

QUICK REFERENCE GUIDE

6869i IP PHONE FOR CLEARSPAN®



PLACING A CALL

1. Lift the handset, press a Line key, or press the  key.
2. Dial the number from the keypad and press the **Dial** softkey.

ENDING A CALL

Place the handset on its cradle or press the  key.

ANSWERING A CALL

Lift the handset for handset operation or press the Line key or  key for handsfree operation.

IGNORING A CALL

Press the  key or **Ignore** softkey when the phone is ringing to ignore the incoming call and (if configured) send the incoming call directly to voicemail.

LINE/CALL APPEARANCE LIGHTS

Idle	Off	No call activity on this line/call appearance.
Connected	Solid	A call is connected to the phone on this line/call appearance.
Ringing	Fast Flash	A call is ringing in on this line/call appearance.
On Hold	Slow Flash	A call is on hold on this line/call appearance.

MWI LIGHT

Slow Flash	You have a new message.
Rapid Flash	You have an incoming call.
Even Flash	One or more calls on hold.

SPEAKER/HEADSET LIGHT

On Solid	Speaker Mode
Slow Flash	Headset Mode

REDIALING

Press the  key once to access a list of recently dialed numbers. Use the  and  navigation buttons to scroll through the entries and the  button (or **Dial** softkey) to redial the selected number. Press the  key twice to call the last dialed number.

HOLDING AND RESUMING

1. To place a call on hold, press the  key when connected to the call.
2. To resume the call, press the  key again or press the Line key corresponding to the line where the call is being held.

MUTING

When you activate mute, the Mute key light is on. Press the  key to mute the handset, headset, and speakerphone.

ADJUSTING THE VOLUME

Press the  keys during a call to change the volume at which you hear the other parties in the call.

Press the  keys when you are not on a call to change the volume of the phone's ringer.

USER INTERFACE (UI) OVERVIEW

HOME SCREEN

The Home Screen displays the date and time along with various important status messages. It is the default screen displayed when the phone is in an idle state.

Line/Screen Name Indicator: L1: John Smith

Date and Time: 3:21 pm, 11/12/15

Top Softkeys: George Brown, Martin Perde..., Samantha La..., John Stevens, Martha Gold, Tabatha Jack...

Status Messages: 1 Missed Call

Bottom Softkeys: DND, Call Fwd, Lock, XML Menu

Phone/Line Status Indicators:

- Phone Locked
- Do Not Disturb
- Call Forward
- Missed Calls
- Voicemail

More Softkeys: Dots indicate the number of softkey "pages" and their relative position.

DETAILED-VIEW CALL SCREEN

The Detailed-View Call Screen brings into focus all the information available for a specific call. It is the default screen displayed for all active point-to-point calls.

Picture ID*: Francois Dupont, +4969435559200

Call Status Indicators:

- On Hold
- Incoming Call
- Outgoing Call
- Conference Call

Call Feature Indicators:

- TLS/SRTP Encryption
- Mitel Hi-Q™
- Active VoIP Recording*

Call Timer: 01:01

Caller ID: L1: John Smith

Note: No icon indicates that the call is active.

* Requires additional configuration that is not part of Clearspan

LINE SELECTION SCREEN

The Line Selection Screen allows you to easily view the lines in use and select a line to act upon.

Available Lines: Displays a list of the lines that are configured on the phone. See UI Navigation for more details.

Line Usage Indicators: Indicates the number of connected calls on the respective line or if the line is in an incoming/outgoing ringing state.

- Incoming Call
- Outgoing Call

New Call Button: New Call

MULTI-VIEW CALL SCREEN

The Multi-View Call Screen allows you to manage your calls more efficiently when you have more than one call in progress. It is particularly useful in transfer and conference scenarios. All pertinent information from the Detailed-View Call Screen is also available on the Multi-View Call Screen, but information for two remote parties can be seen simultaneously.

Call Feature Indicators:

- TLS/SRTP Encryption
- Mitel Hi-Q™
- Active VoIP Recording*

Call Status Indicators:

- On Hold
- Incoming Call
- Outgoing Call
- Conference Call

Call Timer: 01:01

Caller ID: L1: John Smith

Note: No icon indicates that the call is active.

* Requires additional configuration that is not part of Clearspan

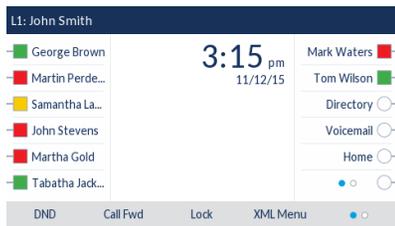
UI NAVIGATION



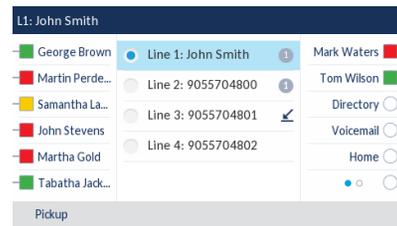
UI navigation is easily performed using the navigation buttons located to the right of the LCD screen. The ◀ and ▶ navigation buttons are used to switch to the different screens and the ▲ and ▼ buttons are used to highlight and scroll through the different lines/calls on the respective screen. The ☑ button is used to activate a selection. The figure below provides a visual representation of the different screens and the UI behavior when a navigation button is pressed.

NOTE: The Detailed-View Call Screen is only accessible when at least one call is in a ringing or connected state. Moreover, the Multi-View Call Screen is only accessible when more than one call is in a ringing or connected state.

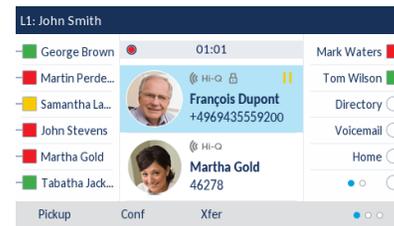
HOME SCREEN



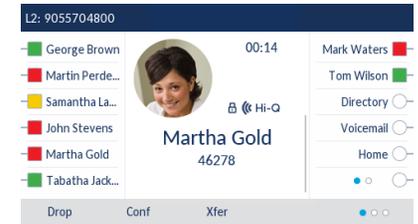
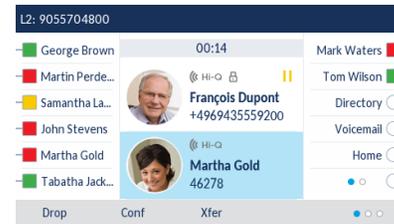
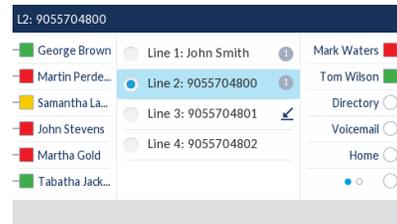
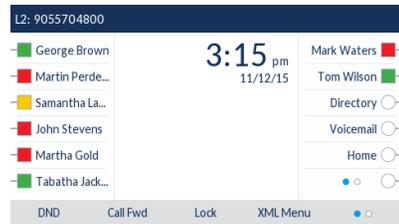
LINE SELECTION SCREEN



MULTI-VIEW CALL SCREEN



DETAILED-VIEW CALL SCREEN



ADVANCED CALL HANDLING

The 6869i IP phone provides simple and convenient methods for transferring calls and establishing conference calls.

NOTE: Transferring and conferencing can be initiated in both the Multi-View and Detailed-View Call Screens.

TRANSFERRING CALLS

1. Ensure you are on active call with the party you wish to transfer.
2. If you are already connected to the transfer recipient, press the ▲ and ▼ navigation keys to highlight the recipient and press the Xfer softkey to complete the call transfer.

OR

If you are not connected to the transfer recipient, press the **Xfer** softkey, enter the recipient's number, and press the **Dial** softkey. At any time, press the **Xfer** softkey again to complete the call transfer.

CONFERENCING

Establish the Conference

1. Connect to the first party to include in the conference.
2. Press the **Conf** softkey.
3. Dial the number of the party to add to the conference.
4. Wait for the new party to answer and announce the conference.
5. Press the **Conf** softkey again. The conference is established.
6. To add more parties, repeat steps 2 through 5.

Cancel the Third Party

1. Press the **Cancel** softkey while the third party phone is ringing.
2. Press the **Pickup** softkey to reconnect to the original party.

FORWARDING CALLS

You can use the Call Forward feature to automatically forward incoming calls to another number.

1. Press the **Call Forward** softkey. The Call Forward screen displays.
2. Use the ▲ and ▼ navigation buttons to select the options for All, Busy, or No Answer call forwarding.
3. Press **Save**.

PRESENCE KEY

The Presence key is used to access the contact information screens, which provide detailed information about respective Busy Lamp Field (BLF) or Speed Dial contacts.

1. On the Home Screen, press the  key.
2. Press a top softkey that is configured with BLF or Speed Dial functionality. The contact information screen will be displayed.

NOTE: To switch to another contact, simply press the desired BLF or Speed Dial softkey.

3. Press the  button to place a call using the contact's default phone number. If you want to place a call to a different phone number for the contact (if applicable), highlight the number using the navigation buttons, and press the  key.

DIRECTORY LOOKUP

Directory Lookup allows you to search an LDAP or Outlook directory.

1. Press the **Directory** softkey to access the corporate directory.
2. Search for any name by entering letters using the phone's keypad.
3. Press **Lookup** to retrieve a list of possible matching names. You can scroll up and down in the list that is returned.
4. Press **Dial** to call the selected entry in the list. You can also press **Display** to search for additional numbers available for the selected name, or **Speed Dial** to add the number to your speed dial entries.
5. To exit the Directory, press **Back** and **Cancel**.

CALL LOGS

The Call Log contains the phone's call history stored on the server.

1. Press the programmed **Call Logs** softkey.
2. Select **Dialed**, **Received**, or **Missed**.
3. Use the ▲ and ▼ navigation buttons to scroll through the entries.
4. To view details such as the phone number and date/time of the call, press **Display**. To dial an entry from the list, press **Dial**. To save a line item to the next available speed dial code, press **Add Speed**.

CALLERS LIST

You can access a call history stored on the phone.

1. Press the  key to access the Callers List.
2. Select All, Missed, Outgoing, or Received.
3. Scroll through the list by pressing ► and then the ▲ and ▼ navigation buttons. If you would like to view additional entry details, press the ► navigation button. Press the  button to place a call to the entry.