

# CALNET: AT&T Hosted Voice Service Mitel® 6865i

Version 1.0



## Covered topics

- What is AT&T Hosted Voice Service?
- What is the Mitel® 6865i?
- Phone features
  - Phone controls
  - Dialing basics
  - Feature access (star) codes
- Questions and answers



## What is AT&T Hosted Voice Service?

AT&T Hosted Voice Service (HVS) is a cloud-based solution, powered by BroadSoft and managed using the Clearspan OpEasy<sup>®</sup> portal. HVS is a cutting-edge, fully hosted Voice over Internet Protocol (VoIP) service that delivers enhanced communication tools over AT&T's industry leading global IP network. The AT&T HVS service includes advanced features, unlimited domestic calling, and a full suite of management services and tools providing the best overall service to our customers.

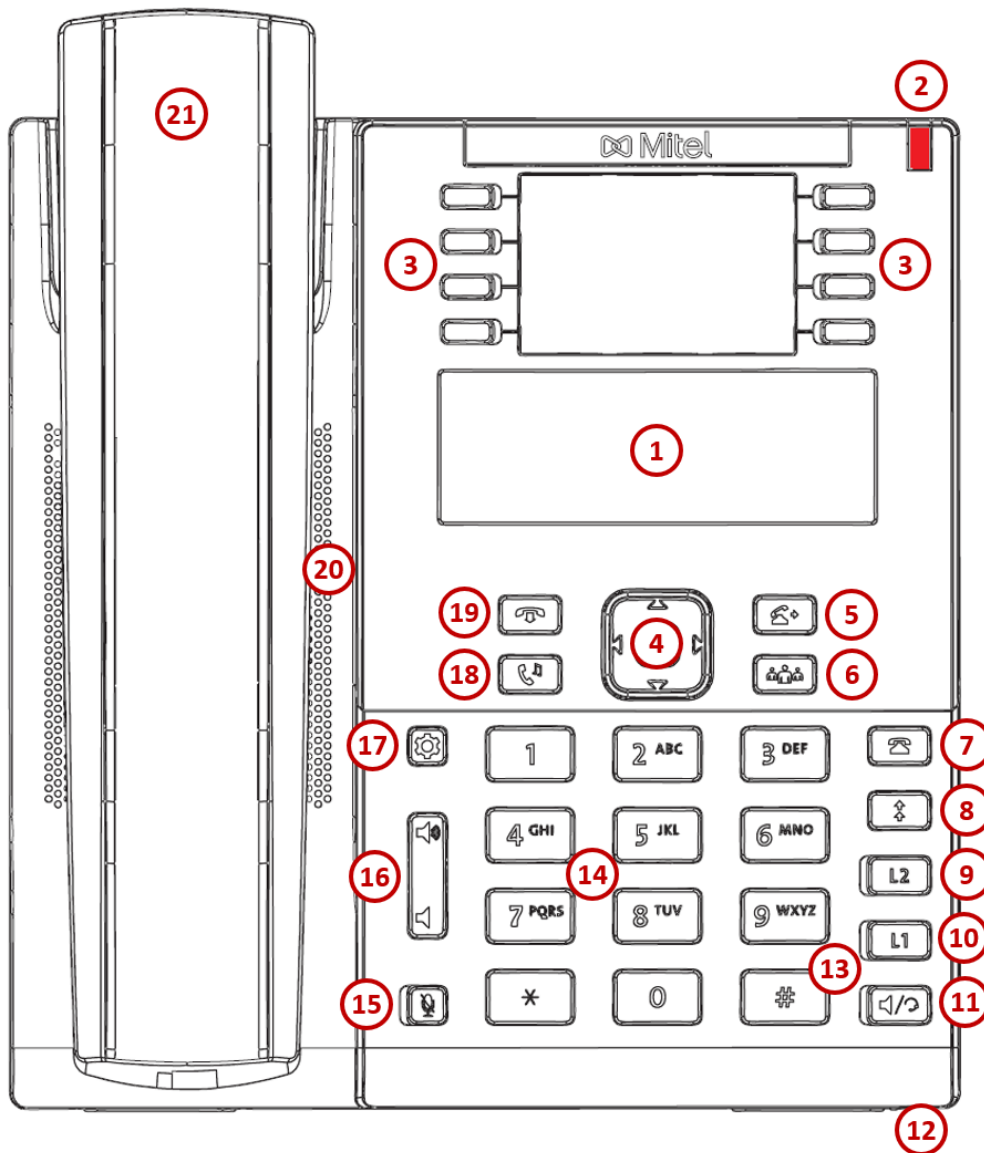


## What is the Mitel 6865i?

The Mitel 6865i phone is a full-featured IP phone with a hands-free speakerphone and handset designed for hi-fidelity wideband audio for lifelike voice quality, a built-in headset connection and an integrated Ethernet switch. The phone can support up to twenty four unique phone numbers, has additional keys such as Redial, Hold, Conference, and Transfer, and eight programmable top soft keys to perform various features or tasks. The Mitel 6865i is equipped with a grey scale graphical LCD display.



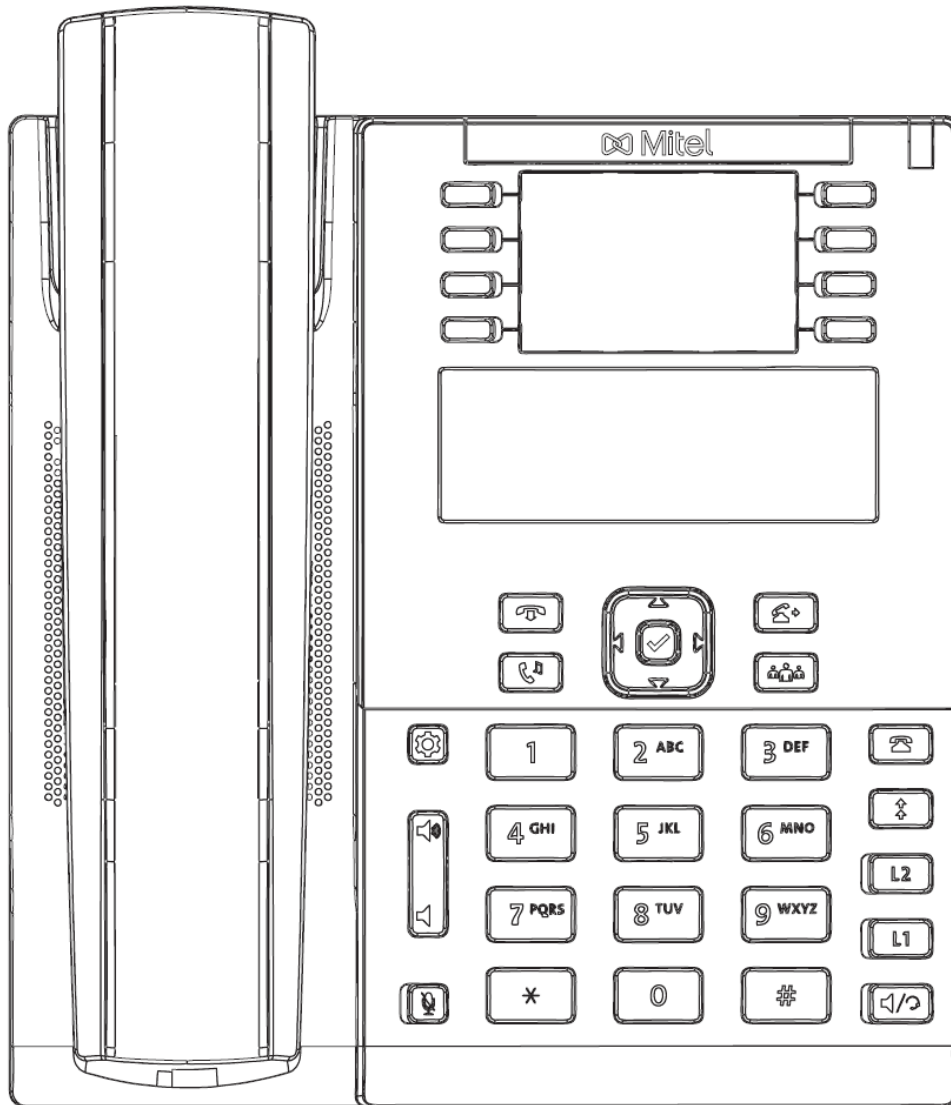
# Mitel 6865i phone



1. Graphic display
2. LED indicator
3. Top soft keys
4. Navigation / Select key
5. Transfer key
6. Conference key
7. Received Callers List key
8. Outgoing Redial key
9. Line 2 appearance key
10. Line 1 appearance key
11. Speaker / Headset key
12. Microphone
13. Line indicators
14. Dial pad
15. Mute key
16. Volume control key
17. Options key
18. Hold key
19. Goodbye key
20. Speaker
21. Handset



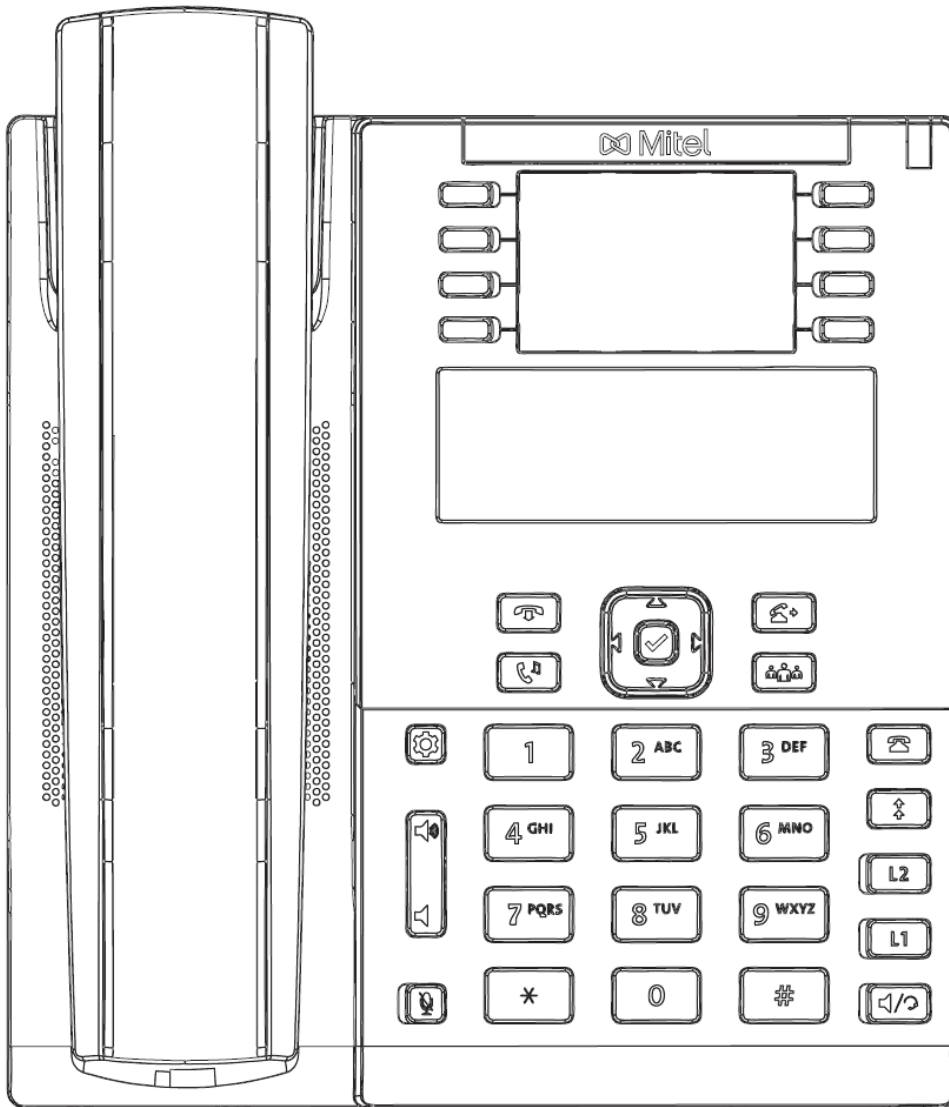
# Placing a call



- Dial first
  - Dial pad
  - Received Callers List key
  - Outgoing Redial key
- Choose call method
  - Handset
  - Speaker / Headset key
  - Line key



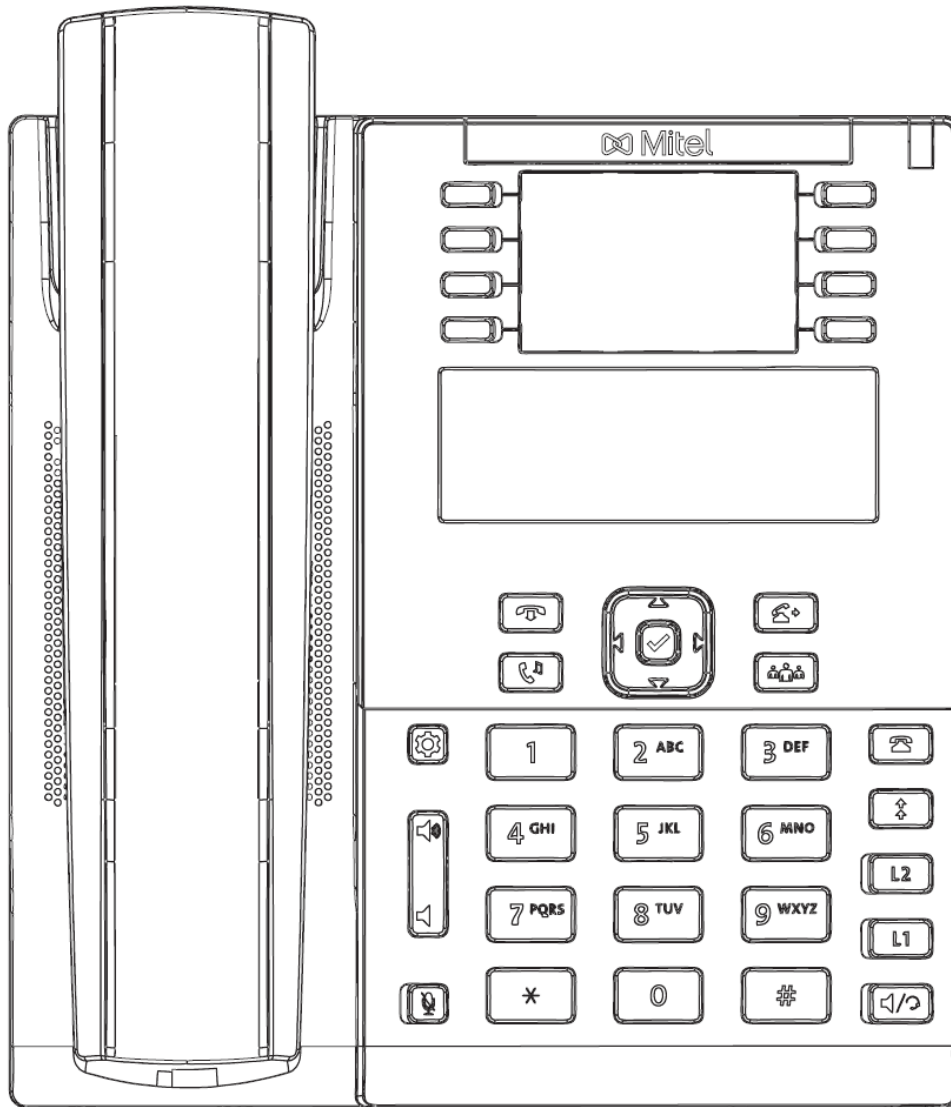
## Answering a call



- Pickup Handset
- Press Speaker / Headset key
- Select a line appearance key



## Ending a call

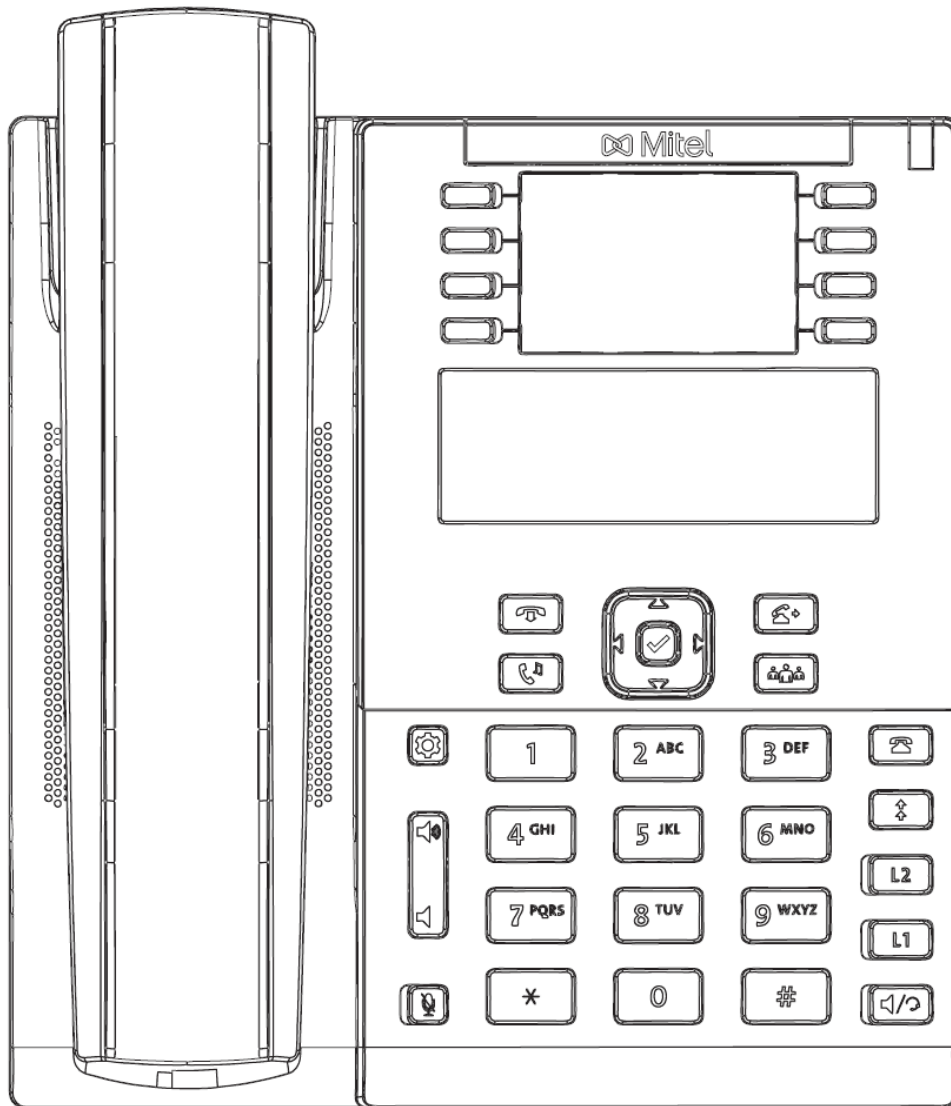


- Replace Handset
- Press the Goodbye key.





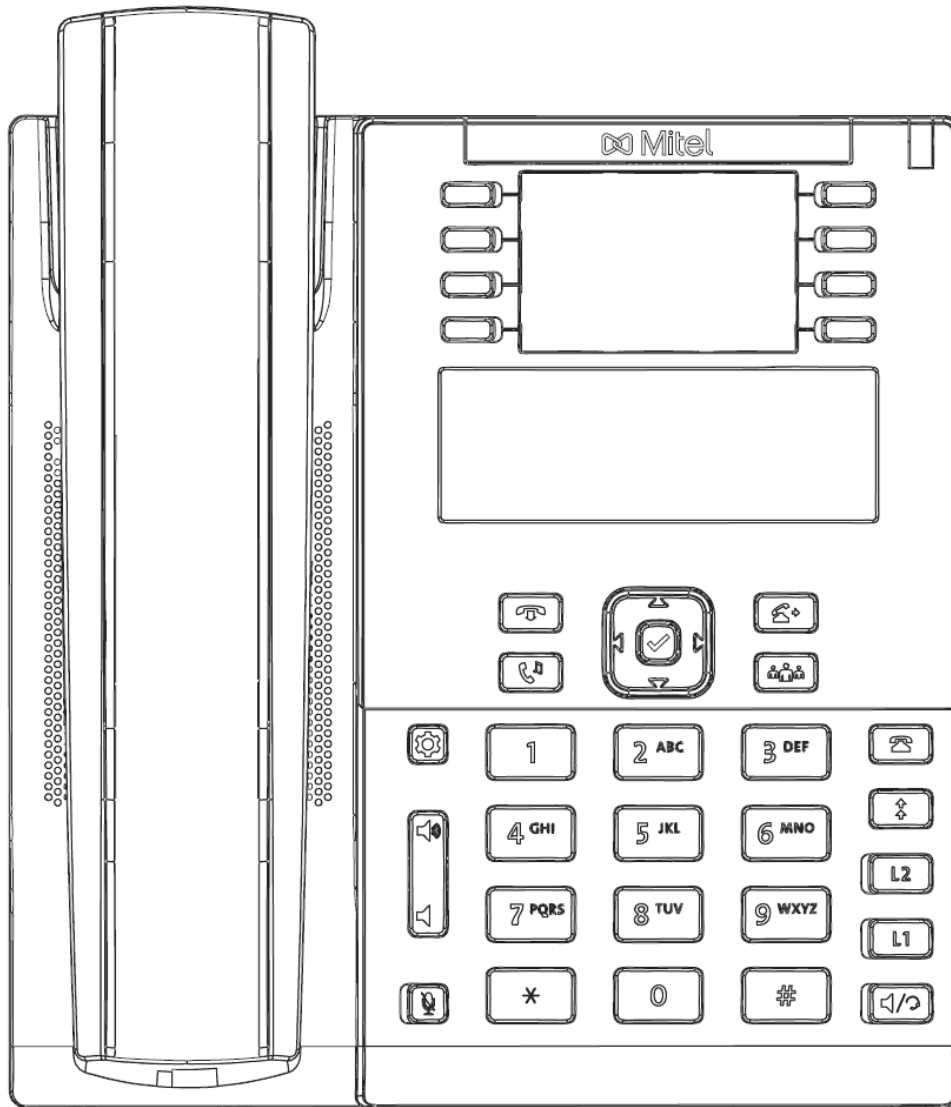
## Placing a call on hold



- During an active call:
  - Press the Hold key.
- To reactivate a call:
  - Press the Hold key again.
  - Select the flashing line key.
- Notes:
  - Music on hold will play if a conference call is put on hold.
  - If multiple calls are held, use the up / down arrows of the Navigation / Select key to switch between calls and then reactivate the call.



## Placing a call on mute



- During an active call:
  - Press the Mute key.  
Note: the mute key will flash red.
- To reactivate a call:
  - Press the Mute key again.



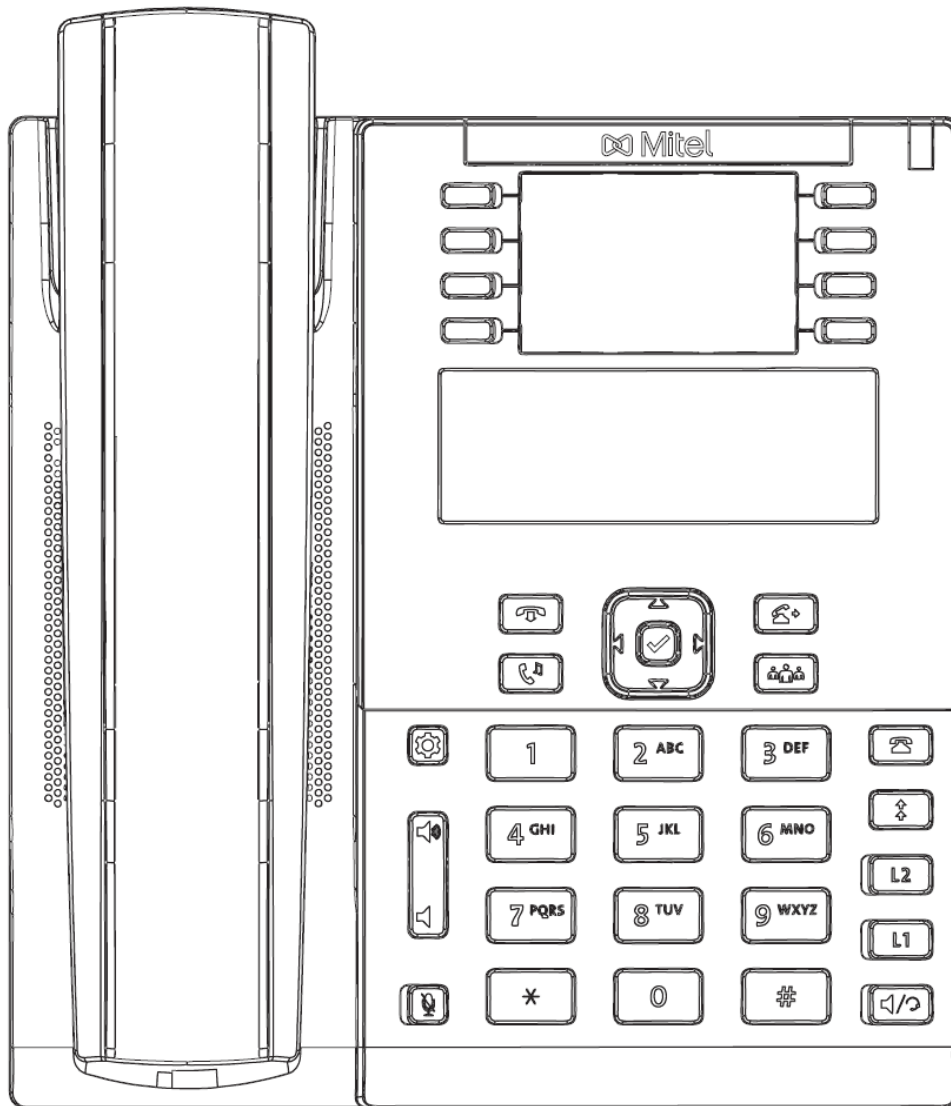
## Line icons

The following list describes the icons visible on the graphic display:

- Ringing / incoming call: caller ID displayed on screen.
- Call on hold: call held displayed on screen.
- Outgoing call: caller ID displayed on screen.
- Active call: caller ID displayed on screen.
- Voice mail messages: icon in upper right of display screen and a message displayed with the number of new voicemails.
- Do Not Disturb activated: DND on message displayed on screen.



## Line indicators



The line indicators will change color depending on the event.

- **Fast flashing green:** Incoming (ringing) call.
- **Solid green:** Active call is in progress.
- **Slow flashing green:** Call is on hold.
- **Solid red:** Shared line busy (if applicable).

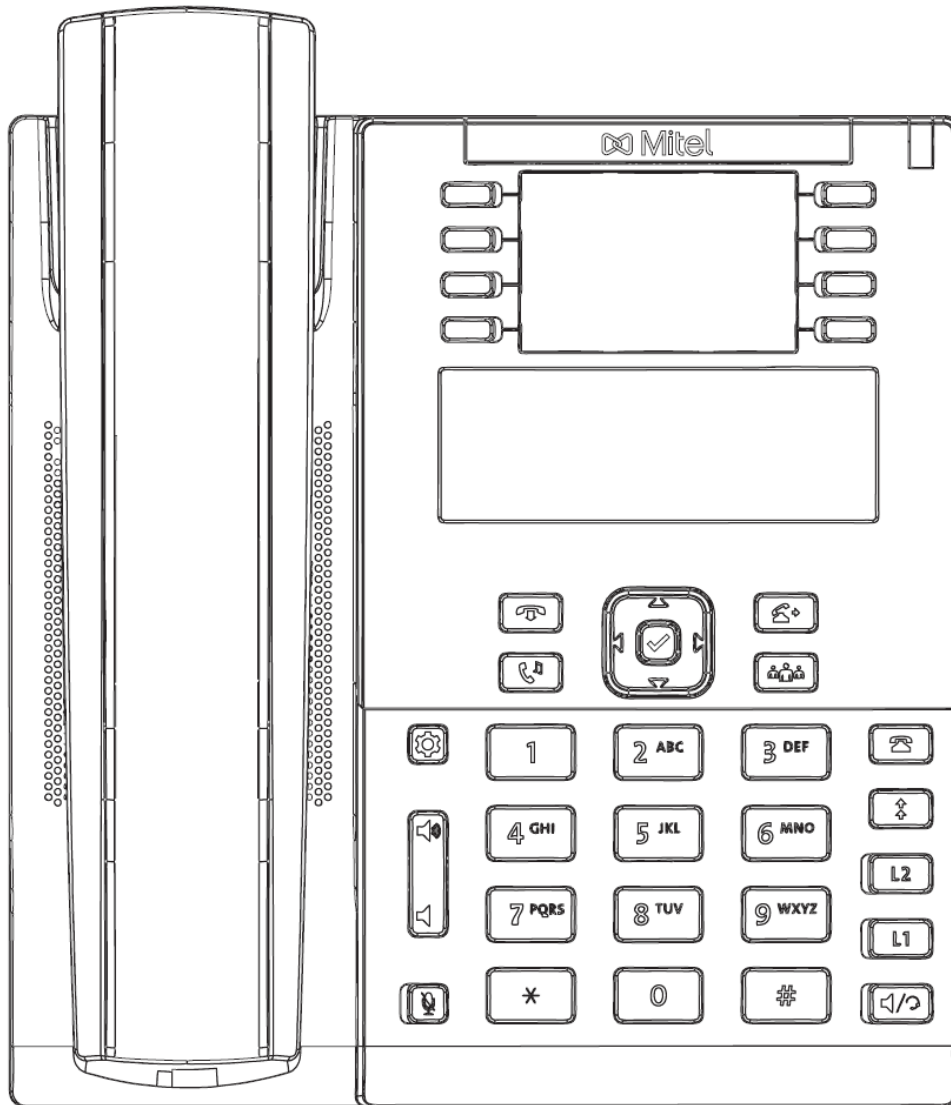


## Dialing tips

- Dial number before choosing the method of call.
- You do not need to press 9 for an outside line.
- You do not need to press 1 before the area code.
- You do not need to include area code for local calls.
- Internal calls can be completed by dialing the extension.
- You can alternate between handset, headset or speakerphone during a call.
- Call duration is monitored through a call timer on the graphic display.



## Received Callers List



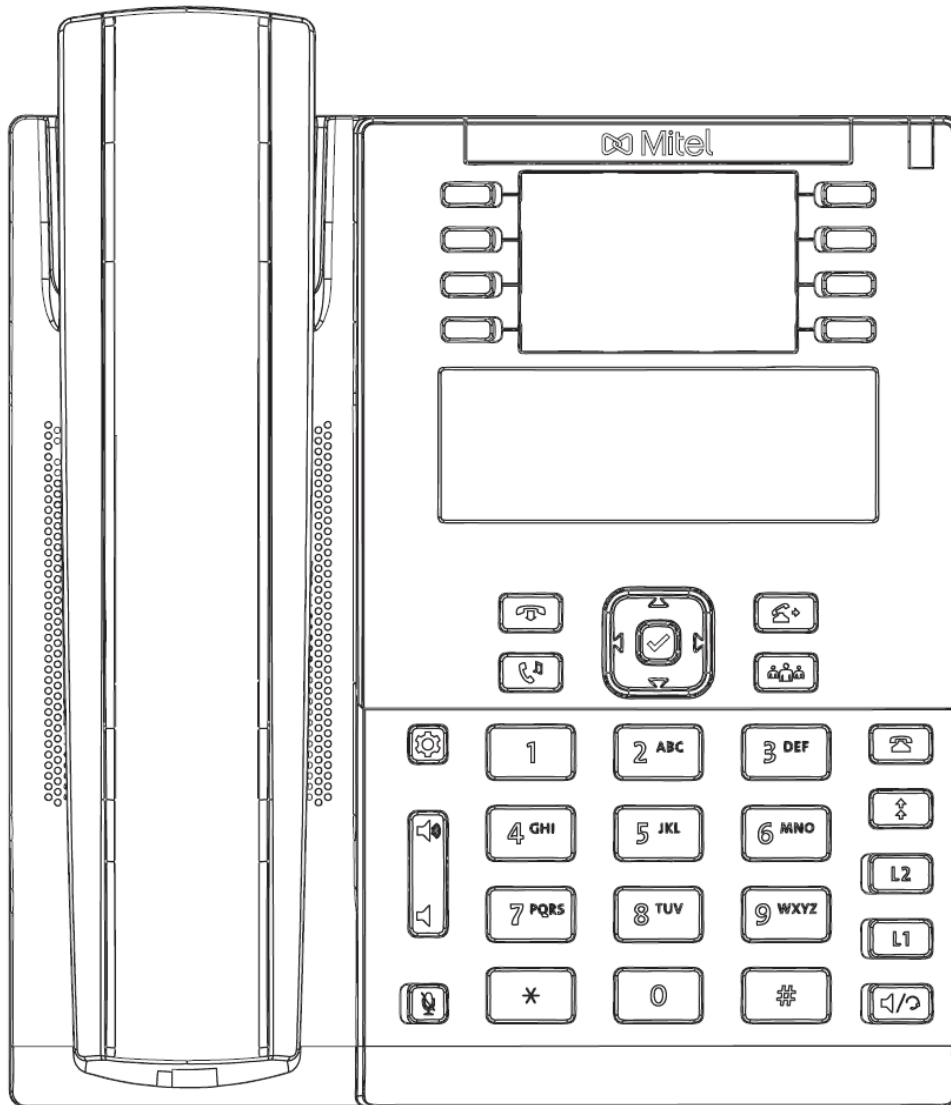
The Received Callers List retains up to 200 received and missed calls.

- To retrieve call list:
  - Select the Received Callers List key.
  - Use the Navigation / Select key to select the desired call entry.
  - Select a line key to place the call.

Note: Entries can not be deleted or saved.



# Outgoing Redial



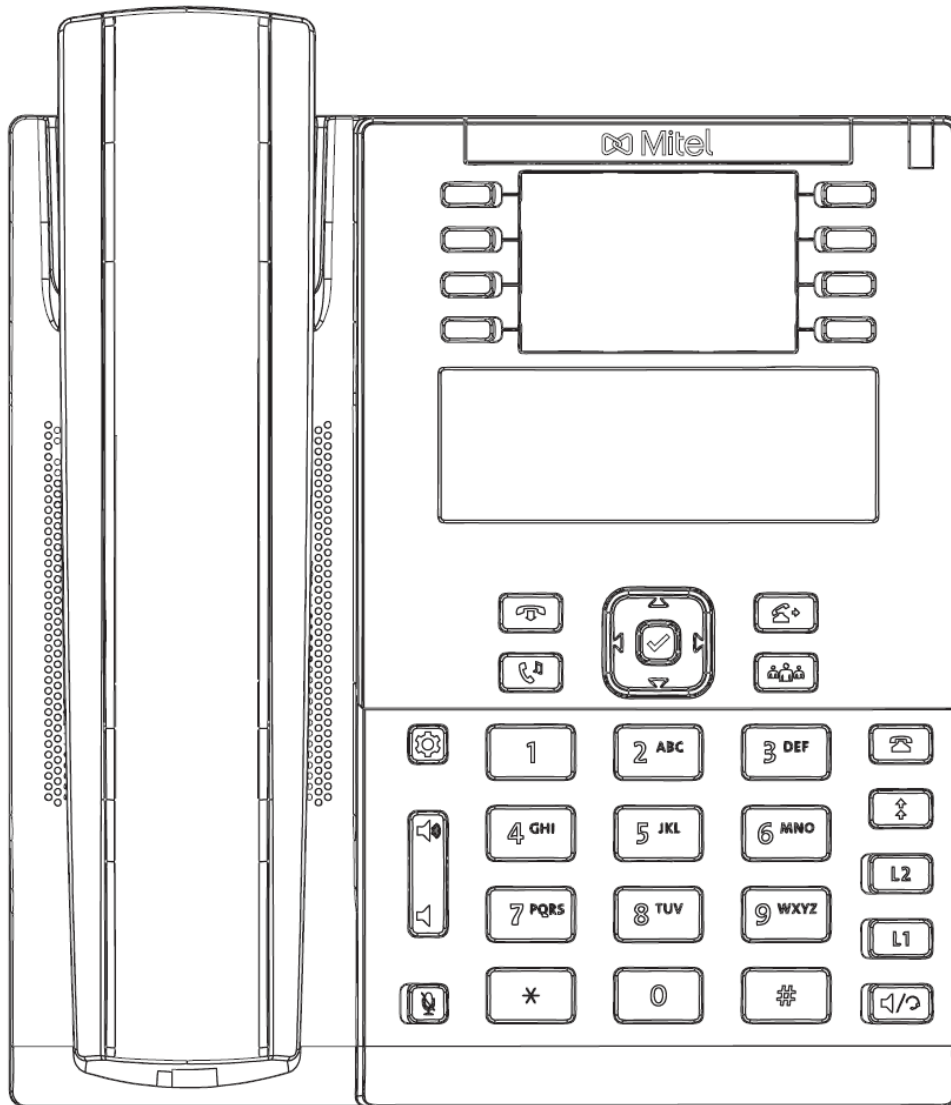
The Outgoing callers list retains up to 100 placed calls.

- To retrieve call list:
  - Select the Outgoing Redial key.
  - Use the Navigation / Select key to select the desired call entry.
  - Select a line key to place the call.

Note: Entries can not be deleted or saved.



## Transferring a call



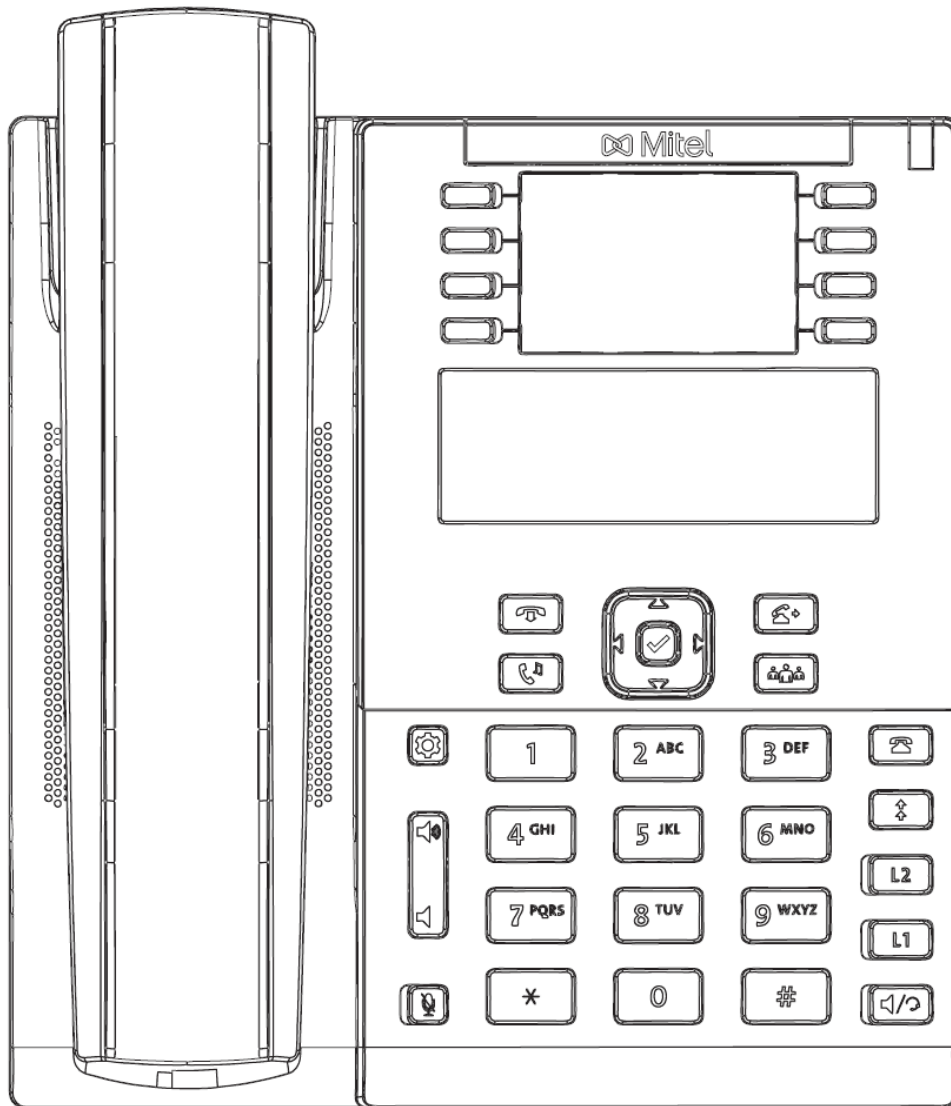
Transfer a call to an extension or 10-digit number.

- Select the Transfer key.
- Enter the phone number of the receiving party.
- To transfer without an introduction, after dialing, hang up the phone.
- To complete a supervised transfer, stay on the line and discuss the issue.
- Select the Transfer key to complete the transfer.
- Use the Navigation/Select key to select **Drop** to cancel the transfer process.





## Conference calling



You can conference up to 24 participants on one call.

- Select the Conference key.
- Enter the next number.
- Select the Conference key to complete.

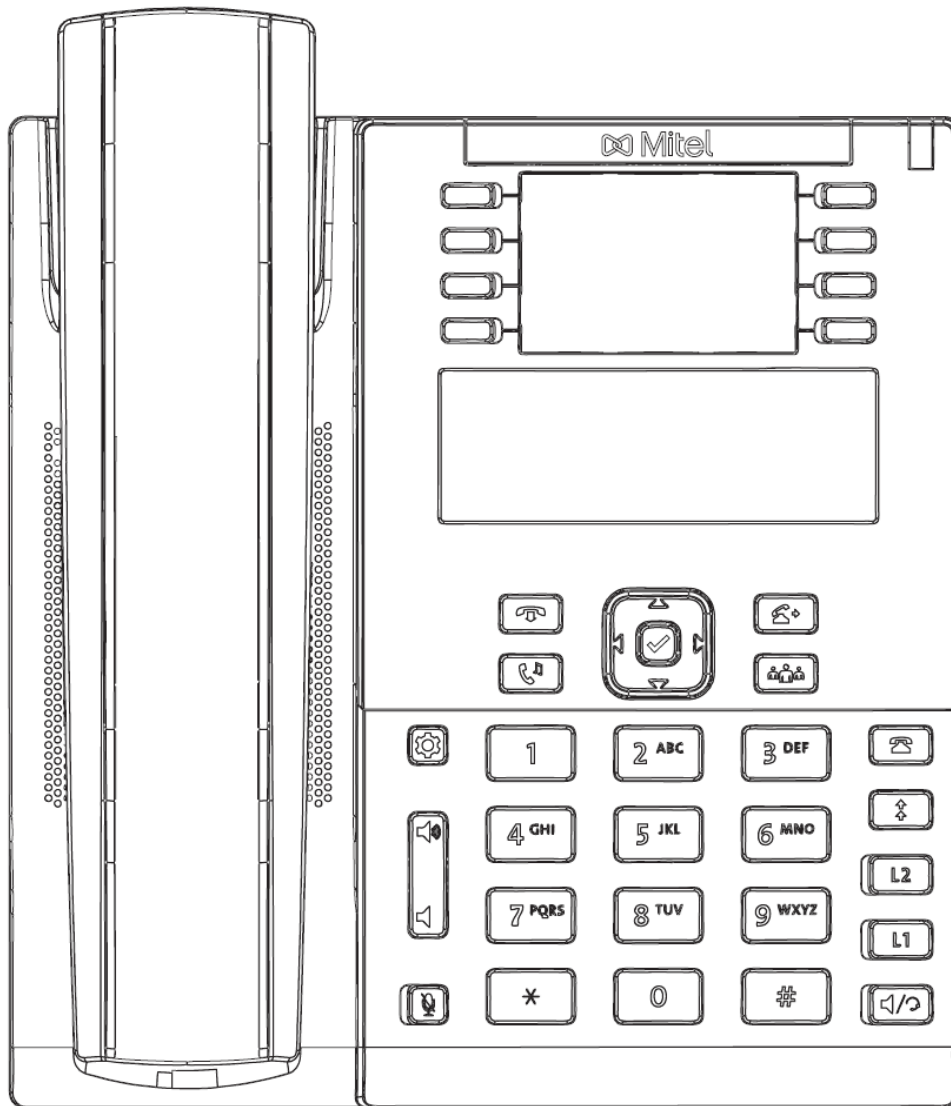
To merge an active call with one on hold:

- Use the Navigation / Select key to switch to the held call and press the Conference key.

Note: Use the Navigation/Select key to select Drop to cancel the conference process



## Parking a call



Parking a call allows you to pick up a call from a different extension.

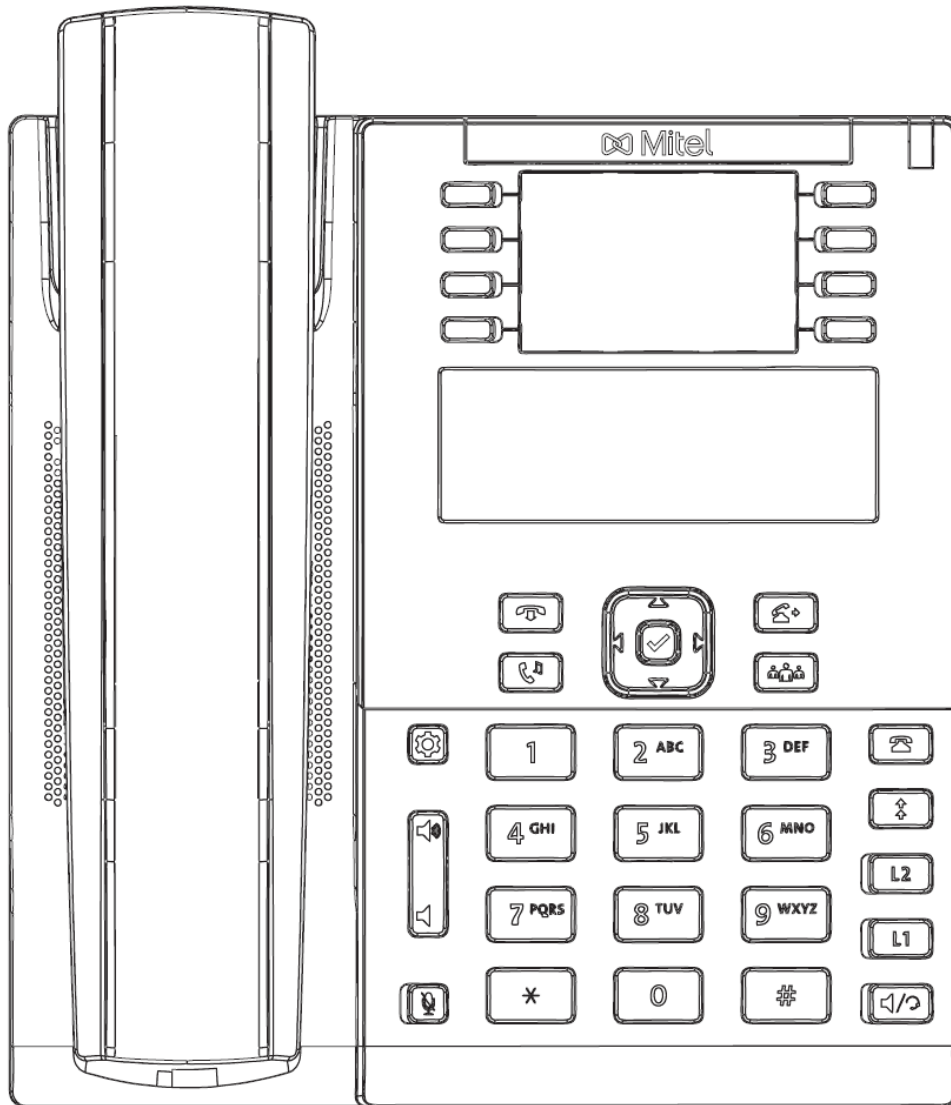
- Press the Transfer key.
- Enter \*68
- Press # to park the call to your extension.
- Enter another extension and press #.

To retrieve from another extension:

- Select a line key.
- Enter \*88
- Press # to retrieve from your own extension.
- Enter extension, if different than your own, and press #.



## Do Not Disturb



### Do Not Disturb prevents incoming call notifications.

- Calls go directly to voicemail, if no other forwarding has been configured.
- On a shared line, your phone will not ring but the line blinks.
- To enable / disable:
  - Select Do Not Disturb (DND) top soft key
- When activated, DND on will be displayed on the screen. The DND top soft key and the LED indicator will illuminate red.



# Call forwarding

## Enable

- When your phone is idle enter:
  - \*72 for Call Forwarding Always
  - \*92 for Call Forwarding No Answer
- Enter the forward-to number.
- Press the # key.
- A voice prompt confirms that Call Forwarding is turned on.

Note: The forward-to number can be an extension or any 10-digit phone number.

## Disable

- When your phone is idle enter:
  - \*73 for Call Forwarding Always
  - \*93 for Call Forwarding No Answer
- A voice prompt confirms that Call Forwarding is turned off.



## Call forwarding with top soft key

### Enable

- When your phone is idle, select the Call Forward (Call Fwd) top soft key.
- Using the Navigation / Select key, select the down arrow to the desired call forward function.
  - All: Call Forwarding Always
  - Busy: Call Forwarding Busy
  - No Answer: Call Forwarding No Answer
- Select **Change** to add a number.
- Select **Done** when completed.
- Select **#** to confirm changes or **0** to cancel changes.

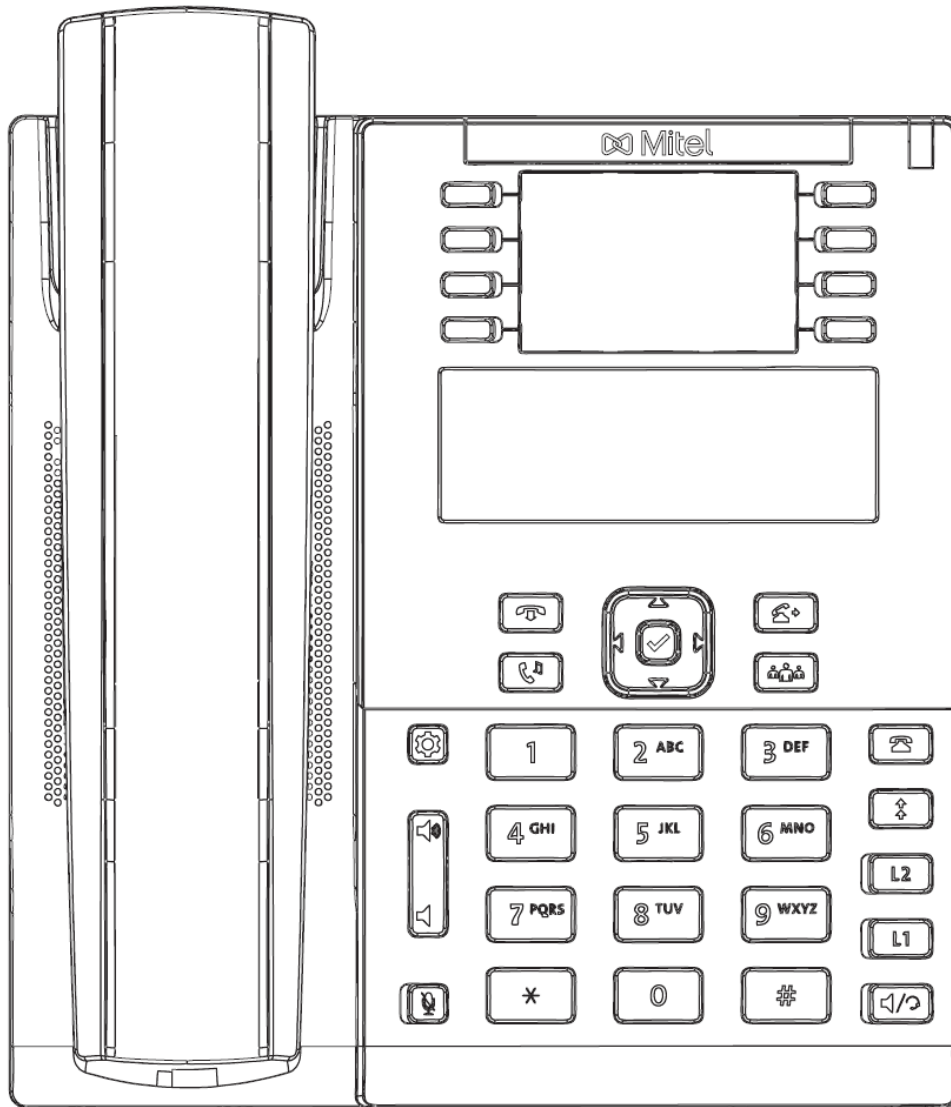
Note: The forward-to number can be an extension or any 10-digit phone number.

### Disable

- When your phone is idle, select the Call Forward (Call Fwd) soft key.
- Using the Navigation / Select key, select the down arrow to the desired call forward function.
  - All: Call Forwarding Always
  - Busy: Call Forwarding Busy
  - No Answer: Call Forwarding No Answer
- Select **Change** to remove a number.
- Select **Done** when completed.
- Select **#** to confirm changes or **0** to cancel changes.



# Push to Talk



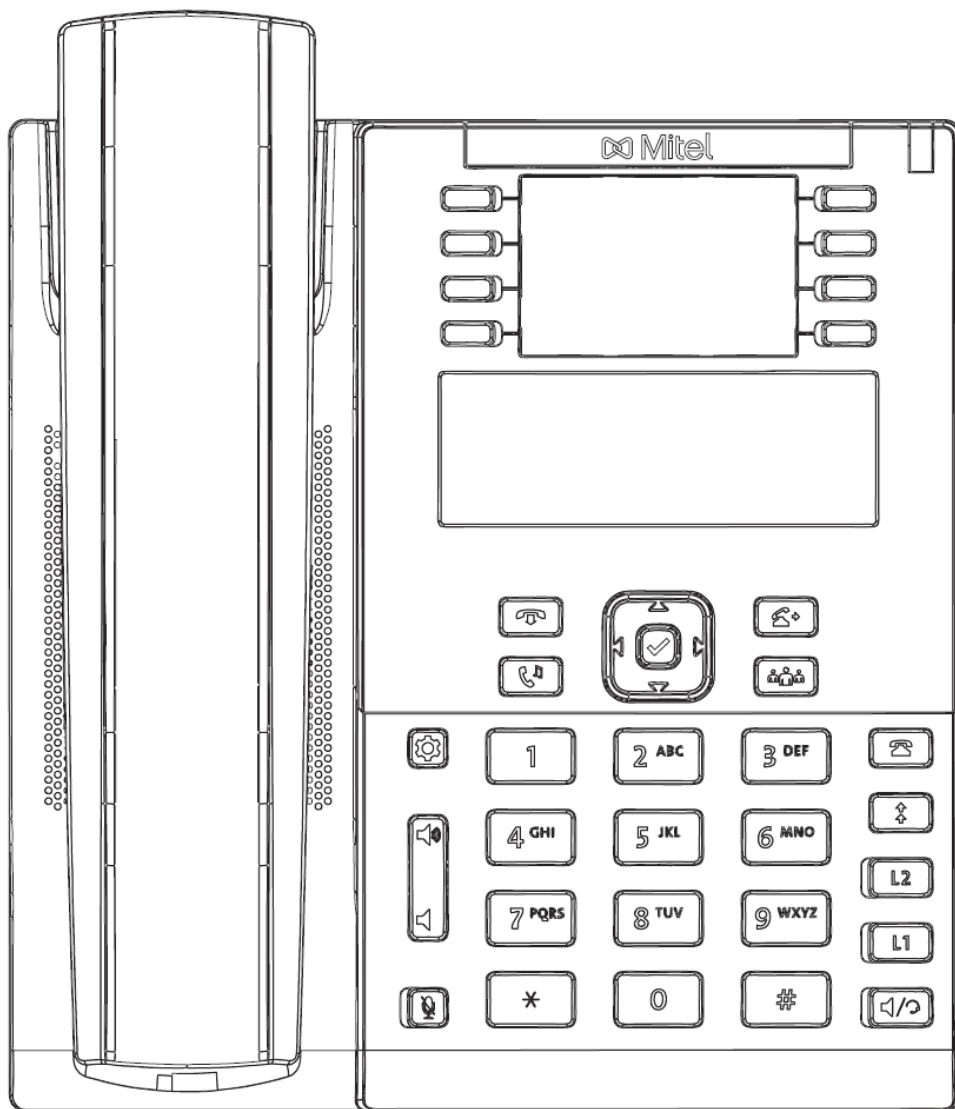
To initiate an push to talk call:

- Enter \*50
- Enter extension.
- Wait to hear beep, then speak.

Note: The phone of the person you are calling automatically answers in speakerphone mode.



## E911 process and procedures



If you call 911 from your office / cubicle, the address displayed for emergency responders is the building address.

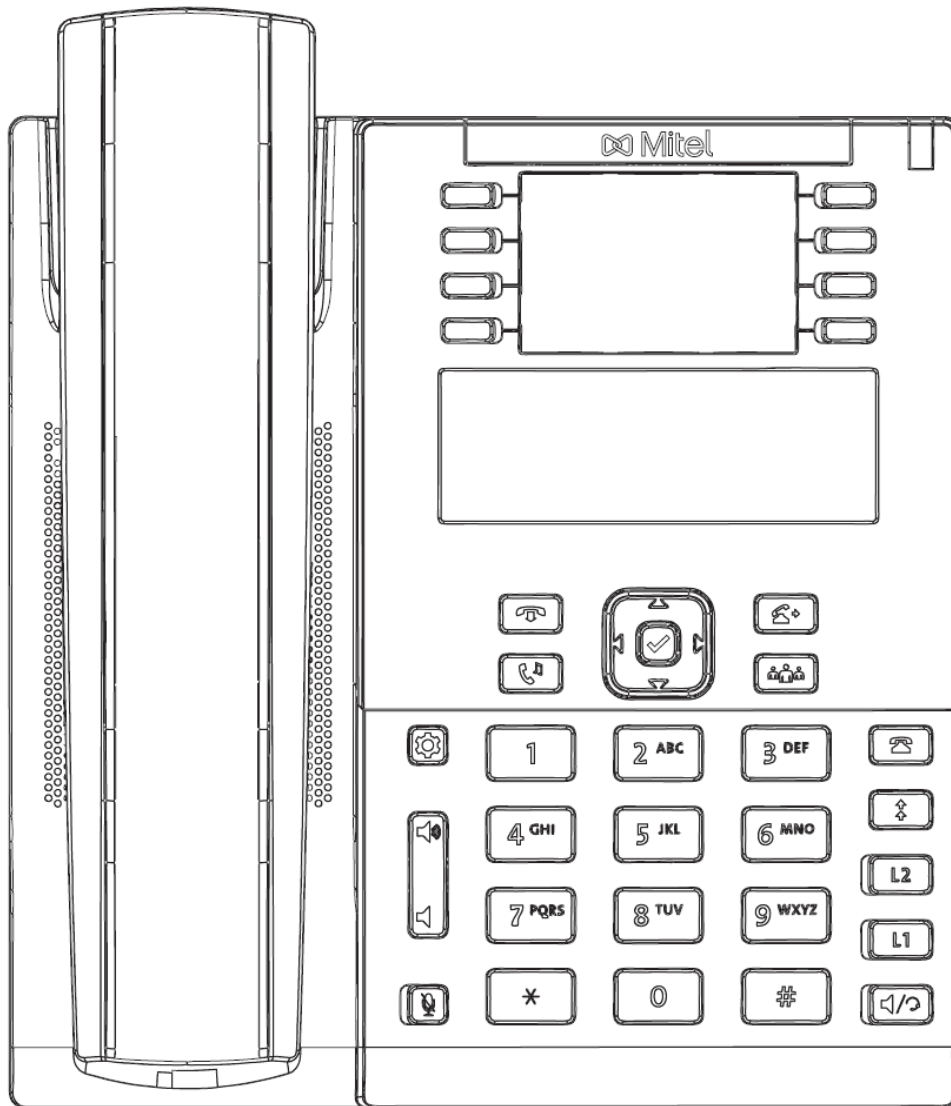
- Please notify the guard and / or have someone wait at the entrance to direct emergency services.

If a network outage or loss of power occurs:

- Use your cell phone to call emergency services.



## Selecting a ringtone



The phone can support 16 selectable ringtones.

To change the ringtone:

- Select the Options key.
- Use the Navigation / Select key to select:
  - Preferences
  - Tones
  - Ring Tone
- Use the Navigation / Select key to select and hear the different ringtones.
- Select **Set** to save the selection.
- Select the Goodbye key.





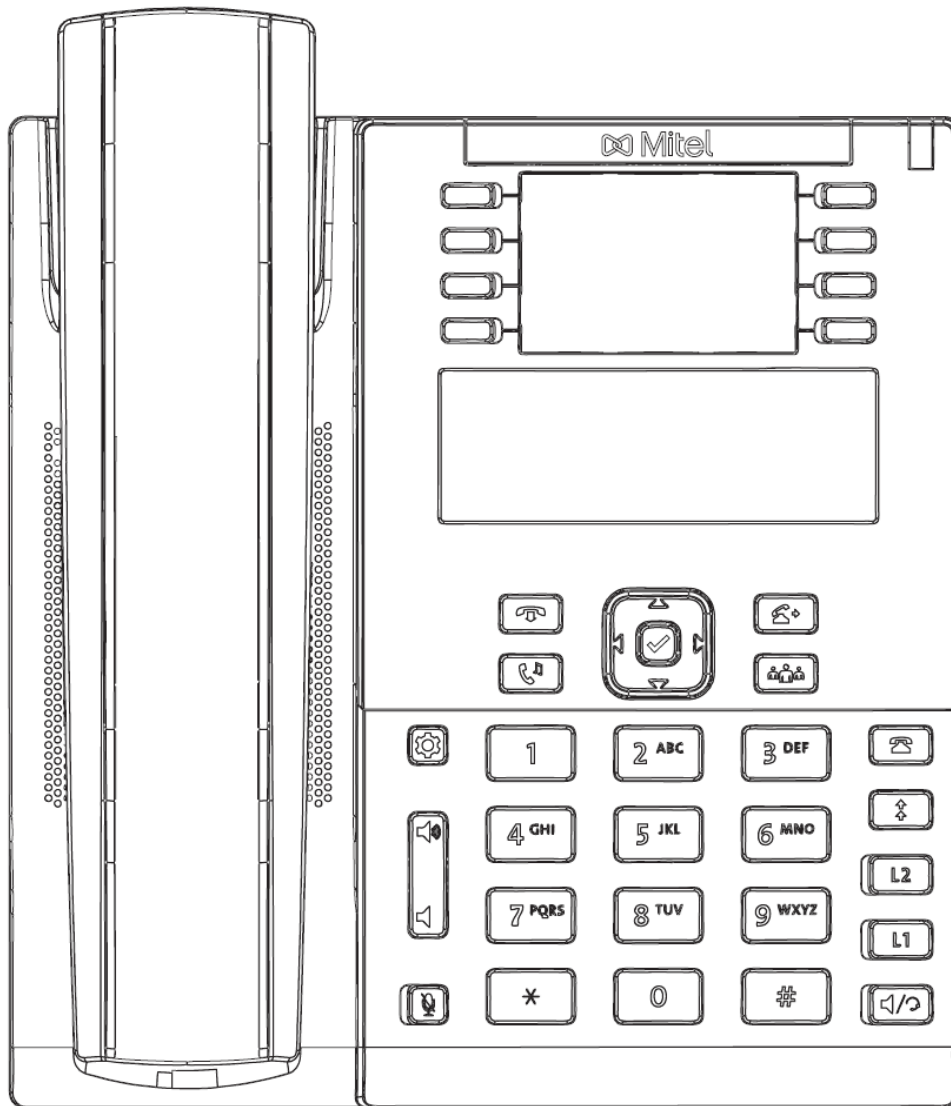
## Feature (star) codes

### Commonly used feature (star) codes

- \*50 Push to Talk (intercom)
- \*54\* Temporarily unblock caller ID
- \*55 Transfer caller directly to voicemail
- \*60 Turn off music on hold per call
- \*66 Last number redial
- \*67 Caller ID Selective Blocking
- \*68 Call park
- \*69 Call return
- \*70 Call waiting off
- \*72 Forward all calls on
- \*73 Forward all calls off
- \*75 Speed Dial 100
- \*82 Caller ID Selective Unblocking
- \*88 Call park retrieve



## Retrieving voicemail messages



- New voicemail message:
  - Flashing indicator light
  - Envelope in graphic display
  - Number of new voicemails in graphic display
- To retrieve messages:
  - Select the Voicemail top soft key.
  - Enter voicemail PIN.



## Additional support

- AT&T CALNET Training
  - <http://www.attcalnettraining.com>
  - [CalnetTraining@att.com](mailto:CalnetTraining@att.com)
- Please complete our survey.



# Questions and answers



