



Mitel (Aastra) 6869i Phone

Quick Reference Guide


Green Platform




Available features may vary. Particular feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

Call Handling Basics


Answer a call

Lift the handset or press the speaker  key.


Place a call

Lift the handset or press the speaker  key then dial the extension or phone number. Alternately, dial the destination number then lift the handset to send the call. No 8, 9, or 1 before the telephone number.


End a call

Hang up the handset or press the  Goodbye key.

Mute

Press the Mute  key to mute your audio while on a call. Press again to disengage.



Hold

Press the Hold  key to place the selected call on hold. To resume, press the corresponding **Line Key**. Hold places the call on hold on your line only.

Advanced Call Handling



Blind Transfer (Unannounced)

Blind transfers pass through the caller ID of the originating caller to the third party.



- Press the  **Transfer** or **Xfer** soft key to place the first call on hold.
- Input the destination extension or phone number.
- Press the  **Transfer** or **Xfer** soft key to complete the transfer.

Transfer directly to an internal voicemail box by dialing 7 plus the extension as the destination number

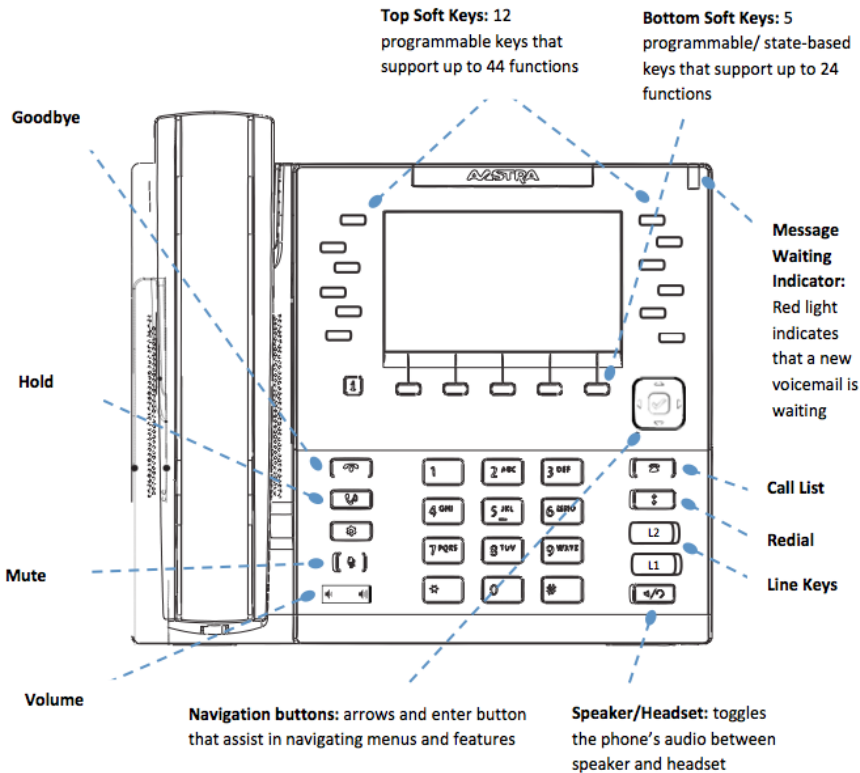
Announced Transfer

- Press the  **Transfer** or **Xfer** soft key to place the first call on hold.
- Input the destination extension or phone number then press the **Dial** soft key. Remain on the line while the second call connects.
- To complete the transfer after talking to the third party, hang up, press  **Transfer**, or press the **Xfer** soft key.
- To cancel the transfer and go back to the original caller, press the **Drop** soft key.

Conference (Three Way) Call

- Press the  **Conference** key or the **Conf** soft key to place the first call on hold.
- Input the phone number or extension then press the **Dial** soft key. Remain on the line while the second call connects.
- Press the  **Conference** key or **Conf** soft key to join the calls.

While on a conference call, hang up your phone to remove all parties from the conference. Alternately, press the **Leave** soft key to hang up your line but keep the others intact.



Advanced Features

Voicemail

Press the top **Voicemail** key to access voicemail from your phone.

To access voicemail from outside the office, call your direct number then press * during the voicemail greeting.

Accessing the voicemail system allows you to setup the account, check messages, change greetings, and so on. Simply follow the voice prompts.

Directory

Press the top **Directory** key to access a company directory that stores up to 200 company extensions. Use the up and down navigation keys to move between the entries.

Pickup

Press the top **Pickup** key to retrieve a call ringing to another user in your pickup group. Pickup groups are configured by account administrators.

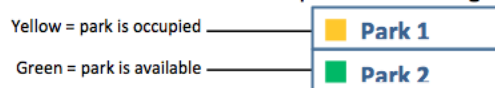
Do Not Disturb

Press the top **DND** (Do Not Disturb) key to turn feature on/off. When engaged, all direct calls go to the extension's voicemail box. Outbound calls may be made normally.

Park

Park is a 'shared' hold. A parked call can be seen and accessed by all desk phones at the site.

- To park a call, press one of the available **Park** keys. This transfers the call to that parking orbit and indicates that park is occupied with a yellow light.
- To retrieve a parked call, from any of the site's desk phones, simply press the appropriate park button. This makes that park available again.




Page

Press to initiate a page, speak the message over the handset, then hang up.


Intercom

Press the **Icom** key followed by an extension to initiate an intercom-type call. Intercom calls are auto-answered at the receiving phone as long as it is not already in use.

Redial

Press the  (redial) key once to access a list of the 100 most recent calls received. Use the navigation keys to review the list as well as to call back recently dialed calls.

Callers List

Press the  (callers list) key once to access a list of the 200 most recently received calls. Use the navigation keys to review the list as well as to call back recent callers.

Forward

Call forwarding of your line/extension may be enabled from the phone.

- To enable, dial *72 plus the 10 digit phone number or extension to which all direct calls should be forwarded then pick up the handset to send the command. The phone will emit a stutter tone then hang up.
- To disable, dial *73 then pick up the handset to send the command. The phone will emit a stutter tone then hang up.