

Welcome...

Welcome to the user's guide for the desk phones Mitel 6863 SIP and Mitel 6865 SIP for MiVoice Office 400 communication systems.

This user's guide will assist you with the use of your phone and introduce you step by step to the functions and configuration. If you require further technical support or information on other Mitel products, please refer to our webpages www.mitel.com or our [Mitel DocFinder](#).

This user's guide is relevant only for Mitel SIP phones connected to a MiVoice Office 400 communication system. Other user's guides are available for operation on other communication systems or for direct operation via a SIP provider. Consult your system administrator if you are unsure whether you have the correct user's guide for your requirements.

- Notes:**
- Not all listed functions are available by default. Contact your system administrator to learn more about the available features and services in the MiVoice Office 400 communication system.
 - Your system administrator has the option to individually set some of the phone's features. In this case your default values will differ from the default values described in this user's guide.
 - Some functions are offered both from the MiVoice Office 400 communication system and locally from your Mitel SIP phone. Since the MiVoice Office 400 communication system does not completely support the local functions we recommend making your system administrator do the configuration or using the Self Service Portal (see chapter "[MiVoice Office 400 Self Service Portal](#)", Seite 8).

Safety information

Failure to observe this information can be hazardous and infringe existing laws.



Connections

Always plug the phone cable connectors into the appropriate sockets. Do not modify the connections in any way.



Power supply

Your phone can be supplied with power in various ways. Pay attention to the information given by the system administrator.

Note: The device will be inoperable when mains power of the communication system fails.



Metal objects

Telephone receivers produce magnetic fields that can attract small metallic objects such as pins and staples. To avoid injury, do not place the handset where such objects can be picked up.



Maintenance

Make sure all installation and repair work is carried out by a specially qualified technician.

Always use a soft, moistened, or antistatic cloth to clean your device. Do not use chemicals or other chemical products.



Cost control and Data protection

You should protect your phone with a PIN so that no-one can make phone calls at your expense. A code will also protect your personal settings.



Ambient conditions

Do not operate the device outside the temperature range of +5 °C to approx. +40 °C. Avoid direct sunlight and other sources of heat. Protect your device against the wet, excessive dust, corrosive liquids and steam.



Do not expose your device to electromagnetic fields (electric motors, household appliances). The speech quality could be affected.



Disposal

Be sure to dispose of your device, batteries and its packaging in an environmentally compatible way. Electrical equipment does not belong in domestic waste. Deposit it at a return centre.



Accessories

Use original accessories or specifically approved accessories only. The use of other accessories may decrease performance or pose a risk to your health or safety.

Welcome...

Document information

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Information as to the MiVoice Office 400 communication system

One number user concept

Your system administrator can set up several phones for you that hold all the same phone number (one number user concept). You have only one name and phone number with which to identify yourself to your call partners, regardless of which of the phone you make your calls. The advantage is that you can always be reached under the same phone number, regardless of where you happen to be.

With personal call routing you can define where incoming calls shall be routed to (see chapter "Activating personal call routing", Seite 45).

More benefits of the one number user concept

- You can determine the phone on which a call is acoustically signalled, with Ring Alone (see "Activating ring alone", Seite 47).
- Your system administrator can set whether or not you are busy for further incoming calls (busy if busy).
- You are still able to make further outgoing calls with the other terminals.
- Call lists and contacts stored on the MiVoice Office 400 communication system are available on all your phones and are automatically synchronised.
- An announcement will be indicated on all phones which support announcements.
- Fast take (*88) allows you to take a call from one phone on another.

MiVoice Office 400 Self Service Portal

The Self Service Portal is a web-based application for phones on a MiVoice Office 400 communication system. The Self Service Portal helps you configure and adapt your personal phone settings (i.e. key configuration, labels for configurable keys, display language, etc.) directly and autonomously on your PC.

As soon as you receive an user account for the Self Service Portal from your assistant manager and after you have logged in, you are taken to the home page with the overview of all your phones. Refer to the Self Service Portal online help for further information on a specific topic.

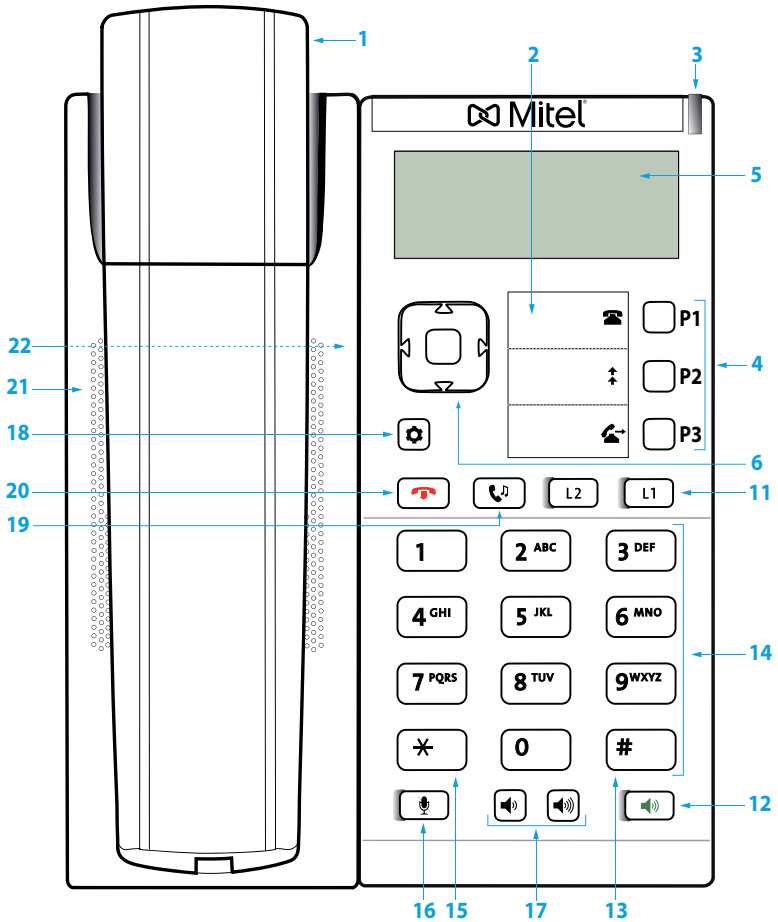
Contact your system administrator to access to the Self Service Portal.

Keys, display and menu guidance

The sections below provide an overview and usage on which keys and sockets are available on your phone.

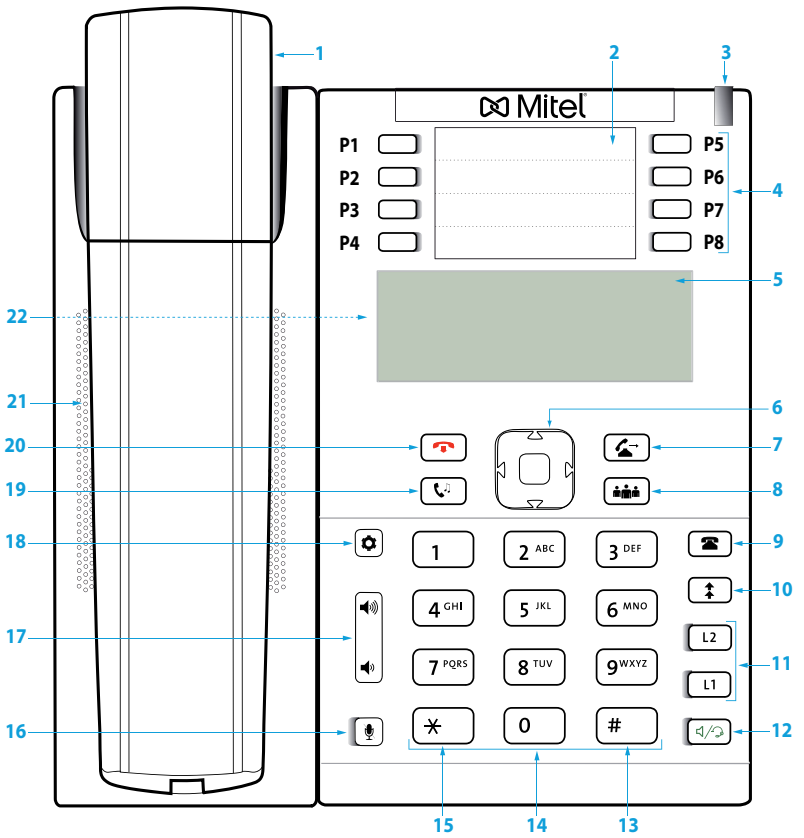
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Key designations and sockets













Mitel 6863 SIP










Keys, display and menu guidance



Mitel 6865 SIP

Keys, display and menu guidance

No.	Key	Description
1	Handset	
2	Labels	Labels for configurable keys
3	 Message LED	Colour and status signal a specific event.
4	 P1-P3 function keys (Mitel 6863 SIP)	Freely configurable keys. Preconfigured as: <ul style="list-style-type: none"> • System menu • Redial list • Call transfer
	 Function keys P1 to P8 with LED (Mitel 6865 SIP)	8 free configurable keys (some preconfigured). An LED is located next to each function key signalling the functional state. The keys have a dual assignment.
5	Display	Monochrome screen
6	 Navigation key with selection key	<ul style="list-style-type: none"> • Navigating through the menu • Switching line • Confirming menu selection
7	 Deflect key (Mitel 6865 SIP only)	Transferring a call
8	 Conference key (Mitel 6865 SIP only)	Setting up conference calls
9	 Call lists key (Mitel 6865 SIP only)	Calling up the call list menu: <ul style="list-style-type: none"> • unanswered • answered • Redial list
10	 Redial key (Mitel 6865 SIP only)	Using the phone number last dialled
11	 Line keys L1 to L2 with LED	Mitel 6863 SIP: 2 line keys Mitel 6865 SIP: 2 line keys. A total of 9 lines are available. <ul style="list-style-type: none"> • Seizing a line • Answering a call • Brokering with simultaneous configuration of multiple line keys
12	 Loudspeaker key with LED (Mitel 6863 SIP)	<ul style="list-style-type: none"> • Activating/deactivating open listening • Activating/deactivating handset microphone

No.	Key	Description
	 Loudspeaker/headset key with LED (Mitel 6865 SIP)	<ul style="list-style-type: none"> • Activating/deactivating open listening • Activating/deactivating handset microphone • Activating/deactivating headset microphone
13	 Hash key	Entering # or special characters
14	 Digit keys 1-9	Entering characters and digits
15	 Asterisk key	Entering * or space
16	 Microphone key with LED	<ul style="list-style-type: none"> • Activating/deactivating hands-free mode • Activating/deactivating handset microphone • Activating/deactivating headset microphone (Mitel 6865 SIP only)
17	 Volume keys	Adjusting volume
18	 Option key	Calling up a local setting menu (options list)
19	 Hold key	<ul style="list-style-type: none"> • Holding an active call • Taking back a call from hold
20	 End key	<ul style="list-style-type: none"> • Ending a call • Back to display in idle state • Exiting editor without changes
21	Speaker	
22	Rear (Mitel 6863 SIP):	<ul style="list-style-type: none"> • 100BaseT dual connection for PC and LAN • Connection for power supply • Connection for headset • Connection for Power-over-Ethernet • Connection for wall mounting
	Rear (Mitel 6865 SIP):	<ul style="list-style-type: none"> • Connection for expansion key module • Connection for power supply • Combined four-pin module connection with DHSG headset connection¹⁾ • GigE dual connection for PC and LAN • Connection for headset • Connection for Power-over-Ethernet, class 2 • Connection for wall mounting











¹⁾ Use the headset connection for headsets only. Connecting another device may cause damage to your phone and void your warranty.

Keys, display and menu guidance

Note: The Mitel 6867 SIP and Mitel 6869 SIP phones have removable key caps. If you change the position of a function on your phone, you can change the function to the corresponding function key using the Self Service Portal. An overview of the interchangeable functions can be found in the chapter "Available keys", page 80.

Display symbols

Call connection states, info

	<ul style="list-style-type: none">• Context-dependent softkey• Scrolling back through the menu• Navigate cursor• Switching line
	<ul style="list-style-type: none">• Context-dependent softkey• Goes forward one step in the menu• Navigate cursor• Confirming menu selection• Switching line
	<ul style="list-style-type: none">• Context-dependent softkey• Navigating through the menu• Navigating to display in idle state
	<ul style="list-style-type: none">• Context-dependent softkey• Navigating through the menu• Confirming menu selection• Navigating to display in idle state
	Incoming call
	Connected
	New voice message
	Activated setting
	Mitel Hi-Q™ audio technology
	Data/voice encryption

Operating your phone

Most keys and functions are described in the key legend. Other overviews and operating aids can also be found here.

Overview system menu

Access to the system menu is made using the *Menu*. This contains the following menu entries. Refer to the relevant chapters of this user's guide for further information on these menu entries.

MiVoice Office 400 System men

1. *Call list* (depends on settings in the MiVoice Office 400 communication system)
2. *Directory Lookup*
3. *Voice Mail*
4. *Forwarding*
5. *Presence*
6. *Call routing*
7. *Alarm melodies*
8. *Information*

Using the softkey/navigation key

Softkeys are the keys that are automatically configured with context-dependent functions by the MiVoice Office 400 communications system. The functions are displayed on screen and operated with the navigation key.

A menu can have several sub-menus. Press the *Execute* softkey (down or right navigation) to access the sub-menu or the selection of possible editing options, or to carry out the action.

Free configurable keys

Mitel 6863 SIP: Your Mitel 6863 SIP has three freely configurable keys that are preconfigured with the following default functions by your system administrator:

- System menu
- Redial list
- Call transfer.

You can configure these programmable keys with another function or call number.

Mitel 6865 SIP: Your Mitel 6865 SIP has freely configurable keys. Popular functions are set up on a specific configurable key by default by your system administrator (see ["Overview function key configuration \(default key setting\)", page 17](#)). The remaining configurable keys can be configured with a specific action type: Call number, function, busy lamp field.

The key configuration is not made directly on the phone. Available settings for the key configuration:

- **MiVoice Office 400 communication system:** The configuration has already been made by your system administrator in the communication system.
- **Self Service Portal:** You can use the Self Service Portal (see chapter ["MiVoice Office 400 Self Service Portal", page 8](#)) where you can configure, change or delete the keys however you wish.

More information on the configurable keys can be found in the chapter ["Configuring keys", page 80](#).

Overview function key configuration (default key setting)

Mitel 6863 SIP/Mitel 6865 SIP phones on the MiVoice Office 400 communication system are delivered with the following function key configuration. Please note that your system administrator may change this and your phone may therefore differ from this default configuration.

Function key	Mitel 6863 SIP	Mitel 6863 SIP if logged in as free seating phone
Key P1	System menu	System menu
Key P2	Call list: Redial list	Call list: Redial list
Key P3	Call transfer	Call transfer
Function key	Mitel 6865 SIP	Mitel 6865 SIP if logged in as free seating phone
Key P1	System menu	System menu
Key P2	Voice mail menu	Free seating: Log in/out
Key P3	Request a callback	Request a callback
Key P4	Empty ¹⁾	Empty ¹⁾
Key P5	Empty ¹⁾	Empty ¹⁾
Key P6	Empty ¹⁾	Empty ¹⁾
Key P7	Empty ¹⁾	Empty ¹⁾
Key P8	Empty ¹⁾	Empty ¹⁾

¹⁾ The key assignment is configured with an empty function.

Overview alphanumeric keyboard

The alphanumeric keyboard can be used for entering digits and the password, for entering text and special characters, and also for quickdial. Press the relevant key repeatedly until the character you want is displayed.

The alphanumeric keyboard is configured with the characters from the following table. Please note that the actual character selection is dependent on the selected language.

	Upper case	Lower case
1	1 . : ; = _ , - ' & ()	
2 ABC	A B C 2 Ä Å Æ Ç	a b c 2 ä å æ ç
3 DEF	D E F 3 É Ê Ë	d e f 3 é ê ë
4 GHI	G H I 4 Í Î Ï	g h i 4 í î ï
5 JKL	J K L 5 M N O P	j k l 5 m n o p
6 MNO	M N O 6 Ñ Ö Ø	m n o 6 ñ ö ø
7 PQRS	P Q R S 7 Ъ Ф Х Ц Ч	p q r s 7 ъ ф х ц ч
8 TUV	T U V 8 Ü Ú Û Ш Щ Ъ Ы	t u v 8 ü ú û ш щ ъ ы
9 WXYZ	W X Y Z 9 Ъ З Ю Я	w x y z 9 ъ з ю я
0	0 +	
*	* <Space>	
#	# / \ @ \$	

Entering text

Entering digit and letters: In text mode, press the key repeatedly until the required character appears in the display.

Correcting entries: Use the left navigation key to correct any incorrect characters.




Confirming entries: An entry or selection can be confirmed using the *Run* softkey.

Closing the editor without saving: With the *Cancel* softkey or the done key, you can cancel the entry without saving or go back to the idle state in the menu.





LED overview

The attention LED and LED in the function / line key signal different events and operating states with different colours and light statuses.




Message LED:

State	Description
 Flashes fast	<ul style="list-style-type: none"> Incoming call Appointment call
 Flashes slowly	New voice message
 Lit	Phone locked

LED in line key:

State	Description
 Does not light up	Line free
 Flashes fast	<ul style="list-style-type: none"> Incoming call Appointment call
 Flashes slowly	Call party on hold. Call be answered on any phone.
 Lit	Connected

LED function key or busy lamp field key (Mitel 6865 SIP only):

State	Description
 Does not light up	<ul style="list-style-type: none"> Function is deactivated User free (busy lamp field)
 Flashes fast	User is being called (Busy lamp field)
 Lit	<ul style="list-style-type: none"> Function is activated User busy (busy lamp field)

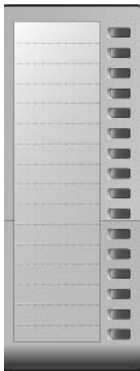
Using expansion key modules

The connection of expansion key modules to your phone (Mitel 6865 SIP only) gives you additional, freely configurable keys.

Expansion key module Mitel M680

You can connect up to three Mitel M680 expansion key modules next to each other on your phone. The Mitel M680 has the following properties:

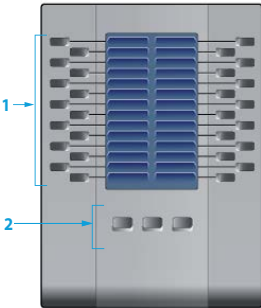


- 16 configurable keys. Three expansion key modules would then give you an additional 48 configurable keys.
- Each key has an LED for visual signalling.
- The keys on the expansion key module support all key types that are supported by your phone's keys.
- The configurable keys of the expansion key module can be operated as the configurable keys of your phone.
- Keys must be configured by your system administrator or by yourself in the Self Service Portal (see ["MiVoice Office 400 Self Service Portal", page 8](#)).
- Labels for key identification (see chapter ["Using labels", page 22](#)).



Expansion key module Mitel M685

You can connect up to three Mitel M685 expansion key modules on your phone. The Mitel M685 has the following properties:

- Coloured touchscreen
- 3 key levels of 28 configurable keys each (84 configurable keys in total). Three Mitel M685 would therefore give you an additional 252 configurable keys.
- Each key has an LED for visual signalling.
- The keys on the expansion key module support all key types that are supported by your phone's keys.
- The configurable keys of the expansion key module can be operated as the configurable keys of your phone.
- Keys must be configured by your system administrator or by yourself in the Self Service Portal (see "[MiVoice Office 400 Self Service Portal](#)", [page 8](#)).
- If you remove an expansion key module or if you modify the order of the connected expansion key modules, the key configuration does not change.
- The display contrast setting and the display backlight is taken from your phone.

No.	Key	Description
		
1		A1-A84 function keys (3 key levels, 28 keys each) Freely configurable keys. An LED is located next to each function key signalling the functional state.
2		Function key for level 1, 2, 3 Call up the desired level.

Using labels

Printing and attaching the labels

Labels can be created and printed using the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 8).

Mitel 6863 SIP / Mitel 6865 SIP:

1. Label and print the write-on labels over the Self Service Portal (important printer setting: "Page scaling for printing: None").
2. Cut out the labels according to the crop marks.
3. Remove the cover and insert the label into the recess.
4. Re-insert the cover into the recesses on the keypad.

Mitel M680 (Mitel 6865 SIP only):

1. Label and print the write-on labels over the Self Service Portal (important printer setting: "Page scaling for printing: None").
2. Cut out the labels according to the crop marks.
3. Remove the cover and insert the label into the recess.
4. Re-insert the cover into the recesses on the keypad.

Phoning

The following sections explain the supplementary features provided by your phone for more efficient use.

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Making calls

This section explains how to set your calls.

Answering, ending or rejecting a call

Answering calls: The phone rings and the message LED and line key LED flash. If the caller's phone number is received, it is shown on the display. If the phone number is stored in the private phone book or in the MiVoice Office 400 communication system, the display also shows the corresponding name.

Open listening: With the open listening mode function, the loudspeaker is activated in addition to the handset so that other people in the room can listen to the call. You can continue with the call as usual using the handset.

Rejecting calls: As long as you have not picked up a call, you can reject it during the ringing phase.



Answering a call with the handset:

Pick up the handset.



Answer a call with the line key

Press the line key and pick up the handset.



Open listening during a call:

Activate: Press the Loudspeaker key.

Deactivate: Press the Loudspeaker key a second time.

Ending a call in open listening mode:

Press the Loudspeaker key and pick up the handset.

Note: If you merely replace the handset, the phone switches to the hands-free mode.



Ending a call:

Put the handset on-hook or press the End key.



Rejecting a call:

Press the End key during the ringing phase.

→The connection is rejected and, depending on the system configuration, the caller either hears the busy tone or is forwarded to a preconfigured destination.

Using your phone in hands-free mode

You want other people to join the conversation or to have your hands free while making the call.

The handsfree mode function activates the loudspeaker and the microphone. Make sure the hands-free microphone is not obstructed. The sound quality is improved if you set the volume of your phone to a low setting.



Answering/ending a call in handsfree mode:

Answer: Press the loudspeaker or the line key.
End: Press the End key.



Handsfree during a call:

1. Press the Loudspeaker key.
→Open listening is activated.
2. Put the handset on-hook.
→Handsfree is activated.



To continue the call with the handset:

Pick up the handset.
→The loudspeaker and hands-free microphone are now deactivated.



Ending a call:

Put the handset on-hook.

Muting the microphone

In the middle of a call you want to talk briefly with other persons in the room without your call partner hearing your conversation.

You can switch the microphone on and off during a call, regardless of whether you are using the handset, headset or handsfree system.



Switching the microphone on and off during a call:

Activate: Press Microphone key.
Deactivate: Press the Microphone key once again.
→The microphone is activated/deactivated. The LED on the Microphone key flashes/does not flash (Mitel 6865 SIP only).

Using a headset (Mitel 6865 SIP only)

To make a phone call with the headset.

If you answer a call in headset mode using the Loudspeaker key, the call is provided on the headset. Alternatively you can also answer the call by picking up the handset.

All the headset mode configuration possibilities can be found in chapter "[Setting the audio properties](#)", page 70. Further information can be found in the user's guide for your headset.



Answering a call with the headset:

Press the key on the headset or the Loudspeaker key.



Ending a call with the headset:

Press the key on the headset or the Loudspeaker key.

Initiating calls

This section explains some convenient features provided by your phone for making a call.

Dialling with the phone number

You want to call someone and key in that person's phone number.

With call preparation you can enter a phone number without it being dialled automatically, so you have time to check the number and, if necessary, correct it. The number is not dialled until you go off-hook, for example by picking up the handset.



Dialling with the phone number:

Enter a phone number in call preparation.

Use the navigation key to the left to delete any incorrect character.



Pick up the handset or press the *Dial* softkey.

Dialling from the phone book (directory lookup)

You want to make a call by entering a name.

With directory lookup, you can search for an contact in your private phone book, system phone book or a connected external phone book. The response time may vary depending on the size and the number of phone books connected. The following search options are available:

Menu	Description
Quickdial	With Quickdial you only need to press the digit keys for each letter once, even though each key is assigned several letters. An efficient algorithm provides quick search results.
Dial by name	Enter the corresponding letter for dialling by name. The surname and first name have to be separated by a space (*-key).
Advanced search	If you select Advanced search , you can search directly in the connected external phone books. This function is not available if no external phone book is connected. The surname, first name and town each have to be separated by a space (* key), for example "no s so" for Noble Stephen in Solothurn.

Tips for search input:

- Press each of the corresponding digit keys once for the first few letters of the name you are looking for. For each letter, the display shows the corresponding digit, for example a "6" for the letter "n".
- Ask your system administrator whether you should start with the surname or the first name.
- The search function is not affected by upper/lower case and special characters.
- More information on the phone books can be found in the chapter "[Phone book management](#)", page 75.



Directory lookup:

Press the function key for [Menu](#).



Scroll to [Directory Lookup](#) and press the navigation key to the right.



Scroll to [Quickdial](#), [Dial by name](#) or [Advanced search](#) and press the navigation key to the right.

Phoning



Directory lookup with quickdial: Enter the first few letters of the name you are looking for using the corresponding digits.

Directory lookup with dialling by name: Enter the first few letters of the name you want.

Directory lookup with advanced search: Enter the first few letters of the name you are looking for and the town (each separated by a space).



Press the *Execute* softkey.

→ Names list (or *List empty*, if the phone is unable to find a matching user) is displayed.



Scroll through the list and select the user you want.



Pick up the handset.

→ The phone number displayed is dialled.

Dialling from the call list

You want to call a user from one of the three call lists. You can choose from the following call lists:

Menu	Description
<i>Unanswered calls</i>	List of callers who tried to reach you when you were absent.
<i>Answered calls</i>	List of calls answered.
<i>Redial list</i>	List of calls made.

Missed calls are signalled on the display.

Your phone automatically stored the person's phone number and name in a call list in the MiVoice Office 400 communication system. Within the one number user concept (see chapter "One number user concept", page 7) you can call back users through one of these call lists. The individual call lists include a maximum of 30 entries per list. More information on call lists can be found in "Editing options for the call list", page 60.

The call lists can be operated via the call list key, the redial key, the system menu, or a function key (see "Configuring keys", page 80).



Call list for unanswered/answered calls:

Mitel 6863 SIP: Press the function key for *Menu*. Scroll to *Call list* and press the navigation key to the right.



Mitel 6865 SIP: Press the call list key.



Scroll to *Unanswered* or *Answered* and press the navigation key to the right.
 →The display shows a list of the last unanswered/answered calls.



Scroll through the list until the user you want is displayed.



Pick up the handset.
 →The call number of the user is dialed.

Note: Once the call has been successfully connected, the entry is deleted from the unanswered call list.



Redial list:

Press the Redial key.
 →List of the last dialed entries is displayed.



To scroll through the call numbers last dialed, press the navigation key downwards.



Pick up the handset.
 →The call number of the user is dialed.

Dialling with a configurable key

You want to call someone whose phone number is stored under a configurable key.

To find out how to configure a configurable key, refer to the chapter "Configuring keys", page 80.



Phoning with the handset:

1. Pick up the handset.
2. Press the desired configurable key.
 →The phone number is dialled.



Using your phone in handsfree mode:

Press the desired configurable key.
 →The phone number is dialled.

Dialling with the line key

You want to make a call via a line key.

Mitel 6863 SIP: You can make a call via a line key. Your phone is equipped with two dedicated line keys with LED (L1, L2).

Mitel 6865 SIP: You can make a call via a line key. Your phone is equipped with two dedicated line keys with LED (L1, L2). Your system administrator can set up to seven additional line keys (making a total of nine). The actual number of line keys depends on the system configuration. Press a fix line key directly or select a line by pressing the horizontal navigation key to the right or left. The display will show the line number (L1, L2 etc.).

You can switch the line by pressing the key. The active call is automatically put on hold locally.



Dialling with the line key:

Enter the phone number.



Press a free line key.

→The phone number is dialled. The LED on the line key lights up.



Holding the call and switching lines:

1. Press a second, free line key or select a new line key with the horizontal navigation key.

2. Enter the phone number.

→The call is held on line key 1 and the call on line key 2 is active.

Note: Press line key 1 to return again to the call party on line 1 (see also "Brokering between an enquiry call party and your call partner", page 35).

Activating another Mitel phone for making calls

You want to make a call on another Mitel phone using your personal settings, for example on a colleague's phone or in a meeting room.

You can activate another Mitel phone to make an internal or external call using your personal settings, even if the phone is locked for external calls. You can activate the phone for a business or private call. Once you have activated the phone using a function code and your PIN, dialling by your private phone book is available. The called party's display shows your personal phone number and not the number of the phone from which you are making your call. Any call charges incurred will be charged to you.

**Business calls:**

1. Enter function code #36 for a business call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the internal or external phone number with the exchange access digit.



Pick up the handset.

→ The phone number displayed is dialed.

Note: When you hang up, dialling by name and your private phone book remain available for a whole minute so you can make another call.

**Private calls:**

1. Enter function code #46 for a private call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the external call number directly, without the exchange access digit.
5. Pick up the handset.

→ The phone is now enabled; the external user is called.

Note: The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "[Changing the PIN](#)", page 73).

Private call with PIN

You want to make a private call on your phone or on another Mitel phone.

With the aid of your PIN you can use any phone to make an external call with your own personal settings, even if that phone is locked for external calls. The called party's display shows your personal phone number and not the number of the phone from which you are making your call. Any call charges incurred will be charged to you. The call number dialed is not stored in the last-number redial list.

**Private call with PIN:**

1. Enter function code #46 followed by your internal call number.
2. Enter your PIN.
3. Enter the external call number directly, without the exchange access digit.



Pick up the handset.

→The phone is now enabled. The external user is called.

Note: The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter ["Changing the PIN"](#), page 73).

Using functions before/while in a call

This section explains the special features provided by your phone before you make a (second) call or while you are in a call.

Requesting a callback

You want to talk to a certain person. The person is busy or does not answer. You can make callback requests to both internal and external users. Not all providers support this function.

If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialled directly. If the called party does not answer, you can also request a callback. The user then obtains a message indicating your callback request on his display.

This function must be saved to a configurable function key with Self Service Portal (see chapter ["Configuring or deleting a key assignment"](#), page 81).

- Notes:**
- You can activate only one callback at a time.
 - An unanswered callback request will automatically be cancelled by the system after about 30 minutes.



Activating callback:

You called someone and hear the busy tone or the ring-back tone. Press the function key for [Callback](#).

→Depending on the communication system you hear the acknowledgement tone.



Put the handset on-hook.

→The display shows [Call expected](#). The LED of the function key is switched on (Mitel 6865 SIP only).



Clear callback:

Press the function key for [Callback](#).

→Callback request is deleted.

To answer the callback request

Someone has asked you to call back. The display shows *Callback*.

You cannot automatically answer a callback request on your phone. You can either enter the call number manually or use a CTI client, for example the Mitel OfficeSuite.



Answering the callback request:

Enter a phone number in call preparation.



Pick up the handset or press the *Dial* softkey.

Note: You cannot delete a callback request.

Hide number

You do not want your call number to appear on the terminal display of a called party in the public network. The following options are available here:

Menu	Description
<i>Permanent</i>	The call number is never displayed.
<i>Per call</i>	Call number should only be restricted for certain calls. This function must be activated before dialling the call number.

This function must be saved to a configurable function key with Self Service Portal (see chapter "Configuring or deleting a key assignment", page 81).

- Notes:**
- Your call number can only be hidden if you select an external call number.
 - This feature depends on the range of services offered by your provider.



Activating/deactivating calling line identification restriction permanently:

Press the function key for *Hide number*.

→The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6865 SIP only).



Activating CLIR per call:

1. Press the function key for *Hide number*.

2. Enter the call number and press the *Execute*.

→Call number is dialled and your own number is not displayed to the called party.

Putting a call partner on hold

You want to briefly interrupt the active call.

You can put the call party on hold and then take them back again on the same phone.



Putting the active call party on hold:

Press the Hold key.

→The call party is put on hold. The LED on the line key flashes.



Take back the call party on hold:

Press the Hold key or the flashing line key.

→The call is active again.

Enquiry call during a call

You want to call someone else briefly without losing your current call partner. Then you want to resume your conversation with your original call partner.

With the Enquiry function you can call someone else in the middle of a call and put your original call partner on hold. You can make enquiry calls to both internal and external users.



Setting up an enquiry call (you are in a call):

Press a free line key (select using the horizontal navigation key, if necessary).



Enter the call number of the enquiry partner and press the *Dial*.

→Enquiry call party is called; first call partner is put on hold.

Notes:

- You can also set up an enquiry call by pressing the busy lamp field key to which you have saved the enquiry call party.
- If the other user does not answer, you can cancel the enquiry call with the end key and take back the first call with the flashing line key.



Ending the enquiry call:

Press the End key.



Retrieving the first parked call party:

Press the flashing line key.

Brokering between an enquiry call party and your call partner

You are talking with an enquiry call party and have your first call partner on hold. You want to be able to switch back and forth between the two.

In an enquiry call you can use the brokering function to switch back and forth between an enquiry call party and the party on hold. Brokering is possible with both internal and external users. You can also broker between conference parties as a group and an enquiry call party.



L1

Brokering (to switch back and forth between the callers):

You are in an active call and have set up a connect to another call party with the Enquiry function.

Press the flashing line key.

→Your call partner changes. The other call party is put on hold.

Note: You can also broker by pressing the busy lamp field key to which you have saved the call party.



Terminating a call:

Press the End key.

L1

Retrieving the first parked call party:

Press the flashing line key.

Making a conference call

You want to make a conference call.

A conference call allows you to connect three call parties. From a conference call/call, you can initiate an enquiry call to someone else. You can broker between the conference participants and the enquiry call party. Depending on the system configuration, a conference call can consist of up to 6 conference participants. You can hold a conference call with internal and external users.

Mitel 6863 SIP: This function must be saved to a configurable function key with Self Service Portal (see "[Configuring or deleting a key assignment](#)", page 81).

Note: If you have a user account for the Self Service Portal, you can create conference rooms there (see "[MiVoice Office 400 Self Service Portal](#)", page 8).

Phoning



Mitel 6863 SIP:



Setting up a conference (you are connected):

1. Press the function key for *Conference*.
2. Enter the phone number of the conference call party.
3. Press the *Dial* softkey.
→The conference party answers the call.
4. Press the function key for *Conference*.

Notes:

- You can also set up a conference by pressing the busy lamp field keys to which you have saved the call party.
- You can change the procedure by first starting an enquiry call before you set up a conference.



Leaving a conference call:

- Put the handset on-hook or press the End key.
→The other conference parties remain in the call.



Mitel 6865 SIP:



Setting up a conference (you are connected):

1. Press the Conference key.
2. Enter the phone number of the conference call party.
3. Press the *Dial* softkey.
→The conference party answers the call.
4. Press the Conference key.

Notes:

- You can also set up a conference by pressing the busy lamp field keys to which you have saved the call party.
- You can change the procedure by first starting an enquiry call before you set up a conference.



Leaving a conference call:

- Put the handset on-hook or press the End key.
→The other conference parties remain in the call.

Transferring a call

You want to put your call partner through to someone else.

With the call transfer function you can connect your call partner with someone else. You can connect internal and external users with one another. You can transfer the call with or without prior notice:

Menu	Description
Call transfer with prior notice	You only transfer the call after you have first talked to the second call party yourself.
Call transfer without prior notice	Without talking to the second call party, you transfer the call to them by hanging up the handset immediately after dialling the call number.

Mitel 6863 SIP: This function must be saved to a configurable function key with Self Service Portal (see "[Configuring or deleting a key assignment](#)", page 81).



Mitel 6863 SIP:



Call transfer with prior notice (you are in a call):

1. Press the function key for *Call transfer*.
2. Enter the call number of the second call party and press the *Select* (or press the corresponding busy lamp field).
 - The second call party is called; first call party is put on hold.
3. Wait until the person has answered the call.
 - If the other user does not answer, you can cancel the second call with the *Cancel* softkey or with the End key and take back the first call.
4. Announce the call party.
5. Put the handset on-hook.
 - Your first call partner and the other person are now connected with each other.

