

Hosted PBX



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HPBX Handsets



Mitel® 6863i - Standard

- Two-line SIP phone with monochrome LCD display
- Wideband High Definition audio
- Three programmable hard keys and extensive storage capacity
- Dual Ethernet ports
- Advanced XML capabilities
- PoE Class 1



Mitel® 6867i – Premium

- Support for up to 24 lines when connected to an expansion module
- 3.5" QVGA 320x240 pixel color backlit display
- Wideband High Definition audio
- Six programmable soft keys and four programmable context sensitive system keys
- Native DHSG/EHS headset support
- Support for detachable keyboard and up to three expansion modules
- Advanced XML capabilities
- PoE Class 2



Mitel® 6869i - Reception Phone

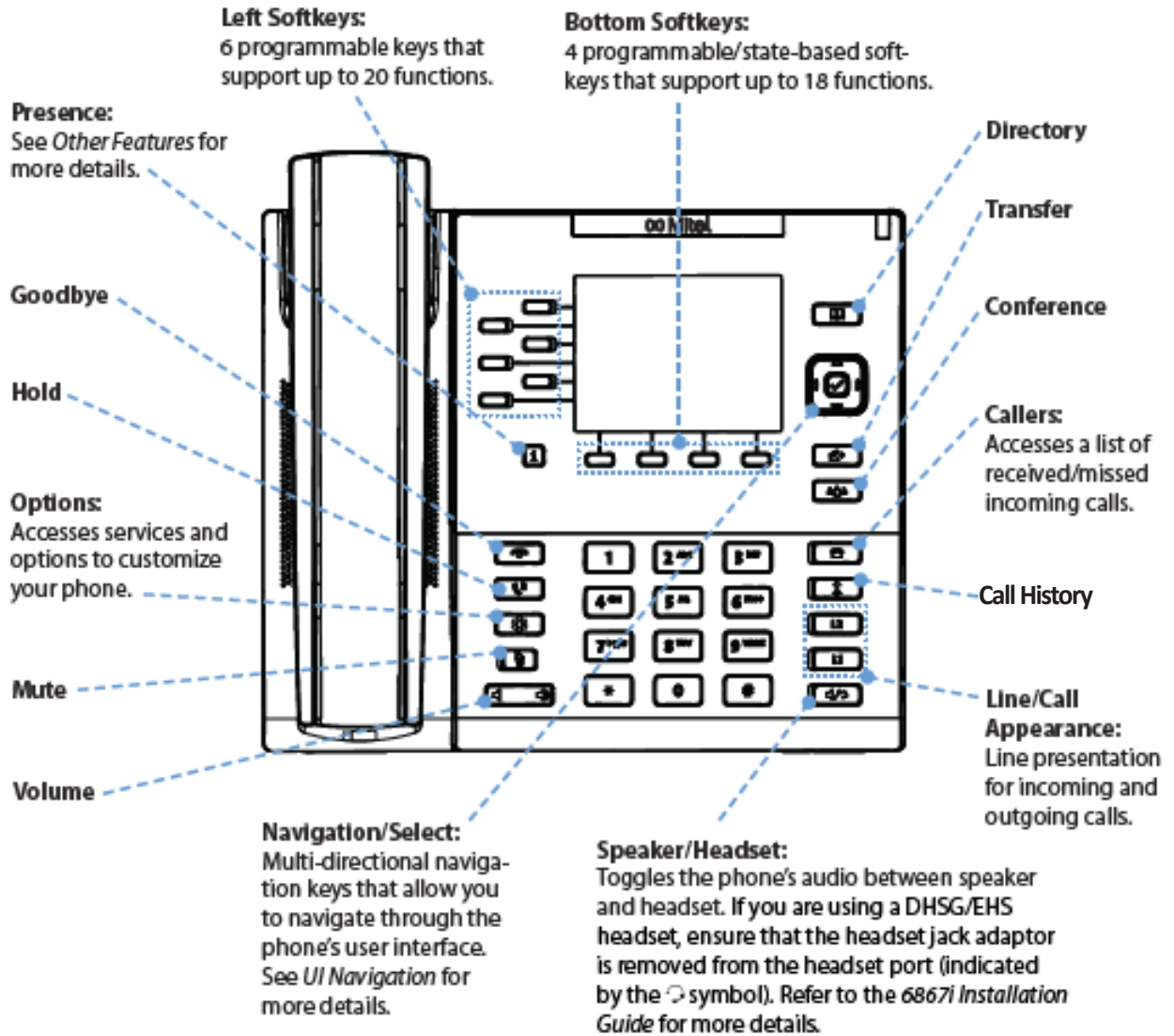
- Support for up to 24 lines when connected to an expansion module
- Wideband High Definition audio
- 4.3" color backlit LCD display
- Intuitive graphical user interface and navigation menus
- Dual Gigabit Ethernet ports with PoE
- Multilingual support – English, French, Spanish, Italian, German
- Support for up to 3 Expansion Modules



Mitel® M685i Expansion Module

- 28 programmable softkeys with LED 4.3" color backlit LCD display
- Can be daisy-chained with the M680i for a combined total of up to 3 modules
- Powered by the phone; no separate power adapter required

Mitel Model 6867i



Warning!
The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

Welcome to your new Mitel 6867i phone.



The 6867i is the default VoIP (Voice over Internet Protocol) phone. It comes with 2 call appearances of your phone number (buttons L1, L2), speakerphone, call transfer, forwarding, conferencing, voicemail, and many other capabilities. Please explore the buttons on your phone (as shown above) and see what will be useful for you.

1. Placing a Call

- a. Take the phone off-hook by either lifting the handset, pressing the L1 or L2 button, or by pressing the green **Speakerphone** button



at the bottom right of the phone.

- i. When using the hands-free **Speakerphone**, you can dial either by pressing the number or first pressing the **Speakerphone** button, and then dialing the number once you hear the dial tone.
- b. Enter the phone number to be dialed
 - i. Dial the 3-digit extension of another VoIP phone
 - ii. Dial the 10-digit number if making a call to a non-VoIP phone at an off-campus number
 - iii. Press "Dial", or wait 2 seconds to place the call

2. Answering a Call

Lift the handset or press the blinking L1 or L2 button or press the **Speakerphone** button for handsfree operation.

3. Ending a Call

Place the handset on its cradle or press the red **Goodbye** button




in the lower left set of keys.

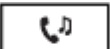
4. Ignoring a Call

Press the red **Goodbye** button or the **Ignore** softkey (below the display) when the phone is ringing.

5. Muting a Call


- a. Press the **Mute**  button in the bottom left set of keys.
- b. Press the **Mute** button again to unmute the call.
- c. Press the **Mute** button again to unmute the call.

6. Placing a Call on Hold

- a. During a call, press the **Hold**  on the lower left set of buttons

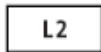
- b. While a call is on Hold, a timer on the display will start, and the Line and Message Waiting Indicator lights will flash evenly.
- c. To resume the call, press the Hold or the flashing Line button.

7. Volume

- a. You can adjust the volume of a call you are on by using the **Rocker Switch**  in the bottom left set of keys.
- b. You can adjust the volume of the ringer by using the **Rocker Switch** when you are not on a call.
- c. You can adjust the volume of the Speakerphone when on an active speaker call.

8. Call Appearances

There are 2 **Call Appearance** buttons on the phone, labeled L1 and L2



. These buttons enable you to be in a conversation on one line while receiving another call at the same number. You will hear a sound when the second call begins and will be able to see who is calling on the display. If you wish to take the second call, place the first caller on **Hold** by pressing the blinking Line, or "Hold" button.

9. Message Waiting Indicator Light

- a. The **Message Waiting Indicator Light (MWI)** is located at the top right of the phone.
- b. A slow flash of the **MWI** indicates that you have a new message.
- c. A rapid flash of the **MWI** indicates an incoming call.
- d. An even flash indicates that you have one or more calls on hold.

10. Softkeys

There are 10 softkeys on the phone, 6 to the left of the display and 4 below the display. 3 of the softkeys below the display have been programmed as follows:

Voicemail	Call Fwd	DND
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11. Navigation

- a. User interface navigation on the 6867i can be performed by using the multi-directional navigation control located to the right of the display.




- b. The left and right directions are used to switch between different screens, while the up and down directions are used to highlight and scroll through lines on the respective screens. Pressing the center **Select** button activates selected options and performs actions (such as dialing out from the Directory or received callers list).

12. Callers List


You can view a list of up to 200 incoming calls received on your phone by pressing the Callers List button (looks like a phone) on the lower right side of the phone. The list provides the calling number, the caller's name (if known), and the date/time the call was received. Viewing the Callers List will clear your display of the **Missed Calls** notice. The **Missed Calls** notice on the display  when incoming calls have not been answered. The number in the red circle indicates the number of calls that were missed. Use the up and down arrows on the **Navigation** tool to scroll through the list of received calls. To dial a caller from the list, browse to the call and then press the **Select** button, lift the handset, press the green **Speakerphone** button, or press a line button.

13. Transferring Calls

- a. While on an active call, press the **Xfer** Soft key, or the **Transfer** button  below the screen Navigation control. This will place the caller on hold.

- b. Enter the number of the party you wish to transfer the call to – the call will automatically dial.
 - i. For a “blind” transfer, press the **Transfer** button again before the receiving party answers.
 - ii. For a “warm” transfer, remain on the line to speak with the called party to let them know that you are transferring a call to them, then press the **Transfer** button again to complete the transfer.

14. Conference Calls

- a. You can create a conference call with multiple participants on the 6867i.
 - i. Connect to the first party.
 - ii. Press the **Conference** button  (below the **Transfer** button), or the Conf softkey, then dial the number of the next party to be added to the call. This will put the original caller on hold.
 - iii. Wait for the new party to answer then announce the conference.
 - iv. Press the **Conference / Conf** button to connect the three parties.
 - v. To add more participants, repeat steps i – iv.


15. Call Forwarding

- a. Use the configured **Call Forward** softkey on your phone to automatically forward incoming calls to another number. Press the "Call Fwd" softkey, then use the **Navigation** up or down arrows to select options for *All Calls*, *Busy*, or *No Answer*.
- b. Enter telephone numbers using the dialpad for any of the following states:
 - i. *All*: forwards all incoming calls to the specified number.
 - ii. *Busy*: forwards incoming calls to the specified number if the line is currently being used for another call.
 - iii. *No Answer*: forwards incoming calls to the specified number if the call is not answered in a specified number of rings. In this state, navigate to the “No. Rings” field and press the left or right arrows to select the desired number of rings.
- c. Using the down arrow navigation, move to the “On” checkbox beside the respective **Call Forward** mode(s) and press the select button to enable that mode.
- d. Press the “Save” softkey to save your changes.


16. Do Not Disturb

- a. Press the **DND** softkey to turn on the **Do Not Disturb** function.
When this is active the phone will not ring or receive incoming calls.
Incoming calls will be directed to your voicemail.
- b. When enabled a solid red indicator is visible on the top right of the phone.
- c. Press the DND softkey again to turn off the function.

17. Directory

- a. The Directory button  on the upper right side of the 6867i display enables you to look up the phone number for anyone, and add too your individual phone.
 - i. Press the **Directory** button and begin to enter either the first or last name of the person you would like to find.
 1. Spell out the name by pressing a number button one, two, three, or four times for each letter in the name.
 2. Use the softkey to put spaces in the name.
 3. Partial names can also be entered.
 - ii. When the search is complete, use the **Navigation** up or down arrows to select the person you are looking for.
 - iii. Use the "Dial" softkey to call the person you have selected.
- b. To add a contact to your directory locate the contact in your callers list an select the "Copy" softkey to add the contact to your list.

18. Settings

The **Settings** button  in the lower left set of buttons allows you to customize certain features on your phone such as ring tones and display settings. After pressing the **Settings** button, use the **Navigation** left or right arrows to view options and select choices.

- i. **Call Forward:** works the same way as the softkey described above.
- ii. **Preferences:**
 1. **Ring Tones** - select between 6 available ring tones.
 2. **Display** - adjust the brightness and screen size.
 3. **Dialpad** - toggle the live dialpad and edit speed dials.
 4. **Audio** - settings for speakerphone and headsets.
 5. **Date and Time** - including Timezone
 6. **Language**
- iii. **Phone Status** - information about the network configuration of the phone
- iv. **Lock** - set a password to lock your phone.
- v. **Restart Phone** - will reboot your phone set.

19. Voicemail

The Wightman HPBX includes a voicemail system. Among the features that it offers are:

- Separate greetings for a busy, away, and unavailable condition.
- Premium features will allow notification of new messages through email.
- The notification message may also include an audio file containing the complete message.
- Mailboxes may be password protected.
- Can optionally allow callers to review and re-record messages.

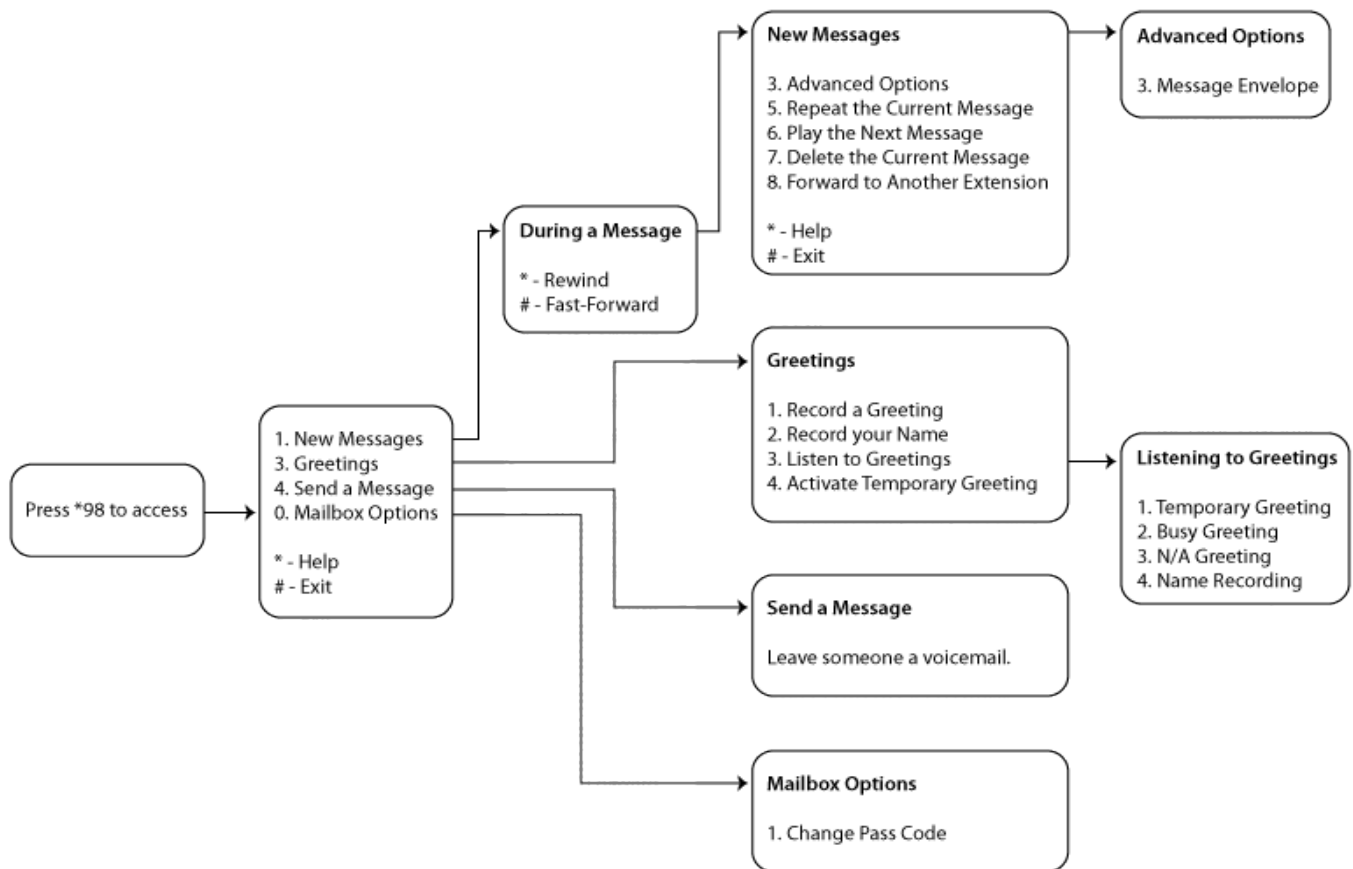
Accessing the Voicemail

Locally:

- From any phone, press the messages key, or dial *98.
- Alternately, dial the extension number of the voicemail you want to access
- Enter your password (the default password is 1000).

Remotely:

- Dial * when the voice prompt begins to handle your call in your voicemail then enter your password.



The Smarter Phone System

Features and Description	St ¹	Pr ²	Sa ³
<p>Call Forwarding: Allows you to forward all of your incoming calls to an alternate number, without ringing the subscriber phone first.</p>	✓	✓	
<p>Call Hold, Call Parking and Call Transfer: <i>Call Hold</i> enables you to place a call on hold privately on your phone. <i>Call Parking</i> allows you to park the call so that it can be picked up from another phone. <i>Call Transfer</i> permits any call that is in progress to be transferred to another extension with or without an introduction.</p>	✓	✓	
<p>Intercom: Bi-directional hands-free extension-to-extension communication at the touch of a button</p>	✓	✓	
<p>Music On Hold: The Music On Hold feature allows you to play music to your callers while they are on hold. It comes preprogrammed with royalty-free music. You have the option to upload your own play list in .mp3 or .wav format as well as the option to play an online internet stream. Of course, any audio message can be recorded/changed/used. note: Original or Royalty Free music is encouraged.</p>	✓	✓	
<p>Time Rules: With <i>Time Rules</i> you will program your phone system to receive every incoming call appropriately, day or night, business day or holiday and route it accordingly. Additionally, custom rules can be applied to any extension or number on the system.</p>	✓	✓	
<p>Basic Paging: Easily broadcast a message to any number of extensions at once. Paging groups are managed through the management portal.</p>	✓	✓	
<p>Call Recording / Call Blocking: The system administrator can enable/disable the <i>Call Recording</i> feature by extension, by queue, or ring group. Any extension on the system also has the ability to record a call manually; the full call can be recorded. Recordings can be accessed through the CDR reporting tool and/or emailed to the email address configured on that extension.</p>		✓	

1. ST: Standard features pre-packaged with any system.
2. PR: Premium feature pack; greater features applicable to any standard solution.
3. SA: Standalone feature.

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Features and Description	St ¹	Pr ²	Sa ³
<p>Call Recordings: View and listen to all calls by date and time that have a <i>Call Recording</i> associated with them. All call recordings can be accessed via this easy to use search tool or by email when configured.</p>		✓	
<p>Find Me Follow Me: <i>Find Me Follow Me</i> lets you look for a user by calling a succession of extensions while keeping the incoming call on hold. This feature is useful for after hours or as a replacement for voicemail. Upon answering the call, the recipient is advised of the call, and is given the option to accept or reject. When the call is rejected or not answered within the specified time, the system will try the next number. Typically, the last extension is a voicemail box.</p>		✓	
<p>Parking Lots: Instead of putting calls on hold, park them in a common <i>Parking Lot</i>. This makes it easier to pickup calls at locations other than the current one.</p>		✓	
<p>Ring Groups: A <i>Ring Group</i> allows multiple phones to ring as a single extension number. A range of options are available to customize its functionality to your specific business needs.</p>		✓	
<p>Roaming Extensions: <i>Roaming Extension</i> allows any extension number to log into and out of any phone on the system. Once an extension is logged into a phone, its specific configuration is downloaded with the ability to place and receive calls from that phone. This feature is useful for shared workstations environments or for users with multiple workstations.</p>		✓	
<p>Virtual Extensions: A <i>Virtual Extension</i> is a way for you to assign external telephone numbers (e.g. cell phone, land line) as a local extension in the system. Once added, calls can be routed to that location. It can also function as a Speed Dial.</p>		✓	
<p>Voicemail: Users can access <i>Voicemail</i> from their phone or remote locations. <i>Voicemail</i> messages can be saved, deleted, or forwarded to another mailbox.</p>		✓	

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Features and Description	St ¹	Pr ²	Sa ³
Voicemail to Email: Voicemail messages can also be delivered by email so that they can be listened to through your inbox or cell phone.		✓	
Inbound Call Blocking: Block unwanted incoming calls based on caller ID information.			✓
Meet-Me Conference Bridge: Bridging functionality is used to connect multiple people into a single conference call. It supports moderator and participant entrances into the bridge. Some of the features included are: announce user count on the entry, listen only mode (where only the moderator can speak), live status of current participants, and access to remove participant(s) from the conference.			✓
Enhanced Paging: If you have a paging App from a previous system, you just need an ALGO to make this work. <i>Enhanced Paging</i> is managed through the management portal.			✓
Virtual Fax Machine: The <i>Virtual Fax Machine</i> provides the ability for incoming faxes to be sent directly to the specified email addresses in the form of PDF.			✓

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