTE KEY:** Mutes the microphone of handset/headset/speaker (you can hear caller, they can't hear you)
17. **OPTION (MENU) KEY:** Customizes settings on your telephone (Reserved for use by System Admin).
18. **HOLD KEY:** Places an active call on an "exclusive" hold, retrieves call from held condition
19. **END KEY:** Ends an active call/returns to display when in idle state/exits without making changes in menus
20. **SOFTKEYS + LABELS (S1-24):**
 - + **SOFTKEY LABELS:** Appear on the display to indicate features that can be activated by pressing the keys directly below
 - + **SOFTKEY:** Appear below the Softkey labels on display + access features displayed on the label above them. These features change based on current state of the phone (idle, ringing, active call) (see [page 3](#))
21. **REAR OF PHONE CONNECTIONS** (see [page 1](#))
22. **INFO KEY:** Used in conjunction with the Busy Lamp Field (BLF) to access user status (see [page 7](#))
23. **SPEAKER:** Broadcasts conversations, sounds and ringing
24. **LEFT/RIGHT FEATURE/LINE KEYS:** Programmable keys for lines/features/busy lamp field keys
 - + **MORE SOFTKEYS:** Will always be the right Softkey when additional Softkeys are available



STANDARD SOFTKEYS + FUNCTIONALITY

3

Softkeys appear based on the state of your call:

IDLE STATE

The following Softkeys appear when your phone is idle:

- + VM: Accesses your voice mail box
- + CFW ON: Forwards your extension to another extension
- + CFW OFF: Turns off call forwarding

NOTES: The call forward on and off features dial a short code.
Navigate to the right to see additional Softkeys.

- + PAGE 1: Accesses paging through the speaker of all phones
- + DND: Places your phone on DO NOT DISTURB and stops all tones and ringing to your phone

RINGING STATE

The following keys appear when your phone is ringing

- + ANSWER: Answers ringing call on hands free
- + IGNORE: Sends a ringing call to your voicemail
- + SILENCE: Quiets the ringer for current ringing call. Call will continue to flash until answered/goes to Voicemail

PLACING A CALL

The following keys appear when you are placing a call

- + DIAL: Press to dial the number entered
- + BACKSPACE: Deletes entries
- + CANCEL: Cancels number entered on the display
- + PAUSE: When predialing, allows an extension number to be entered after the telephone number

CONNECTED TO A CALL

The following Softkeys appear on the screen when you are connected to a call:

- + DROP: Disconnects the call in progress
- + CONFERENCE (CONF): Places current call on hold + presents dialtone to add another party to a conference
- + TRANSFER (XFER): Places current call on hold + presents dial tone to transfer the call to another extension

ANSWERING + PLACING CALLS

PLACING A CALL:

- + Internal: Enter EXTENSION number
- + External: Enter 1 and the 10-digit number
- + Lift Handset or press DIAL Softkey

PLACING AN INTERCOM CALL:

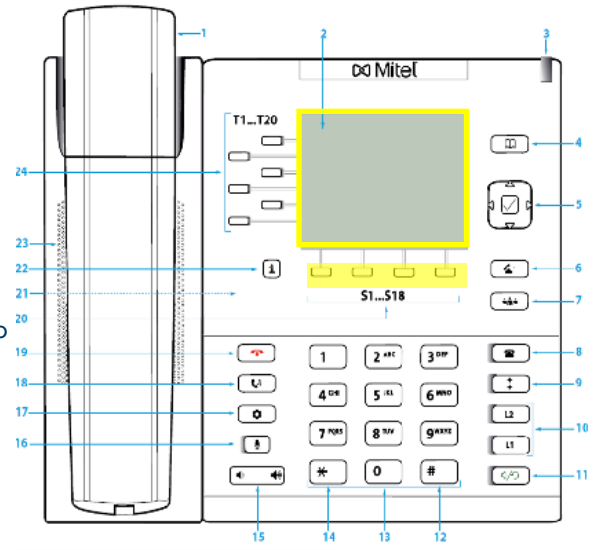
- + Press INTERCOM Key
- + Enter Extension Number and Press DIAL Softkey
- + Party will hear warning tone and speaker is open to speak or announce
- + Party you intercom to will have their microphone automatically muted (they must unmute to speak)
- + If Party is on another call, phone will ring

MANAGING MULTIPLE CALLS:

- + TO PLACE A SECOND CALL: Press available Line Key, first call automatically holds, enter number
- + TO ANSWER SECOND CALL: Hear Call Waiting Tone + Line Key Flashes
Press Line Key of new call (first call automatically holds)

ANSWERING A CALL:

- TO ANSWER AN INCOMING CALL: Phone rings, indicator flashes
 - + Lift Handset or press SPEAKER Key or press ANSWER Softkey
- + TO QUIET A RINGING CALL: Press SILENCE Softkey
- + TO SEND RINGING CALL TO VOICEMAIL: Press IGNORE Softkey



NAVIGATING A CONNECTED CALL



SPEAKER:

- + TO SWITCH TO SPEAKER FROM HEADSET/HANDSET: Press SPEAKER Key, replace handset in cradle
- + TO RESUME PRIVACY: Lift Handset or Press HEADSET Key
- + TO END SPEAKERPHONE CALL: Press DROP Softkey

MUTE: Turns off your Microphone (Speaker, Handset + Headset) to allow you to speak privately. Caller cannot overhear office/background noise or conversations

- + TO USE: Press MUTE Key, Key flashes, speak privately
- + TO RESUME CONVERSATION: Press MUTE Key again to unmute

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, indicator will flash
- + TO RETURN TO CALLER: Press Flashing Line Key or Press HOLD Key again SPEAKER: Press to make or answer any call without lifting the Handset

TRANSFER: Allows you to connect your call to someone else (with call on line)

Announced: Press XFER Softkey, call automatically held

Enter Number and press DIAL Softkey

Wait for party to answer, speak privately

- + COMPLETE TRANSFER: Press XFER Softkey, call is connected, hang up
- + TO RETURN TO HELD CALL: Press CANCEL Softkey, disconnects you from party, reconnects you to caller
- + TO DROP A CALLED PARTY: Press DROP Key, disconnects you from called party, caller stays on hold

Blind Transfer: Press XFER Softkey, call automatically held

Enter EXTENSION Number and press XFER Softkey again

TRANSFER TO VOICEMAIL: Sends a caller directly to voicemail without ringing the phone

- + Press XFER Softkey, call automatically held
- + Press *99 and enter EXTENSION Number
- + Press XFER Softkey immediately

ADHOC CONFERENCE: Allows you to do a three-way call (with call on line)

- + Press CONF Softkey, first call automatically holds, listen for dial tone
- + Enter Second Number (internal or external) and press DIAL Softkey

IMPORTANT: Wait for answer and announce conference.

- + Press CONF Softkey again, all parties are connected
- + TO DROP YOURSELF FROM THE CONFERENCE: Press LEAVE Softkey or hang up
- + TO MUTE YOURSELF: Press MUTE fixed key
- + TO RETURN TO ORIGINAL CALL: Press CANCEL Softkey or Line Key of the held line (fast green flash)

CALL PARK: Allows you to place a call on hold in the system and assign it to a Call Park Slot also referred to as an Orbit Code. The call can be retrieved from any telephone in the system by pressing associated Call Park Slot Key.

- + TO PARK: With caller on line, press available Park Key, Park Key will light yellow, advise person of Call Park Number (101, 102 or 103)
- + TO RETRIEVE: Lift Handset or Press SPEAKER Key, press Applicable Park Key (101, 102 or 103) You are now connected to call.

NOTE: If parked call is not retrieved within a preprogrammed number of seconds, call will "Callback" to the phone it was parked from.

CONVENIENCE FEATURES

PAGING: Accesses telephone speakers to make an announcement

+ TO USE: Lift Handset, press PAGE Key wait for tone, make announcement, press DROP Key, hang up

CALL FORWARD: Programs your phone to ring at another Extension

+ TO PROGRAM: Press CFW ON Softkey (*72 is dialed by system and is shown on the display)

Enter EXTENSION Number of the phone that you want calls forwarded to

Press DIAL Softkey to call the extension you wish to forward. Advise person of call forward.

+ TO CANCEL: Press CFW OFF Softkey

GROUP PICK UP: Allows you to pick up another phone you hear ringing in your group (you must be programmed in a group by a System Administrator)

+ TO USE: Hear another phone ringing in your pre-programmed group

Press PICK UP Key or *11 to connect a call

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 DIRECTED PICK UP Key or *12

Enter EXTENSION number you wish to pick up

DO NOT DISTURB: Stops ALL tones, ringing and lets you work undisturbed. You may need to scroll to see DND Softkey.

+ TO PROGRAM: Press DND Softkey, light in upper right corner. Lights red. Red line appears above DND.

+ TO CANCEL: Press DND Softkey, light goes out, red line disappears

NOTE: Incoming callers either hear busy tone or are transferred to your voice mail.

CALL LISTS + REDIAL KEYS

CALLS LIST/REDIAL KEYS: Accesses a list of your recent calls

Both the CALLS LIST and REDIAL KEYS will display a list of your recent incoming missed, incoming, answered and outgoing calls (press either key).

The CALLS LIST will default to your dialed calls when pressed unless you have new missed calls. When you have new missed calls, a missed call indicator will appear along with the number of new missed calls. Pressing the CALLS LIST Key will take you to the Missed Call List.

Use the UP/DOWN Arrow Keys to scroll through missed, answered + outgoing calls

Use the RIGHT Arrow Key to scroll to the list of numbers

+ TO DIAL: Highlight the telephone number you wish to call

Press the DIAL Softkey OR Lift your handset

+ TO CLEAR ALL ENTRIES: Press DELETE Softkey twice

NOTE: The screen will tell you the number of missed calls in the lower right and the missed call indication will appear in upper right hand portion of the display showing the number of missed calls.

REDIAL: Displays the last 10 numbers dialed, redials the last number dialed, + uses the outgoing call records stored in the call log

+ TO USE: Press REDIAL CALLS Key, display shows recent dialed calls

Press right arrow key to scroll to CALLS Column

Press UP/DOWN Arrow keys to highlight number you wish to dial

Press DIAL Softkey

GETTING TO KNOW YOUR PHONEBOOK DIRECTORY

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

LOCAL: Numbers that you can program into your telephone

CORPORATE: Entries stored by the system administrator to be used by all users, including internal extensions

+ TO PROGRAM: Press PHONE BOOK (DIRECTORY) Key

Press the More Softkey

Press the ADD NEW Softkey

There are several fields you can fill in use dialpad to fill in fields:

IDENTITY (Name)

NUMBERS (Business/Home/Mobile/Fax)

WORK ADDRESS

HOME ADDRESS

EMAIL

When entering letters, you must hit the number the appropriate number of times for each letter

(hit 7 four times for "S") Press SAVE Softkey

+ TO SEARCH: Press PHONE BOOK (DIRECTORY) Key

Press Scroll Softkey

Press Search Softkey

Begin spelling name using dialpad

Press Search Softkey again

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.

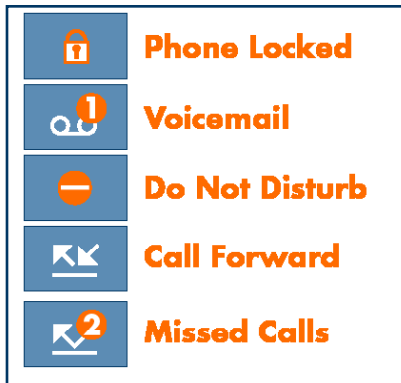
+ To log out: Dial *44. If you are a logged in to multiple Hunt Groups, the system announces how many groups you are logged into and will prompt you to press 0# to log out of all hunt groups, or to enter the hunt group number followed by # to log out of an individual hunt group.

STATUS INDICATORS

BUSY LAMP FIELD KEYS

If your Mitel 6867i SIP Phone is equipped with a Busy Lamp Field (BLF) the following indicators appear when keys are programmed with internal users (see System Administrator for programming).

Solid Green Light	Party is available
Solid Red Light	Party is on Do Not Disturb
Flashing Red Light	Phone is ringing



PHONE/LINE STATUS INDICATORS

The symbols to the left appear on the Status Line in the upper right hand corner of the display.

Status messages appear in the lower right hand corner.

RINGS AND 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.

Leave handset in place

Press the PLUS/MINUS VOLUME CONTROL Key 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

+ Press the VM (Voicemail) Softkey

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

NOTE: The above steps can also be completed in CommPortal. This is an important part of identifying you in the system.

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

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:

+ Use a wizard to set up your voicemail for the first time

+ 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 press the VM Softkey

+ Change other voicemail and telephone settings

LOG IN TO VOICEMAIL

Log in to voicemail from any account phone or external phone to listen to message, work with personal greeting and other voicemail settings.

From any internal extension:

+ Press the VM Softkey

+ 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 pressing the VM Softkey automatically logs you in at your own extension without requiring you to enter your password.

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

YOUR VOICEMAIL

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

NOTES: Star (*) will always back you up to the previous menu

Listening to Messages

- 1 Repeat
- 2 Save
- 3 Erase
- 4 Reply
- 5 Send a copy
- 6 Increases the message volume
- 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

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 8](#) for how to log in from any telephone. See the CommPortal User Guide for settings that are available through CommPortal.

WORK WITH 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 here 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.

TRANSFER TO VOICEMAIL: Sends a caller directly to voicemail without ringing the phone.

- + Press XFER Softkey, call automatically held
- + Press *99 or VM Softkey
- + Enter EXTENSION Number and Press DIAL Softkey
- + Press XFER Softkey immediately

LEAVE A MESSAGE FOR ANOTHER USER WITHOUT RINGING THE PHONE:

- + Press *99
- + Enter Extension Number and Press DIAL Softkey