

# CALNET: AT&T Hosted Voice Service Mitel® 6869i

Version 1.0



## Covered topics

- What is AT&T Hosted Voice Service?
- What is the Mitel<sup>®</sup> 6869i?
- 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.

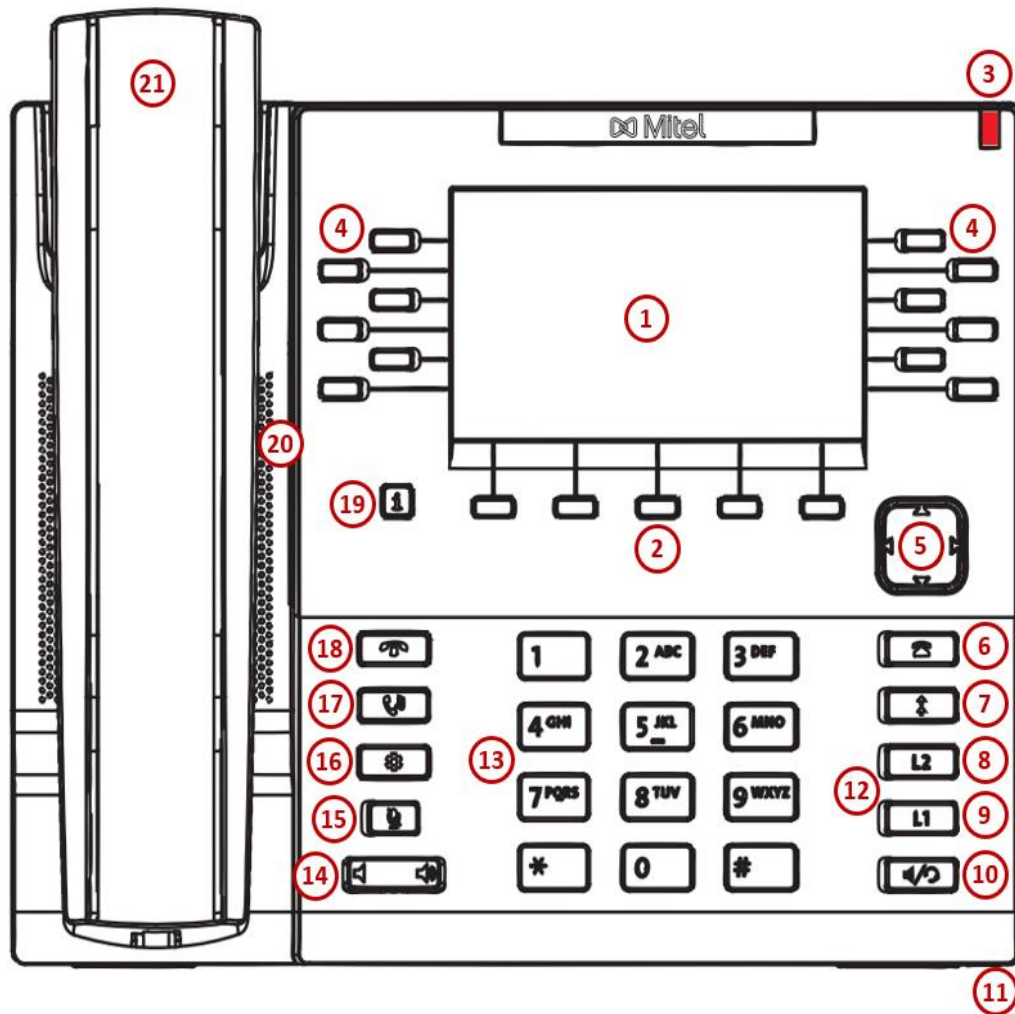


## What is the Mitel 6869i?

The Mitel 6869i 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, and Mute), twelve programmable top soft keys to perform various features or tasks, and five additional soft keys located below the display window, that provide additional functions based upon the status of the phone. The Mitel 6869i is equipped with a color LCD display.



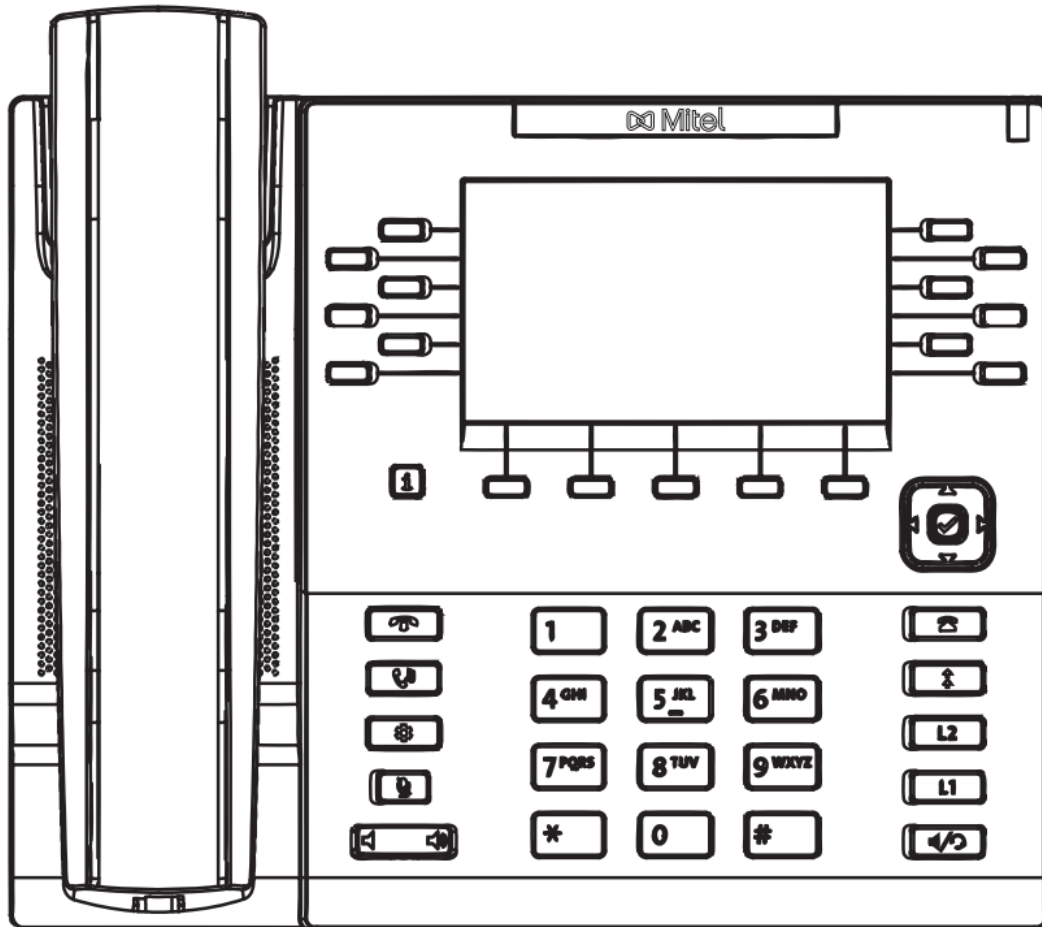
# Mitel 6869i phone



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



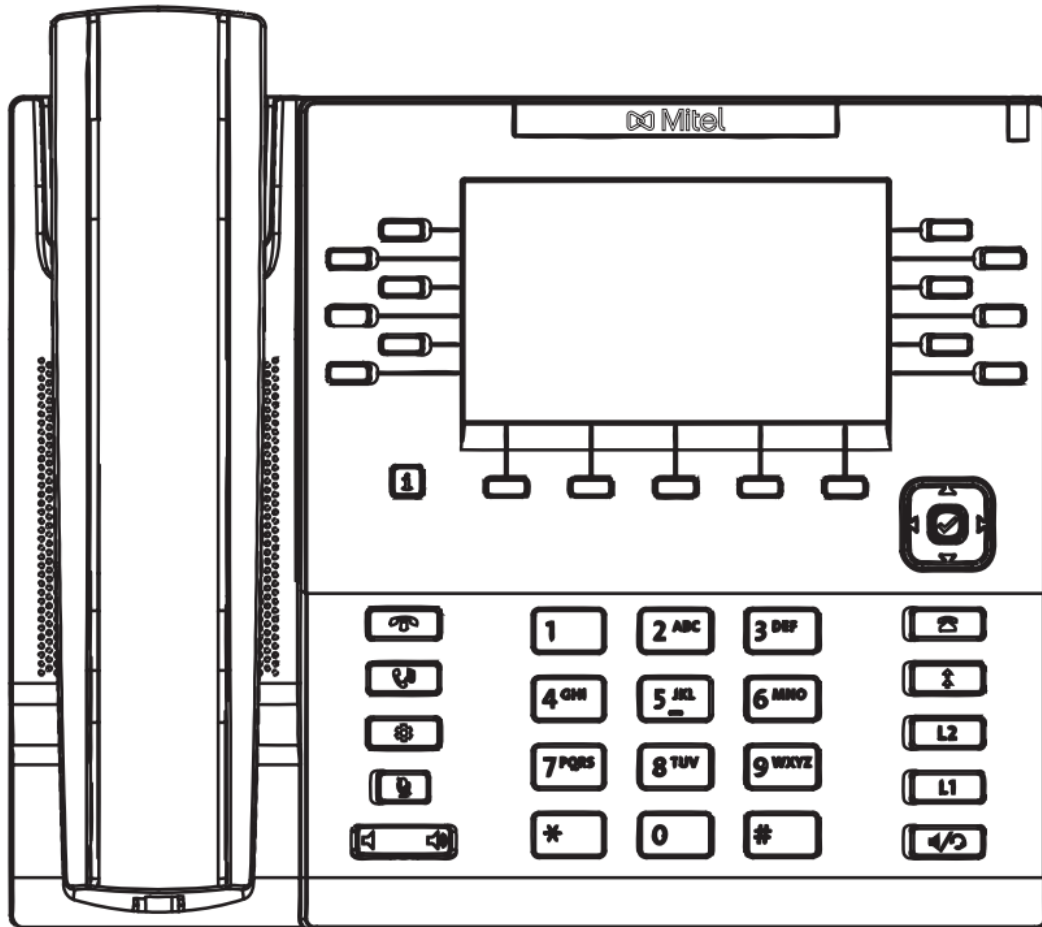
## Placing a call



- Dial first
  - Dial pad
  - **Directory** soft key
    - Local Directory
    - Group Directory
    - Personal Directory
  - Received Callers List key
  - Outgoing Redial key
- Choose call method
  - Handset
  - Speaker / Headset key
  - Line key



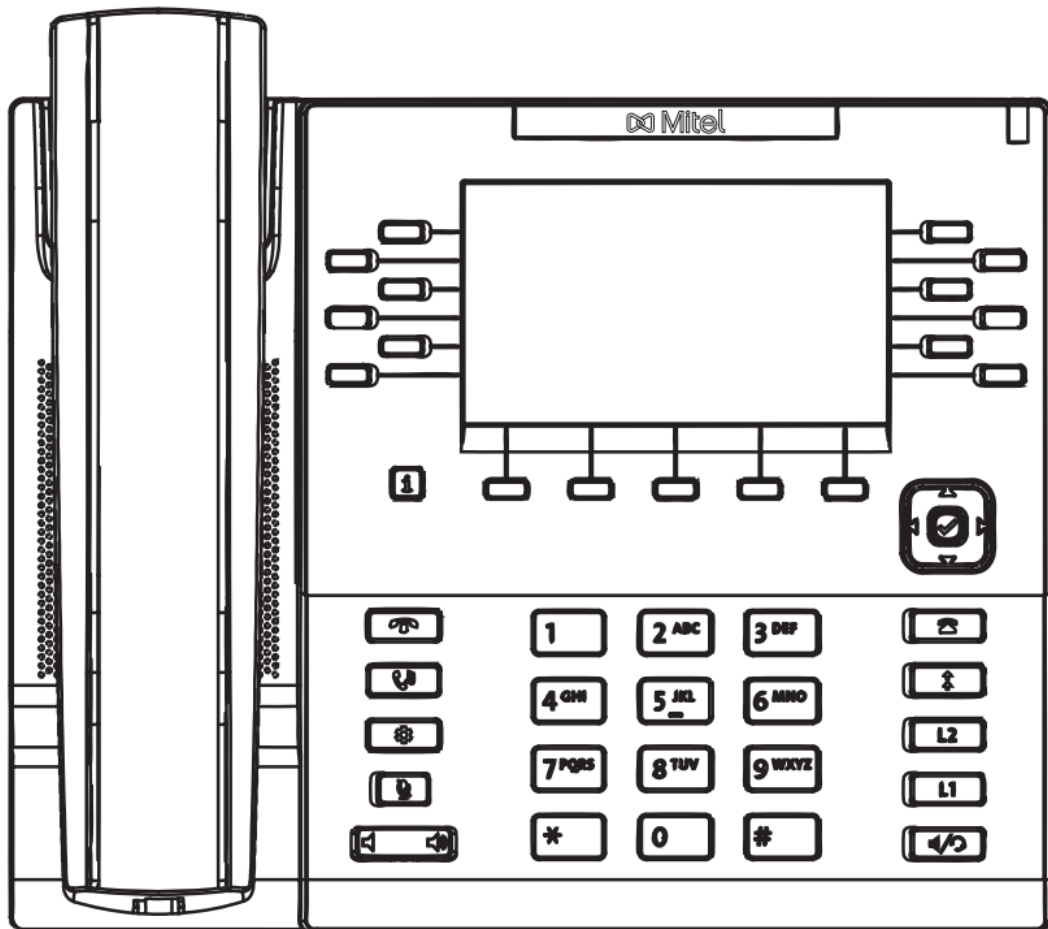
## Answering a call



- Pickup Handset
- Press Speaker / Headset key
- Select a line appearance key
- Use the soft keys
  - **Answer** soft key
    - Defaults to speakerphone
  - **Ignore** soft key
    - Sends the caller to voicemail.
  - **Silence** soft key
    - Silences the ringer volume.



## Ending a call

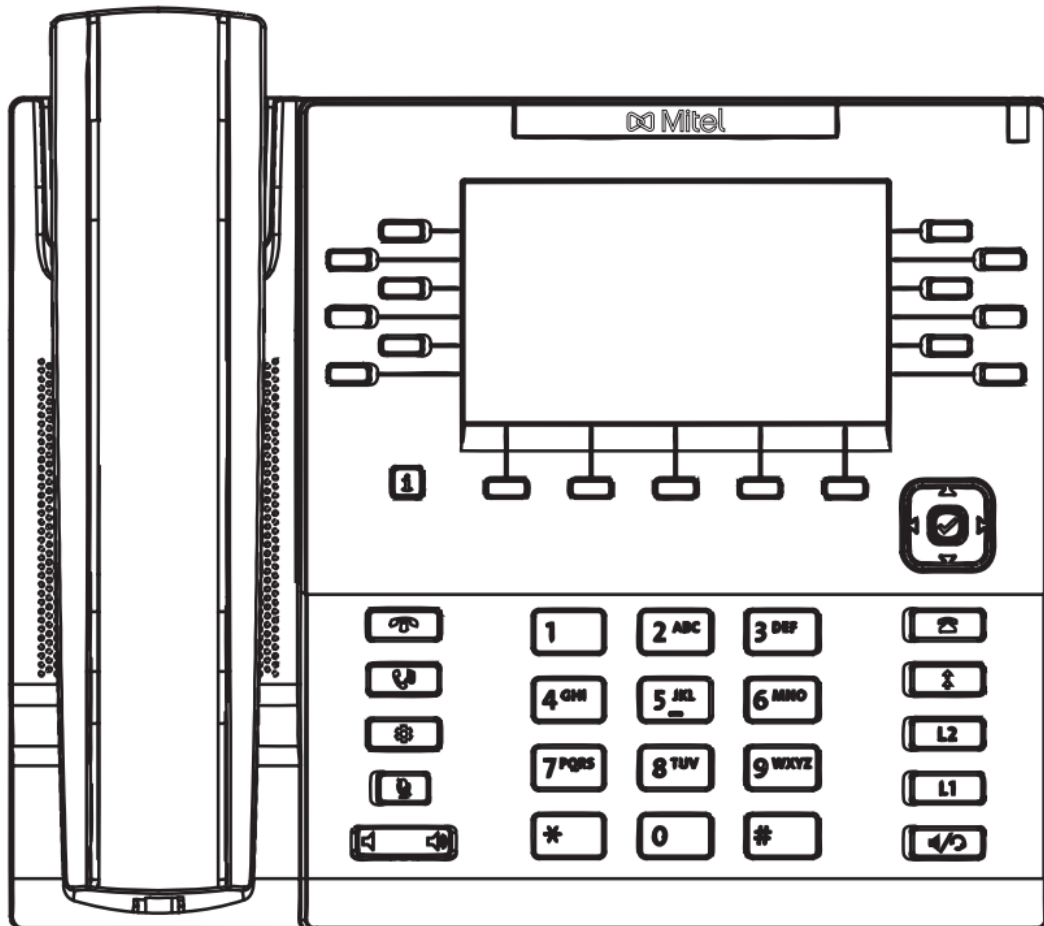


- Replace Handset
- Press the **Drop** soft key
- Press Headset / Speaker key
- Press the Goodbye key.





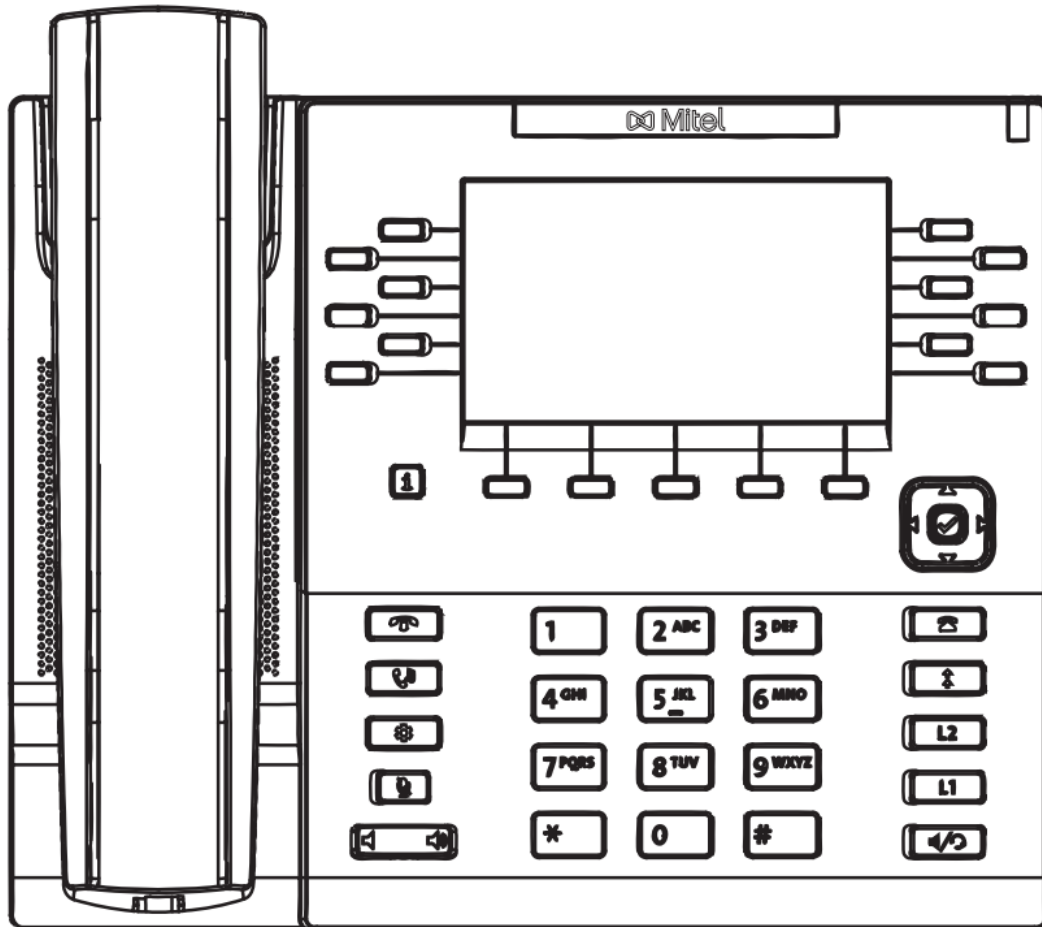
## Placing a call on hold



- During an active call:
  - Press the Hold key.
- To reactivate a call:
  - Press the Hold key again or the **Pickup** soft key.
  - 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.



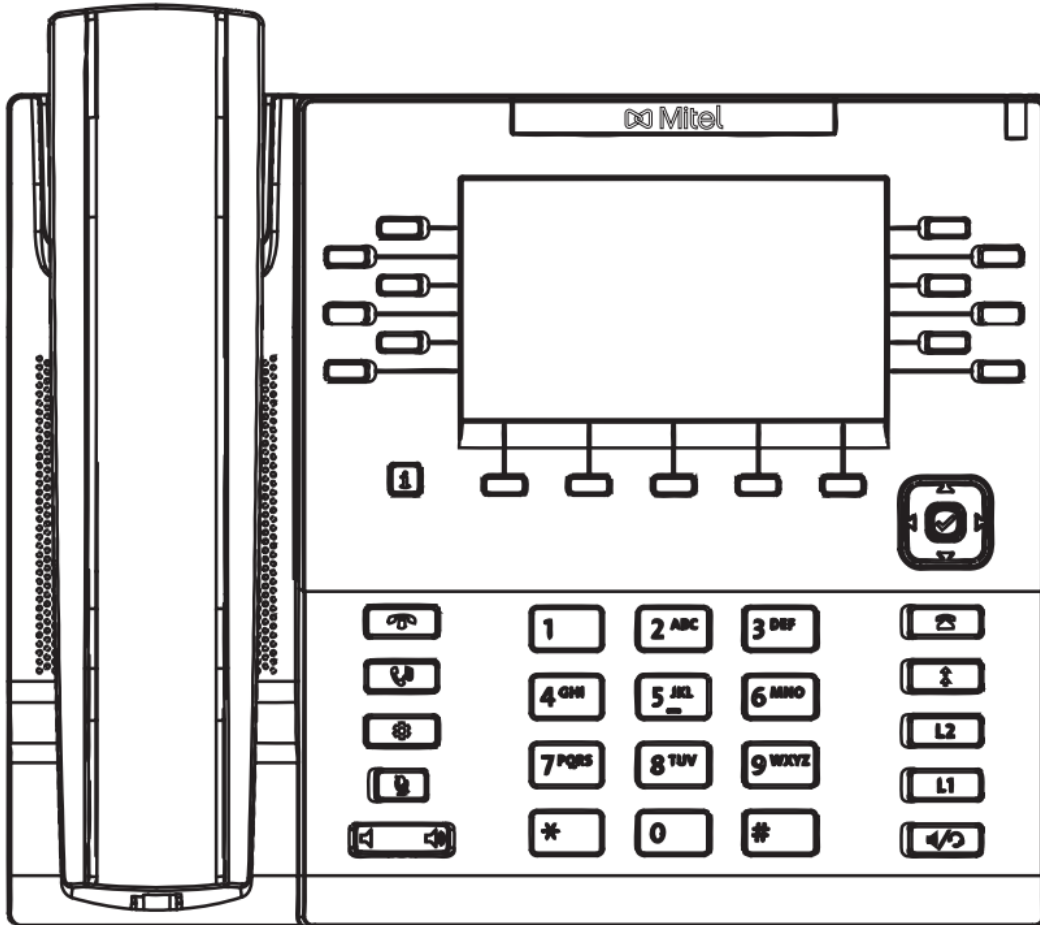
## Line icons

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

- Ringing / incoming call: caller ID displayed on screen with a black arrow pointed downward.
- Call on hold: hold symbol displayed.
- Outgoing call: caller ID displayed on screen with black arrow pointed upward.
- Active call: caller ID displayed on screen.
- Voice mail messages: icon in upper right of display screen with number of new voicemails indicated.
- Do Not Disturb activated: white line inside a red circle in upper right corner of graphic display.



## 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).

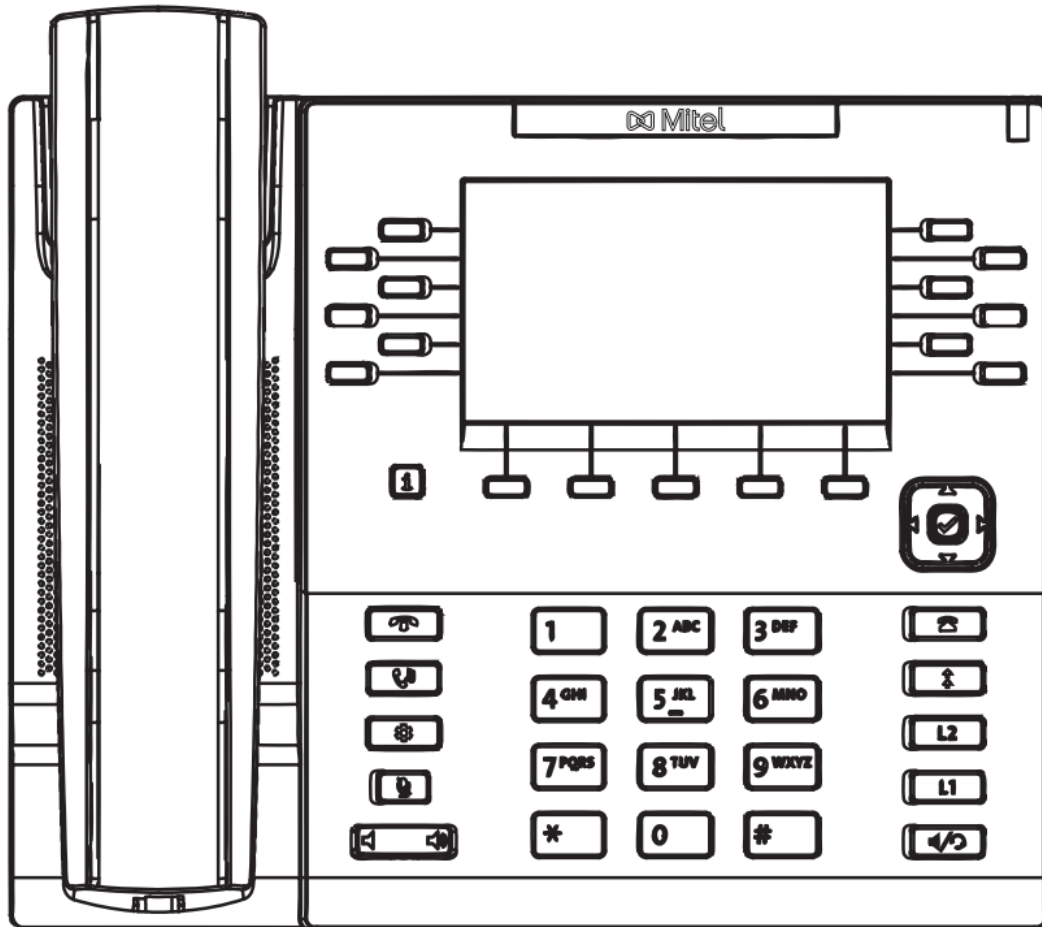


## Dialing tips

- 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.



## Call history logs

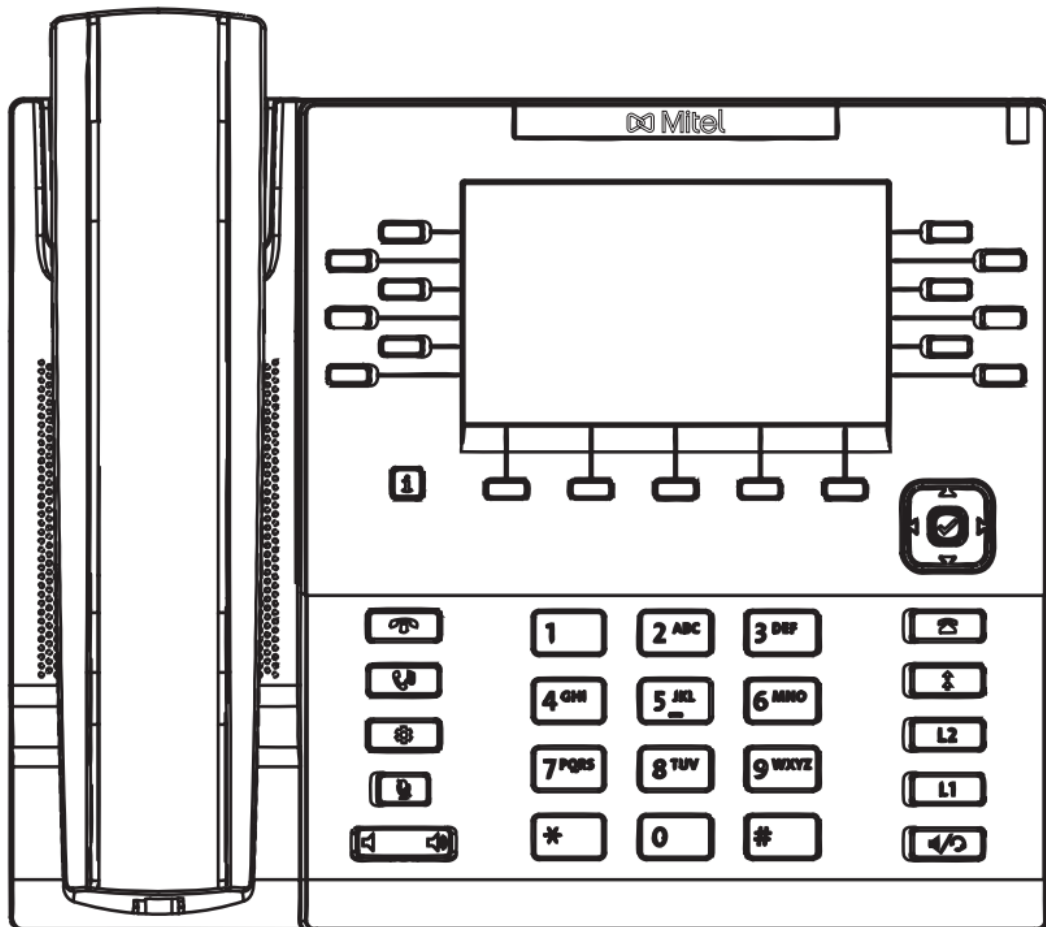


The call history logs can be accessed by either selecting the Received Caller List key or the Outgoing Redial key and then be filtered by call type using the Navigation / Select key.

- Entries within each call type are grouped by date:
  - Missed calls – 200 instances
  - Received calls – 200 instances
  - Outgoing calls – 100 instances



## Received Callers List

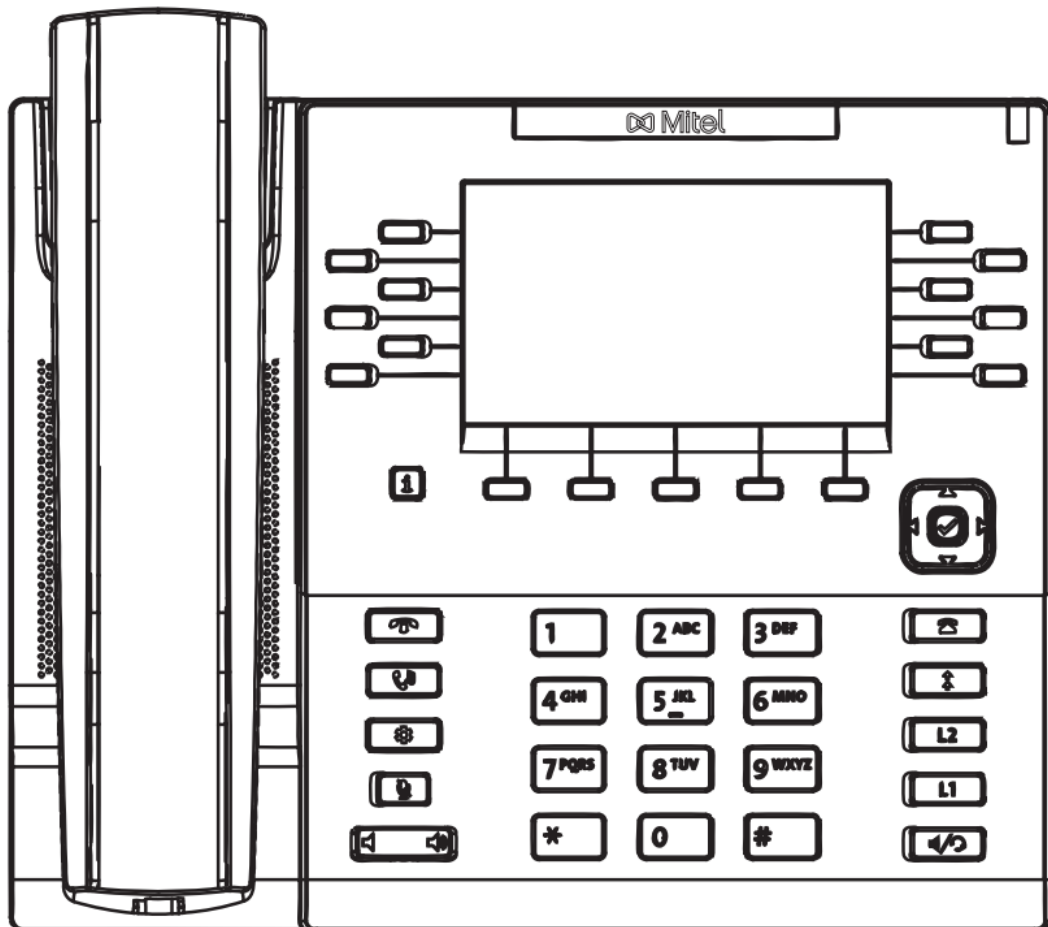


The Received Callers List retains up to 200 received calls.

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



## Outgoing Redial



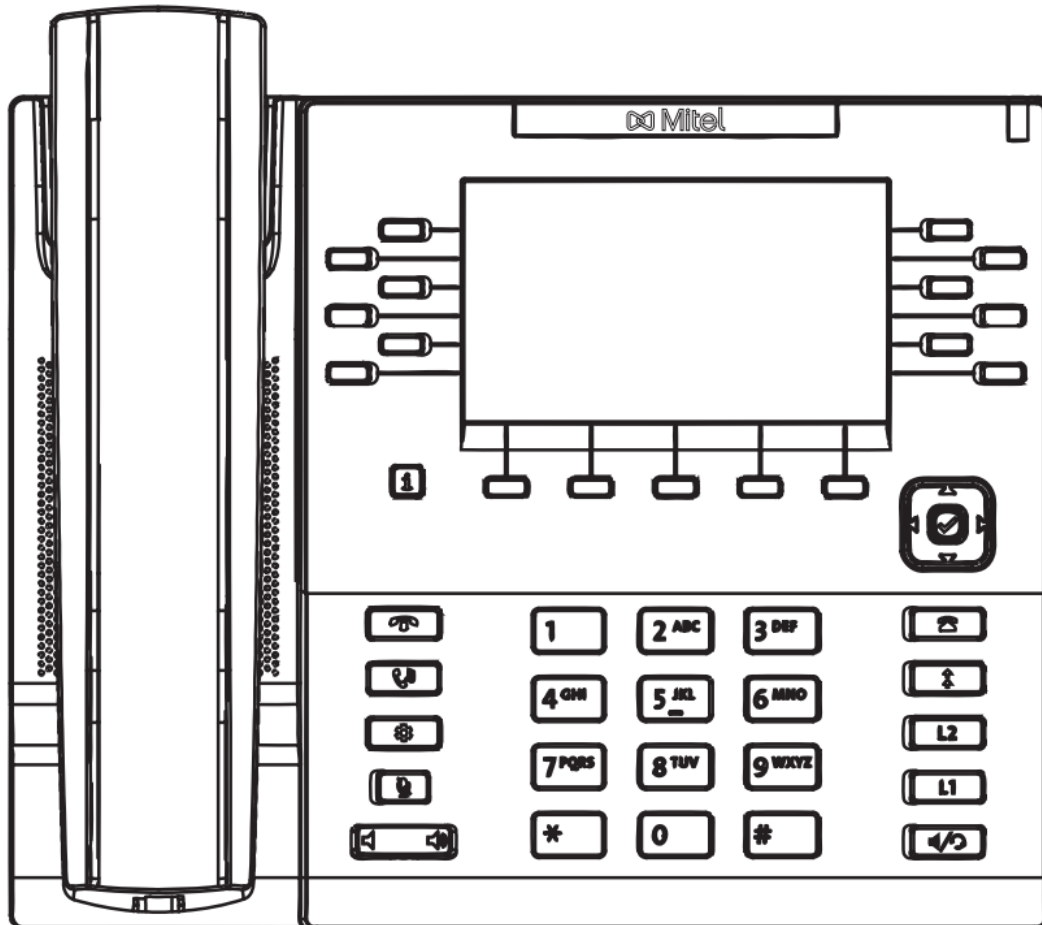
The Outgoing callers list retains up to 100 placed calls.

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





## Contact Directories

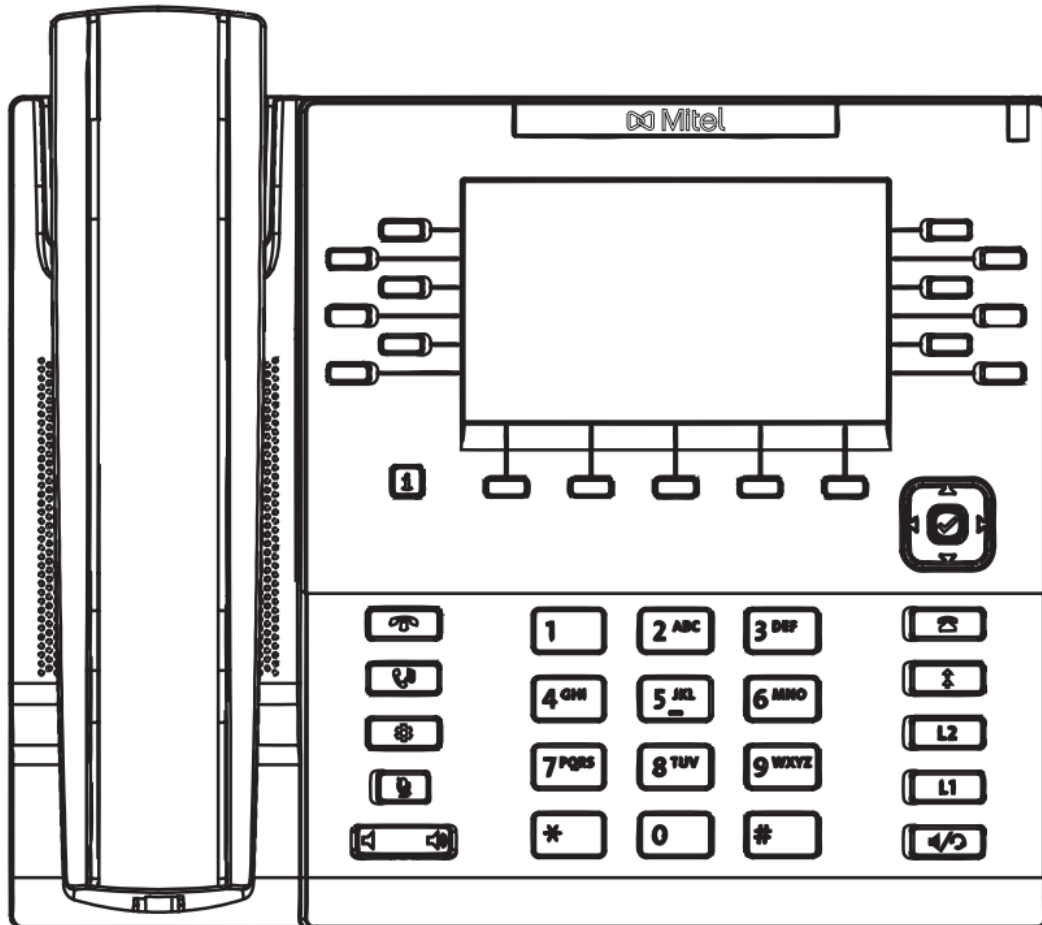


Selecting the Directory soft key provides access to the Local, Personal, and Group directories.

- Local Directory:
  - Contacts are accessible from the phone device.
  - Contact information can include name, phone number, address, email, and ringtone.
- Personal Directory:
  - Contacts accessible from phone or Clearspan portal.
  - Contact information is limited to name and phone number.
  - Copying a contact will be saved to Local Directory.
- Group Directory:
  - Contains the entire listing of contacts within a specific group.
  - Contacts accessible from phone or Clearspan portal.
  - Copying a contact will be saved to Personal Directory.



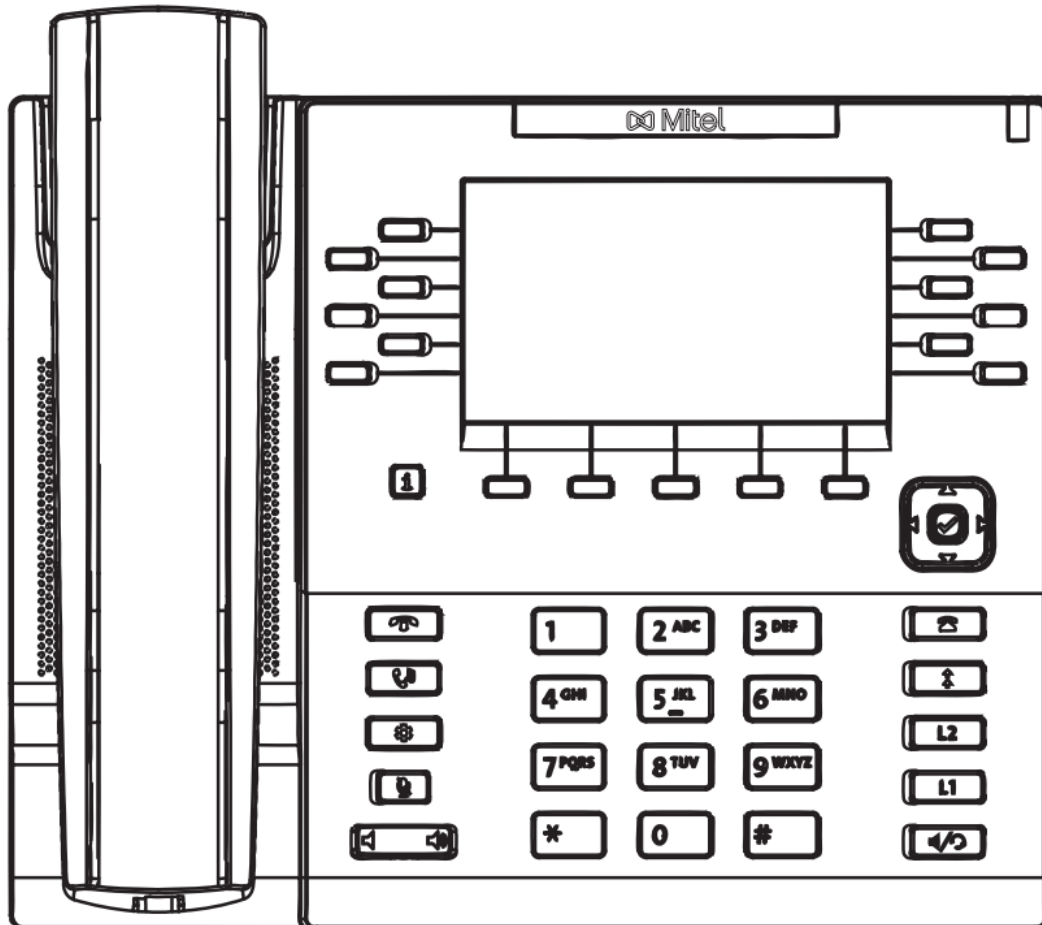
## Contact Directories – Local and Personal Directories



- To add a new Local or Personal contact:
  - Select **Directory** soft key.
  - Select the desired directory.
  - Select **Add New** soft key.
  - Enter information using the dial pad.
  - Select **Save** soft key.
- To modify current contacts:
  - Select **Directory** soft key.
  - Select the desired directory.
  - Select **Details** soft key.
  - Enter information using the dial pad.
  - Select **Save** soft key to complete.
- Select **Dial** soft key to place a call.



## Contact Directories – Group Directory

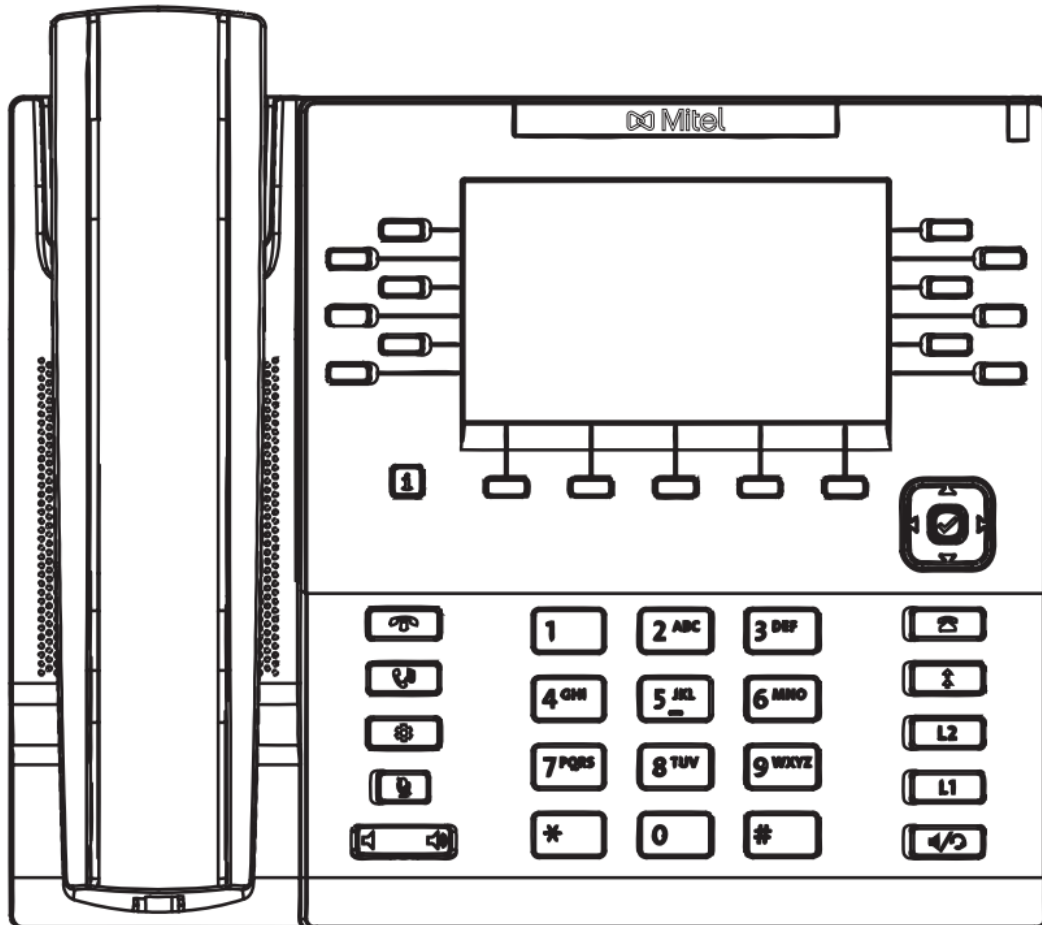


Maintains a listing of all contacts within an assigned group.

- To call a contact:
  - Select the **Directory** soft key.
  - Use the Navigation / Select key to select the Group Directory.
  - Select the contact you wish to call.
  - Select the **Dial** soft key.
- To view details of a contact:
  - Select the **Directory** soft key.
  - Use the Navigation / Select key to select the Group Directory.
  - Select the **Details** soft key.
  - Select the **Close** soft key when complete.



## Transferring a call

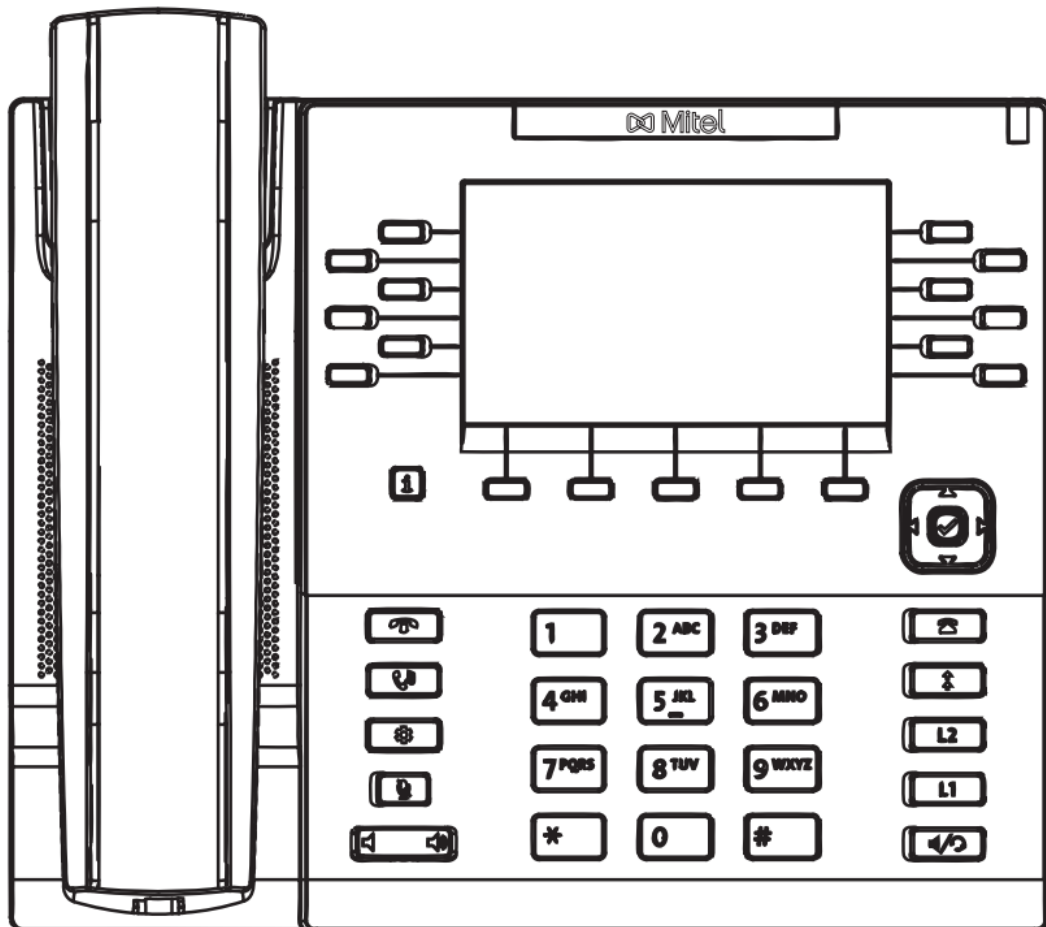


Transfer a call to an extension or 10-digit number.

- Select the **Transfer (Xfer)** soft key.
- Enter the phone number of the receiving party.
- Select the **Dial** soft key.
- 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 **Transfer (Xfer)** soft key to complete the transfer.
- **Cancel** soft key stops the transfer process.



## Conference calling



You can conference up to 24 participants on one call.

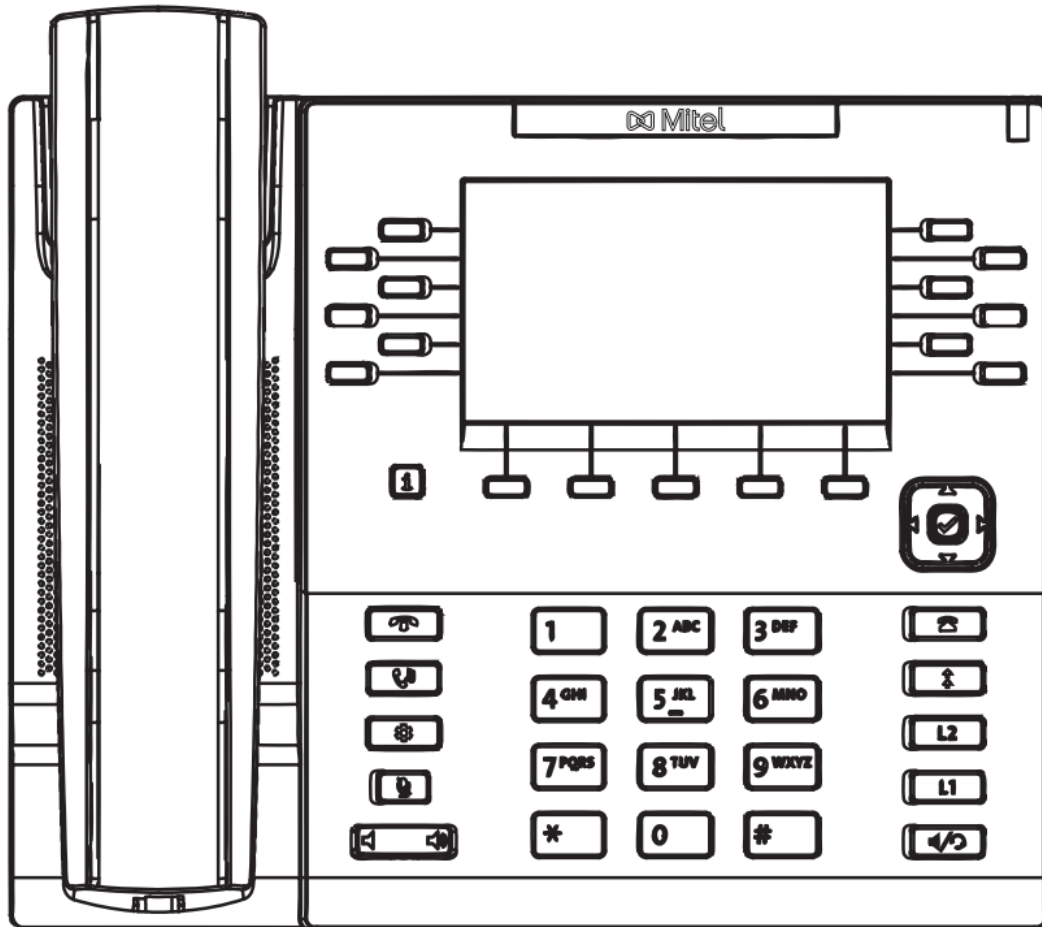
- Select the **Conference (Conf)** soft key.
- Enter the next number.
- Select the **Dial** soft key.
- Select the **Conference (Conf)** soft key to complete.

To merge an active call with one on hold:

- Use the down arrows of the Navigation / Select key to switch to the held call and press the **Conference (Conf)** soft key.



## Parking a call



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

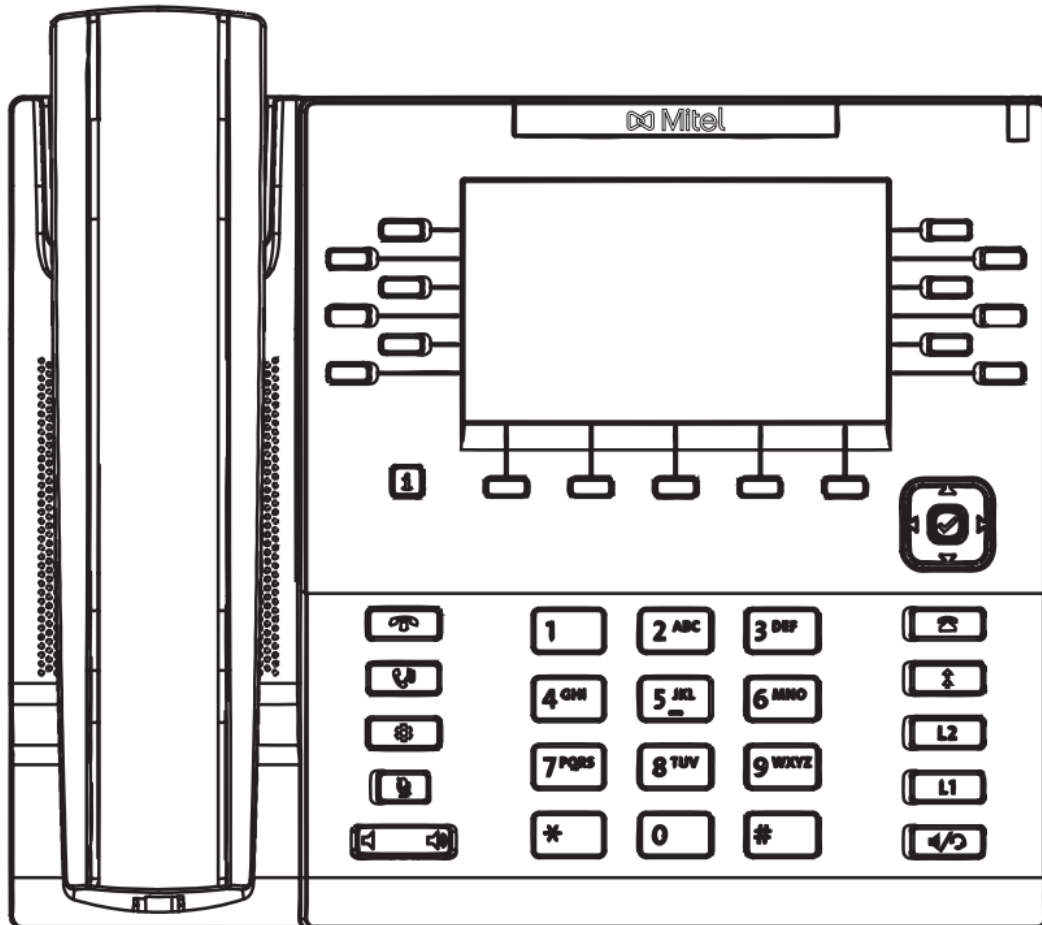
- Press the **Park** soft key.
- Press # or just hang up to park the call to your extension.
- Enter another extension and press #.

To retrieve from another extension:

- Select a line key.
- Press the **Pickup** soft key.
- 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)** soft key
- When activated, a red circle with a white line is visible in the upper right corner of the graphic display. The DND top soft key 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 **Dial** soft 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
- Press the **Dial** soft key.
- A voice prompt confirms that Call Forwarding is turned off.





## Call forwarding with soft key

### Enable

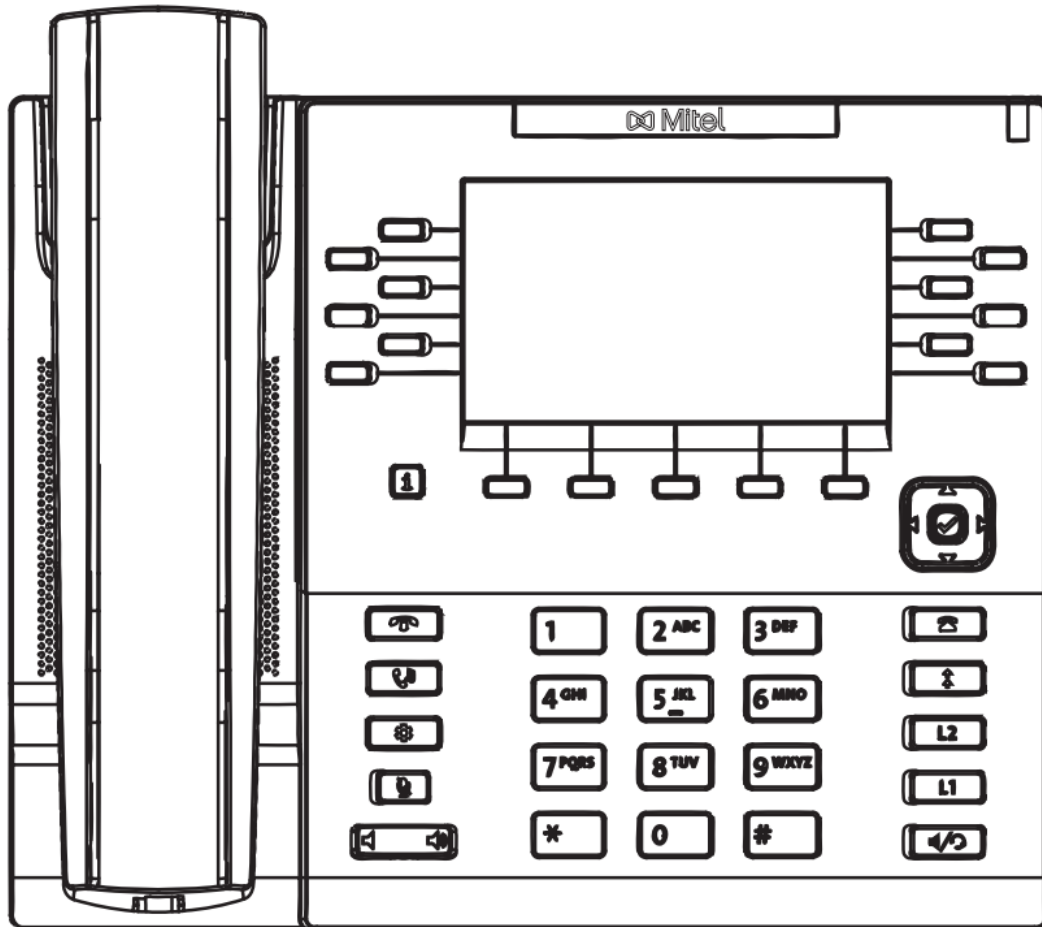
- When your phone is idle, select the **Call Forward (Call Fwd)** soft key.
- Enter the forward-to number in the appropriate field(s):
  - All: Call Forwarding Always
  - Busy: Call Forwarding Busy
  - No Answer: Call Forwarding No Answer
- Using the Navigation / Select key, activate the desired call forward function(s) by selecting the appropriate On checkbox(es).
- Select the **Save** soft key.
- 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.
- Remove the forward-to number in the appropriate field(s):
  - All: Call Forwarding Always
  - Busy: Call Forwarding Busy
  - No Answer: Call Forwarding No Answer
- Using the Navigation / Select key, activate the desired call forward function(s) by unselecting the appropriate On checkbox(es).
- Select the **Save** soft key.



## Push to Talk



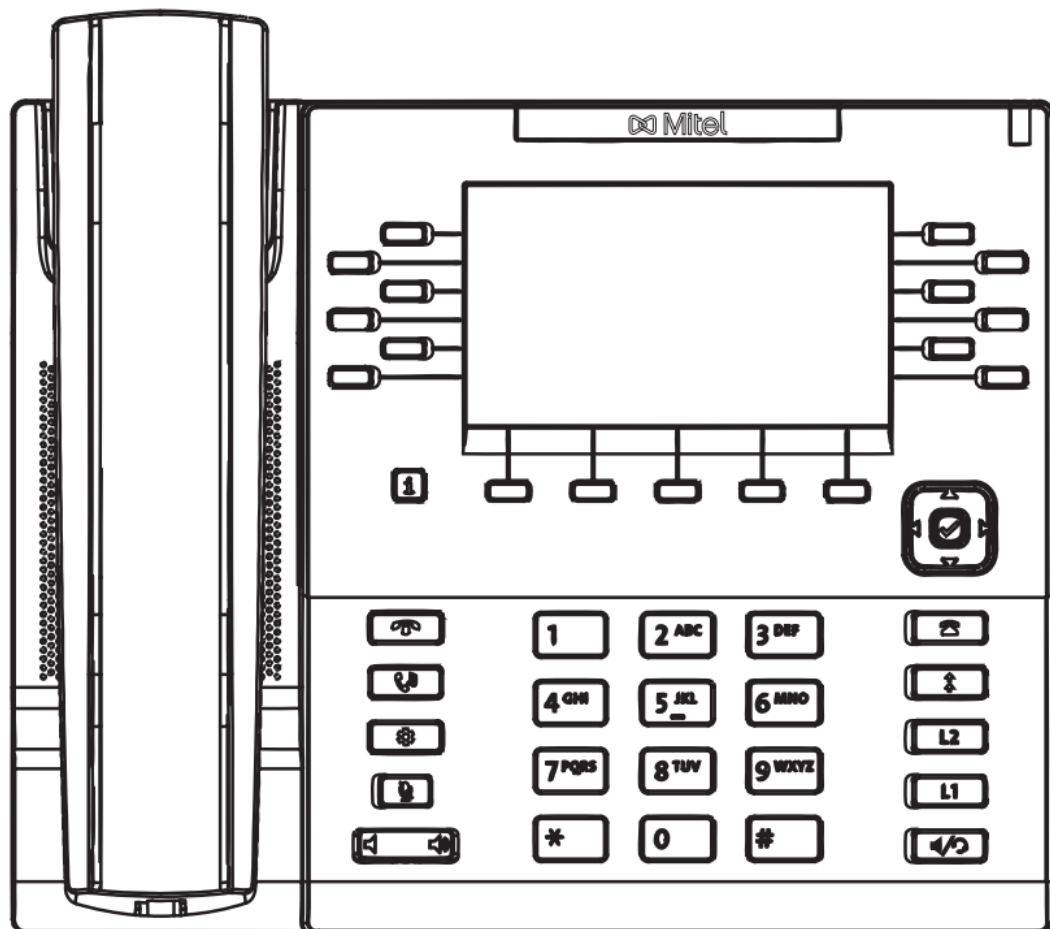
To initiate an push to talk call:

- Enter \*50
- Enter extension.
- Select the **Dial** soft key.
- 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.

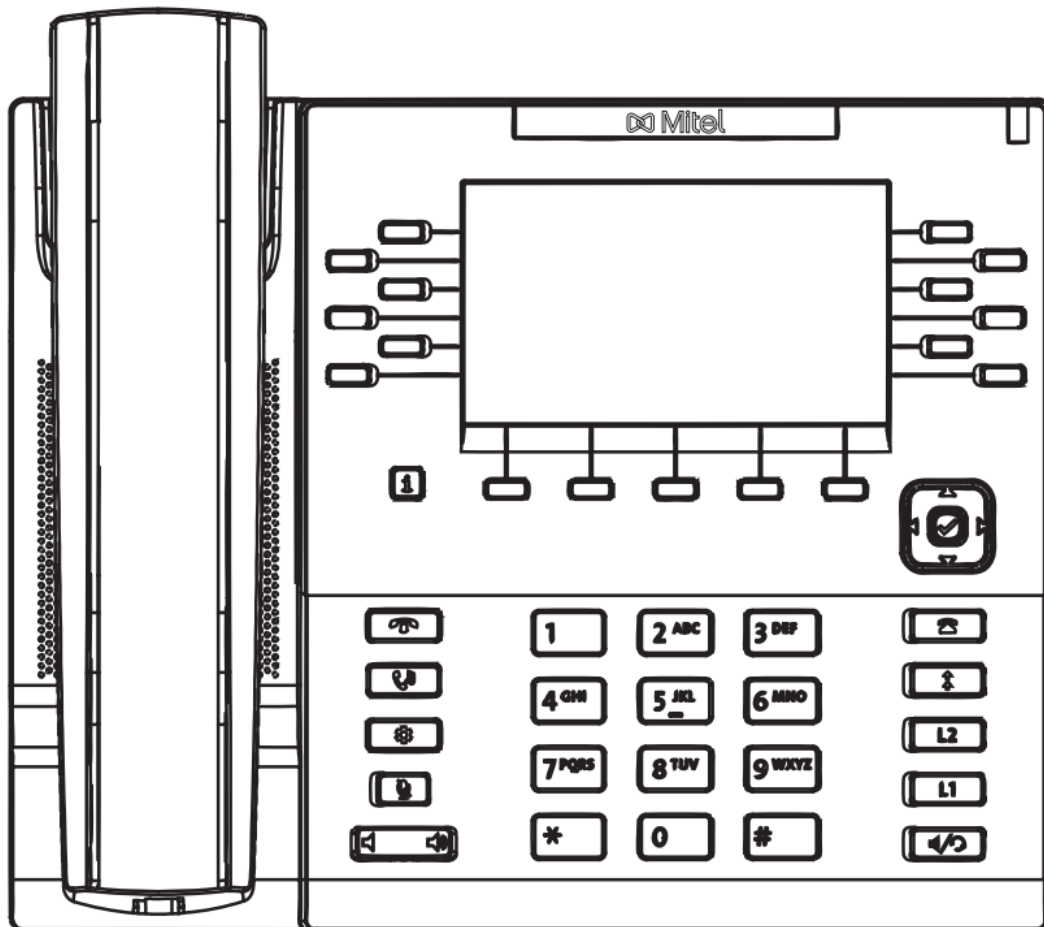
- Please notify the guard and / or have someone wait at the entrance to direct emergency services.

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 Ring Tones under the Audio icon.
- Use the Navigation / Select key to hear the different ringtones.
- Select the **Save** soft key.
- Select the **Quit** soft key.



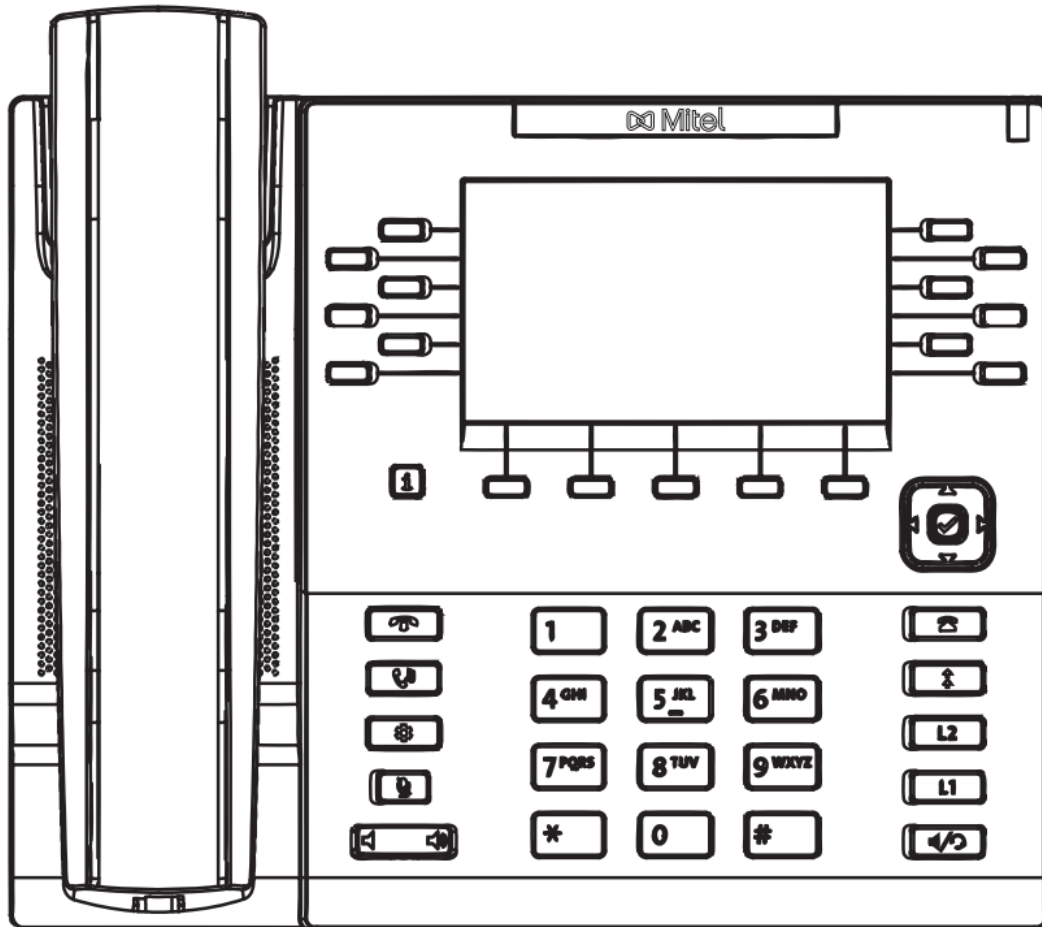
## Feature (star) codes

### 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





