



# Commsplus

Get connected.

## Self Help Manual

### Mitel 6867i IP Phone



#### Placing a Call

Lift the handset, press a Line key, or press the Speaker/Headset Key Dial the number from the keypad and press the Dial soft key.

#### Ending a Call

Place the handset on its cradle or press the goodbye key.

#### Answering a Call

Lift the handset for handset operation or press the Line key or Speaker for hands-free operation.

#### Muting

Press the Mute key to mute the handset, headset, or speakerphone.

#### Redialling

Press the Redial key once to access a list of recently dialled 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 Redial key twice to call the last dialled number.

## Holding and Resuming

To place a call on hold, press the hold key.

To resume the call, press the hold key or press the Line key corresponding to the Line where the call is being held.

## Call Transferring

Ensure you are on active call with the party you wish to transfer.

If you are already connected to the transfer recipient, press the Up or Down navigation keys to highlight the recipient and press the transfer or Xfer soft key to complete the call transfer.

OR

If you are not connected to the transfer recipient, press the Transfer softkey, enter the recipient's number and press the Dial softkey. At any time, press the transfer key or Xfer softkey again to complete the call transfer.

## 3-Way Conferencing

Ensure you are on active call with one of the parties with whom you wish to create a conference.

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 Conference key or Conf softkey to complete the 3-way conference.

OR

If you are not connected to the party you wish to conference in, press the Conference key or Conf softkey, enter the conference target's number and press the Dial softkey at any time, press the Conference key or Conf softkey again to complete the 3-way conference.

## Directory

Press the Directory key to access the directory.

Scroll through the list by pressing the Up or Down navigation keys or enter characters using the keypad to use the search feature.

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 press the Right navigation key, highlight the desired phone number using the Up or Down navigation keys, and press the Select key.

## Call History

Press the Callers Key

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.

Press the Select key to place a call to the respective entry.

## Volume Control

When your phone is either ringing or idle, press the volume up or down keys to adjust the ring volume. During an active call, the volume control button changes the handset volume, speakerphone or headset, whichever is active.

## Voicemail

To access voicemail messages, dial 555 and press the green off-hook key.

Depending on your system configuration, you may be prompted for a voicemail PIN number. Option 2 - Retrieve old messages

Option 4 – Listen to personal greeting

Option 5 – Record new personal greeting

Option 6 - Delete personal greeting

Option 7 - Delete Voicemail