



# CALNET: AT&T Hosted Voice Service

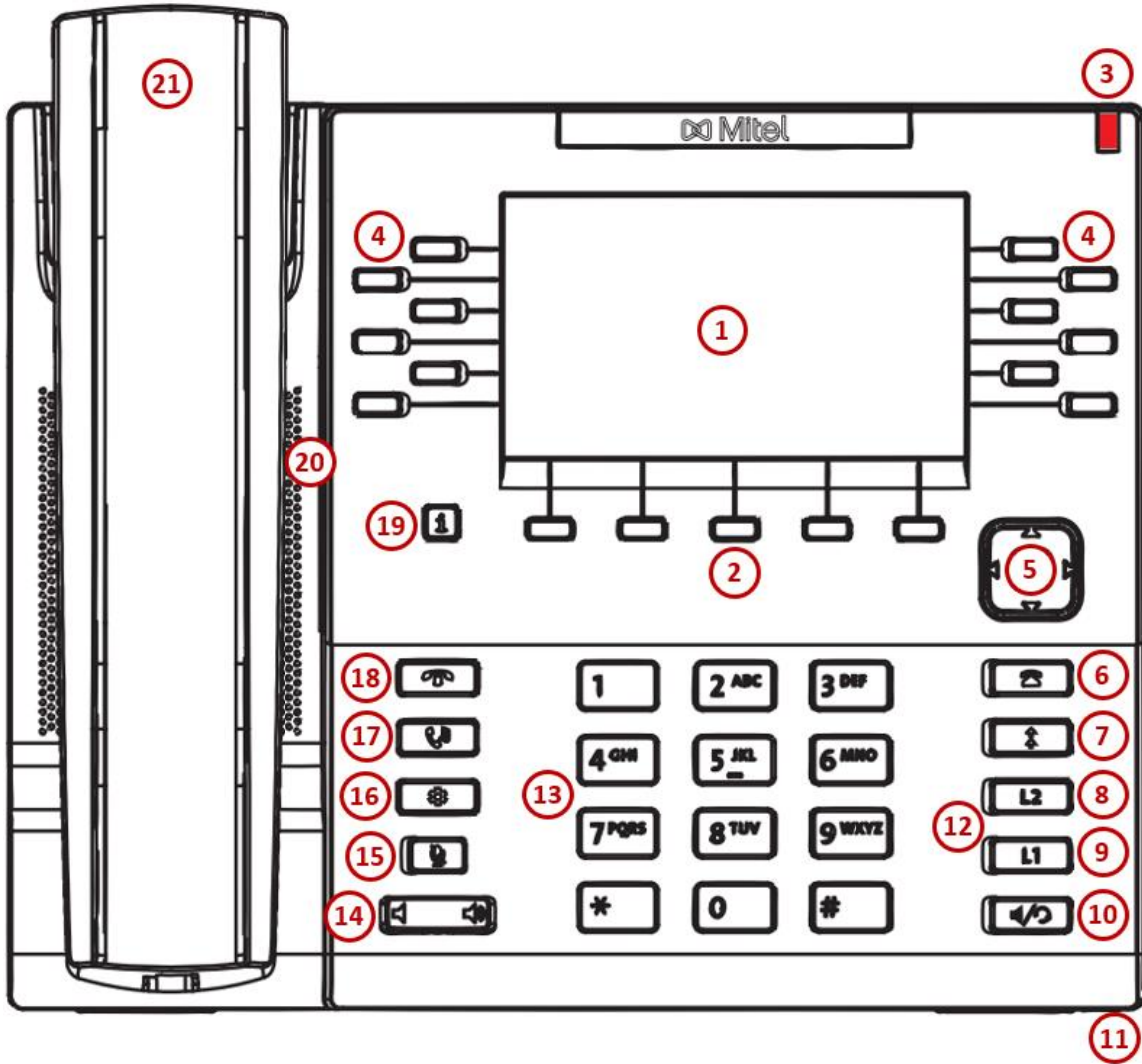
## Quick reference guide

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### Mitel® 6869i

Version 1.0







# AT&T Hosted Voice Services: Quick reference guide

## 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 have 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 at a glance

1. **Graphic display:** Provides information about calls, messages, soft keys, time, date, etc.
2. **Soft keys:** Perform various functions visible in the graphic display depending on the state of the phone. Select the More soft key to view additional options.
3. **LED indicator:** Flashes when there is a new voicemail.
4. **Top soft keys:** 12 programmable keys to perform various features or tasks, including additional lines, busy lamp fields or speed dials.
5. **Navigation / Select key:** Navigates through the displayed information in the graphic display window. The center button selects the displayed data.
6. **Received Callers List key:** Accesses list of the last 200 calls received.
7. **Outgoing Redial key:** Accesses a list of the last 100 previously dialed numbers.
8. **Line 2 appearance key:** Activates selected line.
9. **Line 1 appearance key:** Activates selected line.
10. **Speaker / Headset key:** Enables hands-free communication through a headset or the speaker phone.
11. **Microphone:** Allows for hands-free audio transmission.
12. **Line indicators:** Display the state of an active call or line status.
13. **Dial pad:** Enters digits to be dialed and entries in the Contact Directory.
14. **Volume control key:** Controls the incoming audio for handset, headset, speaker and ringer.
15. **Mute key:** Temporarily cancels outbound audio transmission.
16. **Options key:** Access settings such as call history, user preferences and phone settings, such as screen brightness, appearance, and ringtone.
17. **Hold key:** Places an active call on hold and resumes a held call.
18. **Goodbye key:** Ends an active call or session to bring the phone back to an idle state.
19. **Presence key:** Accesses the partial and full contact presence information screens, which provide more detailed information about the selected contact.
20. **Speaker:** Provides audio output for the ringer and hands-free communication.
21. **Handset:** Allows two-way communication.



## Placing a call

- Dial the number first using:
  - Dial pad.
  - Directory soft key to access the Local, Group, or Personal directories.
  - Received Callers List key.
  - Outgoing Redial key.
- Then choose your calling method (handset, headset, or speakerphone).

### Notes:

- You do NOT need to dial 9 for an outside line or 1 for long distance.
- Internal calls can be completed by dialing the extension.
- Call duration is monitored through a call timer on the graphic display.

## Answering a call

You can answer a call using:

- Handset
- Speaker / Headset key
- Line appearance key
- Soft keys
  - Answer: answers the call, defaults to speakerphone.
  - Ignore: sends the caller to voicemail.
  - Silence: silences the ringer volume.

## Call Waiting

Each line appearance can handle one call at a time. To answer an additional call, select the associated line key.

### Move between calls on different line appearances:

- While on a call, press the line key associated with another line. The call on the first line is automatically placed on hold.
- To return to the first caller, press the line key associated with the first call. The second call is automatically placed on hold.

Note: Additional calls accessing a busy line appearance will be forwarded to voicemail.

## Placing a call on hold

### During an active call:

- Press the Hold key.

### To remove from hold:

- Press the Hold key again.
- Select 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 press the Hold key, Pickup soft key, or the flashing line key to activate the desired call.

## Placing a call on mute

To silence your outgoing audio, you can place a call on mute.

### During an active call:

- Press the Mute key.

Note: The mute key will flash red.

### To remove from mute:

- Press the Mute key again.

## Line appearances and line keys

A phone number assigned to a line key on an IP phone is called a line appearance. Your direct line appears twice; assigned to both Line key 1 and Line key 2. Additional lines or shared extensions will be appearances displayed on any available Top soft key.

When a call comes in, all phones with that number as a line appearance will ring at the same time.

### Shared call presence:

- When an active call is put on hold, any other phone with that same line appearance can take the call off hold.

### Not shared call presence:

- When a call is answered, it becomes exclusive to the phone that answered it.



## 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)

## 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 a 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.
- Do Not Disturb: white line inside a red circle in upper right corner of 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

Notes:

- When selecting the Received Callers List key, by default the phone displays the Received call history.
- When selecting the Outgoing Redial key, by default the phone displays the Outgoing call history.

### Retrieve call list:

- Select the Received Callers List key or 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.

### Delete an individual log entry:

- Select the Received Callers List key or 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 Delete soft key.
- Select the Delete soft key again to confirm.

### Delete entire call list:

- Select the Received Callers List key or the Outgoing Redial key.
- Use the Navigation / Select key to select the desired call list to be deleted.
- Select the Delete soft key.
- Select the Delete soft key again to confirm.

### Save an individual call log entry:

- Select the Received Callers List key or 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 Copy soft key to save.

Note: Copied call entries will be saved to the Personal Directory.



## Contact Directories

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

### Local Directory

Contacts stored in the Local Directory are only accessible from the phone device. Contact information can include name, phone number, job title, organization, work/home addresses, email and a selectable ring tone.

#### Make a call from the Local Directory:

- Select the Directory soft key.
- Use the Navigation / Select key to select the Local Directory.
- Select the contact you wish to call.
- Select the Dial soft key.

#### Add new contact manually:

- Select the Directory soft key.
- Use the Navigation / Select key to select the Local Directory.
- Select the Add New soft key.
- Enter information using the dial pad.
- Select the Save soft key when complete.

#### Modify current contact:

- Select the Directory soft key.
- Use the Navigation / Select key to select the Local Directory.
- Select the Details soft key.
- Select the Edit soft key
- Select the Save soft key when complete.

#### Delete current contact:

- Select the Directory soft key.
- Use the Navigation / Select key to select the Local Directory.
- Select the contact you wish to delete.
- Select the Delete soft key.
- Select the Delete soft key again to confirm.

## Personal Directory

Contacts stored in the Personal Directory can be accessible from the phone device or the Clearspan user portal. Contact information is limited to name and phone number.

Note: Copying a contact from the Personal Directory will be saved to the Local Directory.

#### Make a call from the Personal Directory:

- Select the Directory soft key.
- Use the Navigation / Select key to select the Personal Directory.
- Select the contact you wish to call.
- Select the Dial soft key.

#### Add new contact manually:

- Select the Directory soft key.
- Use the Navigation / Select key to select the Personal Directory.
- Select the Add New soft key.
- Enter information using the dial pad.
- Select the Save soft key when complete.

#### Modify current contact:

- Select the Directory soft key.
- Use the Navigation / Select key to select the Personal Directory.
- Select the Details soft key.
- Select the Edit soft key
- Select the Save soft key when complete.

#### Delete current contact:

- Select the Directory soft key.
- Use the Navigation / Select key to select the Personal Directory.
- Select the contact you wish to delete.
- Select the Delete soft key.
- Select the Delete soft key again to confirm.



## Group Directory

Contacts stored in the Group Directory are pulled from the Clearspan portal and a listing of all contacts within the group. You cannot add, modify, or delete contact information in this group.

Note: Copying a contact from the Group Directory will be saved to the Personal Directory.

### Make a call from the Group Directory:

- 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.

### View details of a group 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.

## Conference calling

You can conference up to 24 participants on one call.

### To add another person to an existing call:

- Press the Conference (Conf) soft key.
- Enter the number of the second person.
- Select the Dial soft key.
- Press 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.

## Transferring a call

Transferring a call releases the call from your phone. You can transfer a call to an extension or 10-digit number.

### Call transfer supervised:

Note: You can speak privately to the receiving party before completing the transfer.

- During an active call, press the Transfer (Xfer) soft key.
- Enter the phone number of the receiving party.
- Select the Dial soft key.
- Wait for the receiving party to answer and discuss the issue.
- Press the Transfer (Xfer) soft key to complete the transfer.

### Call transfer unsupervised:

Also known as cold transfer, transfers a call without announcing the call to the receiving party.

- During an active call, press the Transfer (Xfer) soft key.
- Enter the phone number of the receiving party.
- Select the Dial soft key.
- Hang up the call to complete the transfer.

Note: If the recipient does not answer, the call will transfer to their voicemail, if voicemail has been setup.

### Cancel call transfer:

- Press the Cancel soft key before the transfer completes.

Note: You do not need to place the call on hold before transferring. During the transferring process, the caller will automatically be put on hold.

## Transferring a call directly to voicemail

- During an active call, press the Transfer (Xfer) soft key.
- Enter \*55
- To transfer directly to your own mailbox press # or just hang up.
- To transfer to another mailbox, enter the extension and press #.



## Parking a call

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

### Park an active call:

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

### Retrieve a parked call:

- 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

The do not disturb option prevents incoming calls from ringing. The line indicator will not flash. Calls will go directly to voicemail, if no other forwarding has been configured. A received call while do not disturb is active will display as a missed call.

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.

### Enable / Disable:

- Select the Do Not Disturb (DND) soft key.

### Enable / Disable with shared lines individually:

- Select the Do Not Disturb (DND) soft key.
- Select the desired line.
- Select Enable / Disable soft key.

### Enable / Disable with shared lines whole phone:

- Select the Do Not Disturb (DND) soft key.
- Select the Set All / Clear All soft key.

Note: You can still make outgoing calls as normal. On a shared line, your phone will not ring, but the line will blink, and you can still answer the call.

## Call forwarding

### Enable call forwarding with Feature access codes

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

### Enable call forwarding with soft key

- 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 call forwarding with Feature access codes

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

### Disable call forwarding with soft key

- 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

You can initiate a push to talk intercom call to other AT&T HVS users in your organization.

### To make a push to talk call:

- Enter \*50.
- Enter an extension number.
- Press the Dial soft key.
- Wait to hear a beep, and then speak.

Note: The phone of the person you are calling automatically answers in speakerphone mode. They can choose to pick up the handset or switch to headset mode, once the intercom call is connected.

## 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.

### 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 softkey.
- Select the Quit soft key.

## Feature access (star) codes

These are some of the commonly used feature access (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

## Clearspan® Personal Voice Portal

You can listen to your Clearspan voicemail messages using any touchtone phone (IP, wireline or wireless).

### New voicemail message

- Flashing red indicator light
- Number of new voicemails displayed above voicemail icon in graphic display.

### To retrieve messages:

- Press the Voicemail top soft key.
- Enter your voicemail PIN to access messages.



## Register or reboot your phone

There will be times when you must reset your phone so that it can retrieve crucial software updates and configurations.

- Select the Options key.
- Use the Navigation / Select key to select the Restart icon.
- Select Yes to confirm.

Note: The Mitel logo will appear in the display window for a short time. Once the logo disappears, the phone is operational.

## Block and unblock Caller ID

Your administrator controls the Caller ID settings for your organization. When Caller ID is turned on, your number appears on the phone you call. If permitted by your organization, you can block your line's Caller ID on a per call basis.

### Temporarily block Caller ID:

- Enter \*67 and the number you want to call.
- Press the Dial soft key.

Your administrator can also block your line's Caller ID for all calls. You can unblock your line's Caller ID on a per call basis.

### Temporarily unblock Caller ID:

- Enter \*54\* and the number you want to call.
- Press the Dial soft key.