Getting Started

Placing a Call
1. Lift the handset, press a Line key, or press the \[9/0\] 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 \[9/0\] key.

Answering a Call
Lift the handset for handset operation or press the Line key or \[9/0\] key for handsfree operation.

Ignoring a Call
Press the \[9/0\] 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 \[9/0\] 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 \[9/0\] key twice to call the last dialed number.

Muting
Press the \[9/0\] key to mute the handset, headset, or speakerphone.

Holding and Resuming
1. To place a call on hold, press the \[9/0\] key when connected to the call.
2. To resume the call, press the \[9/0\] key again or press the Line key corresponding to the line where the call is being held.
Quick Reference Guide – Mitel 6867i Premium

User Interface (UI) Overview

Home Screen
The Home Screen displays the date and time along with various important status messages. It is the default screen displayed when the phone is in an idle state.

Detailed-View Call Screen
The Detailed-View Call Screen brings into focus all the information available for a specific call. It is the default screen displayed for all active point-to-point calls.

Multi-View Call Screen
The Multi-View Call Screen allows you to manage your calls more efficiently when you have more than one call in progress. It is particularly useful in transfer and conference scenarios. All pertinent information from the Detailed-View Call Screen is also available on the Multi-View Call Screen but information for two remote parties can be seen simultaneously.

For details on all the available features and options please refer to the 6867i IP Phone User Guide located at http://mitel.ca/mitel-6867-sip-phone
**UI Navigation**

UI navigation is easily performed using the navigation keys located to the right of the LCD screen. The Left and Right navigation keys are used to switch to the different screens and the Up and Down keys are used to highlight and scroll through the different lines/calls on the respective screen. The figure below provides a visual representation of the different screens and the UI behavior when a navigation key is pressed.

**Note:**
The Detailed-View Call Screen is only accessible when at least one call is in a ringing or connected state. Moreover, the Multi-View Call Screen is only accessible when more than one call is a ringing or connected state.
Advanced Call Handling

The 6867i 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 key or Xfer softkey to complete the call transfer.
   OR
   If you are not connected to the transfer recipient, press the key or Xfer softkey, enter the recipient's number and press the Dial softkey. At any time, press the key or 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 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 key or Conf softkey, enter the conference target's number and press the Dial softkey. At any time, press the key or 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.

**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.