6873i SIP IP Phone for Clearspan®

C Clearspan®

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6873i SIP IP Phone User Guide for Clearspan
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INTRODUCTION

The 6873i is a SIP phone that boasts a large high resolution color touchscreen display and delivers outstanding audio performance designed for power users who demand a lot from their phones. Supporting today's high speed networks through dual Gigabit Ethernet ports, the 6873i offers a large 7" color backlit LCD touchscreen display, 48 programmable top softkeys, 30 programmable context sensitive bottom softkeys, and native USB and Bluetooth headset support. Offering remarkable HD wideband audio, an enhanced speakerphone, advanced audio processing and a unique audio design, the Mitel 6873i delivers rich and crystal clear handsfree conversations. With its fully customizable hard key layout, XML capabilities, and a PoE class 3 rating, the 6873i is one of the most advanced SIP desktop phones available on the market today.

ABOUT THIS GUIDE

This guide explains how to use the basic features of your new 6873i phone. Not all features listed are available by default. Contact your System or Network Administrator to find out which features and services are available to you on your system. Your System Administrator has the ability to customize some features on this phone. For information on more advanced settings and configurations, Administrators should refer to the *Mitel SIP IP Phones Administrator Guide*.

DOCUMENTATION

- *Mitel 6873i SIP IP Phone Quick Reference Guide for Clearspan* – Contains call handling instructions, an overview of the User Interface (UI) and details on UI navigation, as well as information on other important features. The Quick Reference Guide can be downloaded from http://edocs.mitel.com.

- *Mitel 6873i SIP IP Phone Installation Guide* – Contains installation and set-up instructions, general features and functions, and basic options list customization. The Installation Guide can be downloaded from http://edocs.mitel.com.

PHONE FEATURES

- 7" WVGA (800x480) color TFT capacitive touch LCD

- Built-in-two-port, 10/100/1000 Gigabit Ethernet switch - lets you share a connection with your computer

- USB 2.0 port (500mA maximum)

- 48 top and 30 bottom softkeys

- Press-and-hold speeddial key configuration feature

- Supports 2 hard line keys with LEDs (additional line keys programmable via softkeys)

- Wideband handset

- Wideband, full-duplex speakerphone for handsfree calls

- USB and Bluetooth headset support

- AC power adapter (sold separately)

- Enhanced busy lamp fields*

- Set paging*

*Availability of feature dependent on your phone system or service provider.

REQUIREMENTS

The 6873i requires the following environment:

- SIP-based IP PBX system or network installed and running with a SIP account created for the 6873i phone

- Access to a Trivial File Transfer Protocol (TFTP), File Transfer Protocol (FTP), Hypertext Transfer Protocol (HTTP) server, or Hyper Text Transfer Protocol over Secure Sockets Layer (SSL) (HTTPS)

- Ethernet/Fast Ethernet LAN (10/100 Mbps) (Gigabit Ethernet LAN [1000 Mbps] recommended)

- Category 5/5e straight-through cabling (Category 6 straight-through cabling required for optimum Gigabit Ethernet performance)

- Power source:
  - For Ethernet networks that supply inline power to the phone (IEEE 802.3af or IEEE 802.3at [IEEE 802.3at recommended]) use an Ethernet cable to connect from the phone directly to the network for power (no 48V AC power adapter required if using Power-over-Ethernet [PoE] or PoE plus
  - For Ethernet networks that DO NOT supply power to the phone: Use only the GlobTek Inc. Limited Power Source (LPS) adapter model no. GT-41080-1848 (sold separately) to connect from the DC power port on the phone to a power source, or use a PoE power injector or a PoE switch

INSTALLATION AND SETUP

If your System Administrator has not already setup your 6873i phone, please refer to the *Mitel 6873i Installation Guide* for basic installation and physical setup information.

CLEANING THE 6873I TOUCHSCREEN

Repeated use of the 6873i touchscreen may lead to a dirty screen. To clean the phone's screen, Mitel recommends the use of a super fine cotton cloth, cotton swab, or microfiber lens cloth made of microfiber suede (preferably one without sewn hems or similar characteristics that would scratch the surface of the screen). You can use the cloth dry for dusting, polishing and light cleaning, or dampen it (with water only) to deep clean the surface. If using a damp cloth, make sure to use just a little water on the cloth. Too much moisture can cause damage to your phone that could be permanent. If the cloth is dripping or the surface shows water spots after wiping, then you are using too much water on the cloth.

Some rules to follow when cleaning your screen include:

- Do not use any sharp objects including your fingernail.
- Do not rub, touch or tap the surface of the screen with sharp or abrasive items such as a ball-point pen or a screw driver.
- Do not use any type of cleansers including abrasive cleansers.
- Do not use any type of glass cleaner or any cleaner that contains alcohol or ammonia.
- Do not spray any type of cleaner directly on the phone's screen.
- Do not allow any liquid to run down the surface of the touchscreen and under the bezel.
- If using a damp cloth, disconnect power to the phone before wiping the screen.

> ⚠ **CAUTION: Use of any type of cleaners, alcohol, ammonia, and/or hard or sharp objects can harm the touchscreen surface and potentially cause transparent conductive film cracks in the screen**

To clean your 6873i touchscreen:

1. Disconnect power to your phone.
2. Retrieve a soft cloth, such as a microfiber cloth.
3. If necessary, dampen the cloth. For regular cleanings, a dry cloth is usually sufficient. For stubborn build-up or for periodic deep cleanings, wet the cloth under a faucet and then wring out until it is just damp.
4. Wipe the screen gently with the cloth making sure to not get any moisture in the sides of the screen. You can also wipe down the entire phone to remove dirt and grime.
5. Allow your phone to completely dry after you are done cleaning. This should only take a few minutes.
6. Reconnect power to your phone.

> 📝 **Note:** Keeping your touchscreen clean and free of dirt and fingerprints on a regular basis extends the life of your phone's touchscreen.

GETTING STARTED

The 6873i must be set up and be configured prior to its first use. This section describes phone behavior and start up screens you may see when the phone is first plugged in, or when it is restarted.

PLUGGING IN AND STARTING THE PHONE

The 6873i automatically begins the start up sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone.

The phone displays the following startup screens.

The 6873i phone then checks settings and looks for new configuration and firmware updates from a configuration server. This may take a few moments while the phone downloads the latest updates.

Note: New updates to your phone can be automatically scheduled from the server. This is set up on the phone system by your System Administrator and should be scheduled during non-business hours or slow call periods.

> ⚠ **CAUTION: Do not unplug or remove power to the phone while it is checking or installing firmware and configuration information.**

If language packs were loaded to your phone by your System Administrator, the following screen displays during startup.

When the configuration update is complete, the phone displays the following screens and then displays the **Home** screen.

AUTO INSTALL PROCESS

If your System Administrator uses the Auto Install application, you will be prompted to enter and confirm the Device ID after the initial startup screens display. A configuration file is then created, and the phone restarts.

NETWORK CONNECTED/NETWORK DISCONNECTED

If your phone successfully connects to the network, the phone will go directly to the **Home** screen.

If your phone did not successfully connect to the network, the **Network Disconnected** prompt appears on the display, and the telephone status light turns on.
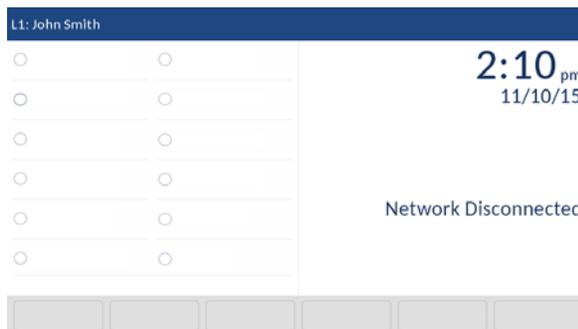
Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and remove the **Network Disconnected** prompt from the screen. However, if changes have been made to your phone's network settings, you may need to restart your phone. Check with your System or Network Administrator for assistance.

For more information about connecting your phone, see the *Mitel 6873i IP Phone Installation Guide.*

Note: If the phone displays a **No Service** status message, you can access call logs, lists, and status functions, but you cannot make or receive calls because the phone is not registered with the Registrar. For more information about registering your phone, contact your System Administrator.

UI OVERVIEW

HOME SCREEN

When the phone has successfully updated the configuration and connected to the network, the phone displays the Home screen. The Home screen displays the current line, your name (SIP screen name), the date and time, and various important status messages. It is the default screen displayed when the phone is in an idle state.
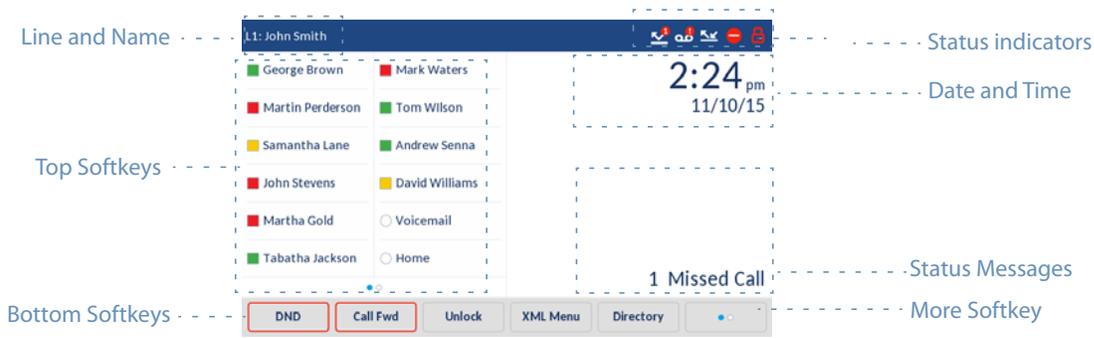
Note: Your System Administrator should have configured your SIP screen name, line number, and any other administrative features required. If your name does not display on the screen, contact your System Administrator.

PHONE/LINE STATUS INDICATORS AND MESSAGES

Icons display on the phone to indicate the status of the phone and/or the status of the line. These icons display on the upper right corner of the Home screen.

The following table identifies and describes the phone/line status indicators on the **Home** screen.

ICON	DESCRIPTION
	Phone Locked - The lock icon displays on the **Home** screen indicating that the phone is in a locked state preventing the phone from being used and preventing any changes from being made to the phone.
	Voicemail - The voicemail icon displays on the **Home** screen only if you have new messages waiting. The number in the red circle indicates how many new messages you have (from 1 to 9; if the total number of pending messages is greater than 9, an exclamation mark "!" is displayed). To access your voicemail messages, use the star codes for your system if a voicemail softkey has not been configured on your phone. For more information on your system's star codes, please refer to the documentation for the voicemail system you are using. Note: Depending on your call manager, the voicemail icon may not indicate the number of pending messages, but instead just indicate messages are pending by the use of an exclamation mark "!".
	Missed Calls - The Missed Calls icon displays on the Home screen only when incoming calls have not been received. The number in the red circle indicates how many calls were missed. To access a list of your missed calls, press the **Received Callers List** key.
	Do Not Disturb - The Do Not Disturb (DND) icon displays on the **Home** screen when the DND feature is enabled. When DND is enabled, callers calling into the phone hear a busy signal or a message, depending on the configuration.
	Call Forward - The Call Forward icon displays on the Home screen when the Call Forward feature is enabled. When Call Forward is enabled, incoming phone calls are automatically forwarded to a defined number when your phone is in a busy state and/or when the call is not answered after a specified number of rings.

In addition to the phone/line status indicators, the following status messages might appear on the **Home** screen:

- Number of missed calls

- Phone lock status

- SCA Caller IDs

- XML-related text

- Network status

SOFTKEYS

Twelve top softkeys and six bottom softkeys are always displayed on the **Home** screen. You can configure the top softkeys with up to 48 functions and configure the bottom softkeys with up to 30 functions as required.

> 📝 **Note:** For more information about configuring the top and bottom softkeys, see "Programmable Softkeys" on page 53.

If you or your Administrator have configured softkey functions on your phone, the labels for those functions display on the screen. For example, in the illustration above **Directory** was configured as a Directory key, **Voicemail** and **Home** were configured as speed dial keys, and the remaining top softkeys were configured as **Busy Lamp Field** (BLF) keys. The bottom set of softkeys were configured as **DND** (Do Not Disturb), **Call FWD** (Call Forward), and **Lock/Unlock,** and **XML** respectively.

A More softkey ●○○ is also displayed at the bottom right of the screen if you have configured more softkeys than can be displayed at one time. These dots indicate the number of softkey pages and their relative position.

OFF-HOOK AND DIALING SCREEN

When you pickup the handset on the **Home** screen, the screen displays as follows:
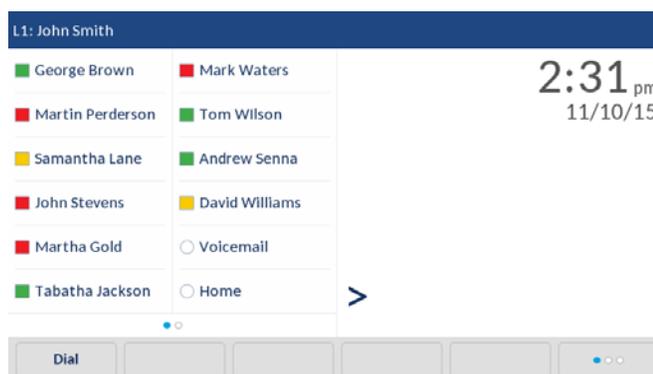
This screen displays the **Dial** key at the bottom. This key is context-sensitive and cannot be changed.

The More ●○○ softkey is also displayed if you have any configured bottom softkeys. For example, in the previous figure, the 6873i has three softkeys configured that are viewable on the next softkey "page". Pressing the More ●○○ softkey toggles between the first and second "pages" to display all the rest of the configured softkeys (as per the following figure).
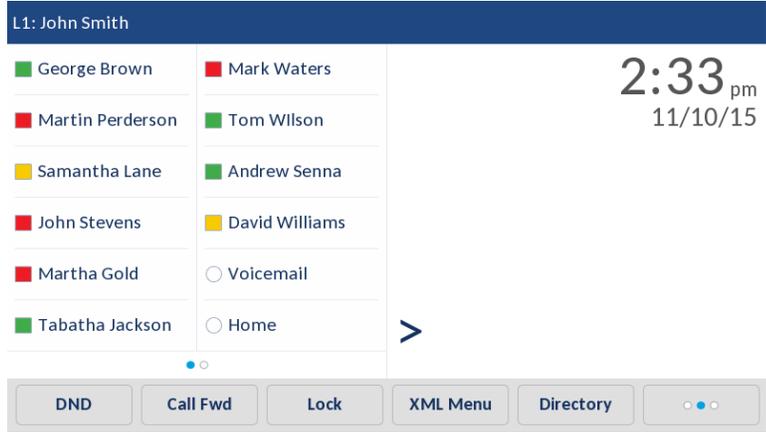
LINE SELECTION SCREEN

The **Line Selection** screen displays a list of the lines that are available on the phone as well as line usage indicators that tell you whether or not a line is in use.

It also allows you to easily select a line to act upon. When a line is not in use, a **New Call** key is available allowing you to dial out using the selected line. If the line is in use with a call on hold, a **Pickup** key is available allowing you to pick up the call on hold on the respective line.

The following table identifies and describes the line usage indicators on the **Line Selection** screen.

INDICATOR/ICON	DESCRIPTION
N/A	No icon denotes that no calls are associated with the line and the line is available to be used.
①	The number denotes how many call appearances are being utilized on the respective line.
↙	Indicates a call is incoming on the respective line.
↗	Indicates a call is outgoing on the respective line.

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.

The **Detailed-View Call** screen encompasses the picture ID of the remote party (if available), a call timer indicating the duration of the call in focus (in minutes and seconds), the caller ID (name and number), and call status and feature indicators.

The following table identifies and describes the call status and call feature indicators on the **Detailed-View Call** screen.

INDICATOR/ICON	DESCRIPTION
	CALL STATUS INDICATORS
N/A	No icon denotes that the call is connected and in progress.
❚❚	Indicates the call is on hold.
↙	Indicates the call is an incoming call.
↗	Indicates the call is an outgoing call.
👥 👥	Indicates the party is a conference call participant. The direction of the arrow denotes where the other conference call participant is in the list of calls.

INDICATOR/ICON	DESCRIPTION
	CALL FEATURE INDICATORS
🔒	Indicates the call is secured using TLS/SRTP encryption.
⟨⟨ Hi-Q	Indicates the call is using Mitel Hi-Q™ audio.
🔴	Indicates active VoIP recording is enabled and the call is being recorded.

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.

The following table identifies and describes the call status and call feature indicators on the **Multi-View Call** screen.

INDICATOR/ICON	DESCRIPTION
	CALL STATUS INDICATORS
N/A	No icon denotes that the call is connected and in progress.
❚❚	Indicates the call is on hold.
↙	Indicates the call is an incoming call.
↗	Indicates the call is an outgoing call.
👥	Indicates the party is a conference call participant. The direction of the arrow (if applicable) denotes where the other conference call participant is in the list of calls.
	CALL FEATURE INDICATORS
🔒	Indicates the call is secured using TLS/SRTP encryption.
⟨⟨ Hi-Q	Indicates the call is using Mitel Hi-Q™ audio.
🔴	Indicates active VoIP recording is enabled and the call is being recorded.

TOUCHSCREEN UI NAVIGATION

UI navigation is easily performed using the LCD touchscreen. Swipe left and right in the top softkey area to switch softkey pages. Swipe left and right on the area to the right of the top softkeys to switch to the line and call screens, and swipe up and down to scroll through the different lines or calls on the respective screen. To select a line, call, or any other item, simply press the item on screen.

The following figure provides a visual representation of the different screens and UI navigation behavior.

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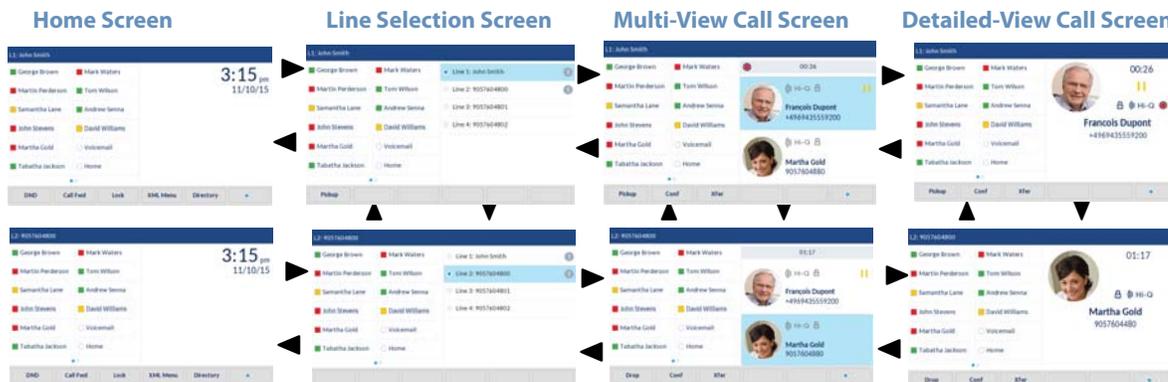
Note: The **Detailed-View Call** screen is only accessible when at least one call is in a ringing or connected state. Moreover, the **Multi-View Call** screen is only accessible when more than one call is a ringing or connected state.

IP PHONE KEYS

KEY PANEL

The following sections describe the various 6873i phone key functions and how they can help you make and manage your calls and caller information.
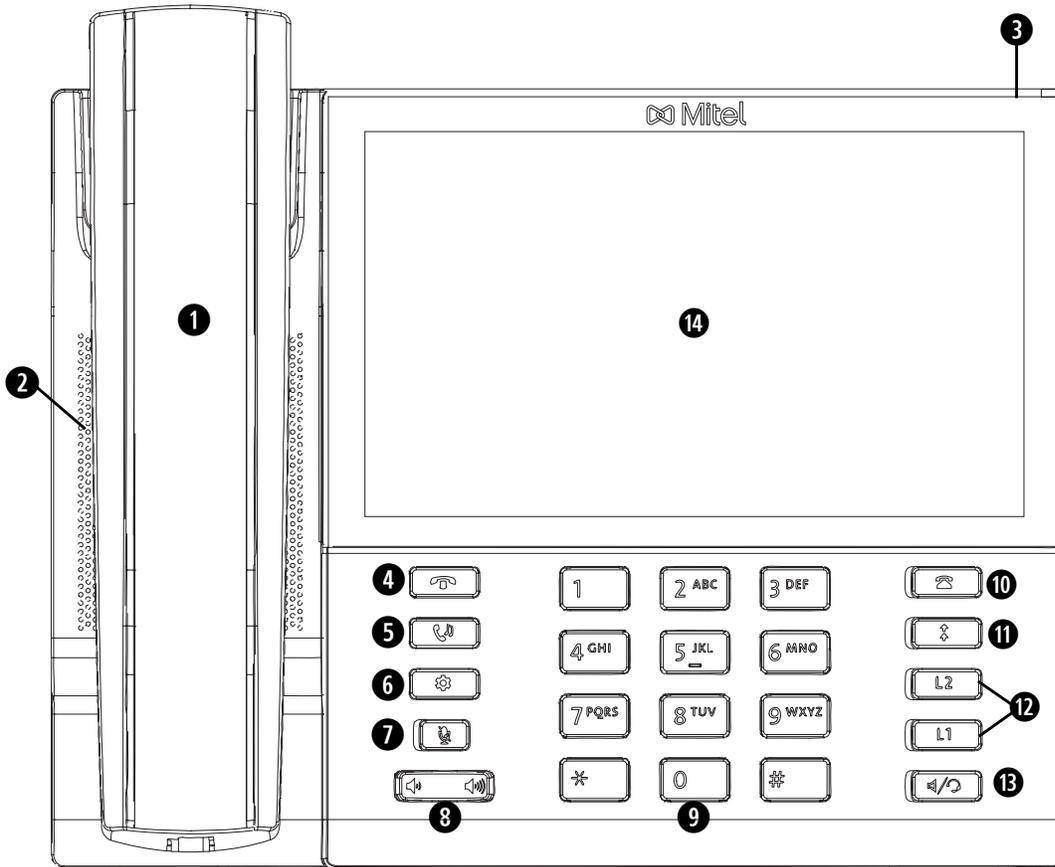
❶	6873i Handset	❽	Volume Control
❷	High Quality Speakerphone	❾	Keypad
❸	Message Waiting Lamp	❿	Received Callers List Key
❹	Goodbye Key	⑪	Outgoing Redial Key
❺	Hold Key	⑫	Line/Call Appearance Keys
❻	Options Key	⑬	Speaker/Headset Key
❼	Mute Key	⑭	Touchscreen

KEY DESCRIPTIONS

The following table describes the keys on the 6873i:

KEY	DESCRIPTION
[Goodbye key icon]	**Goodbye Key** - Ends an active call. The **Goodbye** key also exits an open list, such as the Options List, without saving changes.
[Hold key icon]	**Hold Key** - Places an active call on hold. To retrieve a held call, press the **Hold** key again or press the **Pickup** softkey offered on the display.
[Options key icon]	**Options Key** - Accesses services and options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing any Administrator-only options.
[Mute key icon]	**Mute Key** - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).
[Volume controls icon]	**Volume Controls** - Adjusts the volume for the handset, ringer, and handsfree speakerphone.
[Received Callers List key icon]	**Received Callers List Key** - Accesses a list of the last 200 calls received.
[Outgoing Redial key icon]	**Outgoing Redial Key** - Accesses a list of the last 100 previously dialed numbers. Pressing the **Outgoing Redial** key twice redials the last dialed number.
L 2 L 1	**Line/Call Appearance Keys** - Connects you to a line or call. The Mitel 6869i IP phone IP phone has two default **Line** keys, each with LED indicator lights.
[Speaker/Headset key icon]	**Speaker/Headset Key** - Transfers the active call to the speaker or headset, allowing handsfree use of the phone.
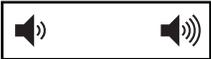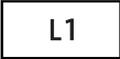
DIALPAD KEYS

The 6873i has a dialpad with digits 0 through 9, a * key, and a # key. Keys 2 through 9 contain the letters of the alphabet. The 6873i phone dialpad includes the following:

DIALPAD KEY	DESCRIPTION
0	Dials 0
	Dials the Operator on a registered phone
1	Dials 1
2 ABC	Dials 2
	When entering text, this key enters **A** with one press, **B** with two presses, and **C** with three presses

DIALPAD KEY	DESCRIPTION
3 DEF	Dials 3
	When entering text, this key enters **D** with one press, **E** with two presses, and **F** with three presses
4 GHI	Dials 4
	When entering text, this key enters **G** with one press, **H** with two presses, and **I** with three presses
5 JKL	Dials 5
	When entering text, this key enters **J** with one press, **K** with two presses, and **L** with three presses
6 MNO	Dials 6
	When entering text, this key enters **M** with one press, **N** with two presses, and **O** with three presses
7 P QRS	Dials 7
	When entering text, this key enters **P** with one press, **Q** with two presses, **R** with three presses, and **S** with four presses.
8 TUV	Dials 8
	When entering text, this key enters **T** with one press, **U** with two presses, and **V** with three presses
9 WXYZ	Dials 9
	When entering text, this key enters **W** with one press, **X** with two presses, **Y** with three presses, and **Z** with four presses.

The * is called the star key. The # is called the number sign, pound key, or hashtag key. These can be used for special functions such as accessing voicemail. The star key and pound key functions are dependent on your country's feature availability. Contact your System Administrator for more information about available functions using these keys.

MAKING CALLS

This section describes ways to make calls on your 6873i phone, using your handset, speakerphone or headset.

DIALING A NUMBER

First, take the phone off-hook by:

- Lifting the handset

- Pressing ⏹️ or

- Pressing a line/call appearance button

At the dial tone, enter the number you wish to call.

> 📝 **Note:** After dialing the number, the phone has a short delay before sending the call. To send the call immediately, you can press the **Dial** softkey (if the handset is offhook) or the # key immediately after dialing the number. The phone sends the call without delay.

If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

When your party picks up, a timer appears on your display that records the length of your call.

If the **Live Dialpad** option is on, as soon as you press the first digit on the dialpad the phone automatically selects the next available line, goes off-hook, and dials as digits are pressed.

CALLING A DIRECTORY ENTRY

Your System Administrator can assign corporate directory access to any softkey.

1. Press the Corp Directory softkey. If prompted, enter your Outlook credentials.

2. Search for any name by entering letters using the phone's keypad.

3. Press **Lookup** to retrieve a list of possible names. You can scroll up and down in the list that is returned.

Depending on how your System Administrator, contacts are listed and updated dynamically on screen depending on the letters that are entered into the search field. This dynamic update is dependent on the "**directory search dynamic threshold**" configuration parameter. This parameter indicates the threshold value where the Directory search is no longer dynamic. By default, the search dynamic threshold is limited to 5000 entries That is, if any enabled Directory source holds more records than the configured value, users will need to manually press a Search softkey in order to trigger the search.

4. Press **Dial** to call the selected entry in the list.

5. To exit the Directory, press **Back** and **Cancel**.

CALLING A SPEED DIAL ENTRY

Depending on the keys configured for speed dial, you can call speed dial entries in one of the following ways:

- Press the programmed **Speed Dial** softkey, and then press the one- or two-digit code assigned to the speed dial number you want to call.

- Press a softkey that has been assigned to call a speed dial entry.

- Press and hold a keypad key that has been assigned to call a speed dial entry.

PRE-DIALING A NUMBER

You can also make a call by pre-dialing a number. Pre-dialing lets you view a number before you dial.

With the phone in an idle state and on-hook, simply use the dialpad to enter the number you wish to call.

Note: You cannot use this feature if Live Dial Pad is turned on.

REDIALING A NUMBER

By default, the 6873i has a dedicated [⬍] **Redial** key. Pressing the **Redial** key displays the Redial List.

The redial list is available during active calls. It stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

1. Press ⬍ once to access the **Redial List**.
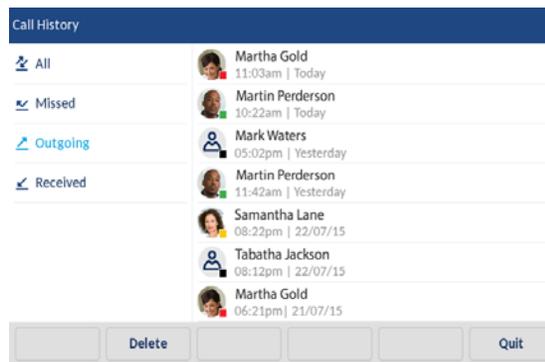
📝 **Note:** Press ⬍ twice to dial the most recent number you dialed from the phone.

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2. Swipe up and down to scroll through the entries in the Outgoing Redial List.

3. Press an entry and then press the right arrow button to see more detailed information about the redial entry.
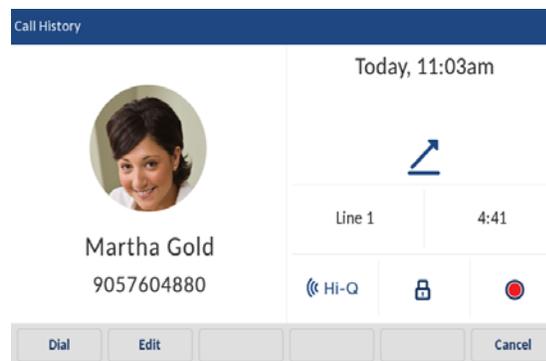
📝 **Note:** The detailed view screen contains the picture ID of the called party (if available), the date and time of the outgoing call, the line on which the call was placed, call duration (if the call was answered), any applicable call feature indicators, and the caller ID details.

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4. To dial the displayed number while in the Redial List, press ⊲/↻ , press the **Dial** softkey, lift the handset, or press any of the line keys.

5. To exit the Redial List, press 📞 or the **Quit** softkey.

USING HANDSFREE SPEAKERPHONE

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the **Speaker** or **Speaker/Headset** audio mode. For more information about setting the audio mode on your phone, see "Audio Mode" on page 43.

• To dial using handsfree, first press ⊲/↻ and enter a number at the dial tone.

• To answer a call on your phone using handsfree, press ⊲/↻ or the line/call appearance button.

- If you are in **Speaker** audio mode, lift the handset and press [⊲/↺] to switch between handsfree and handset.

- If you are in **Speaker/Headset** audio mode, press [⊲/↺] to switch between handsfree and headset.

- When the handset is on hook, press [☎] to disconnect the call.

📝 | **Note:** When handsfree is on, the speaker light turns on.

USING A HEADSET

The 6873i supports USB headsets (connected through the USB port located on the back of the phone) as well as Bluetooth-compliant headsets. Bluetooth must be enabled and the Bluetooth device must be paired and connected with the 6873i for it to function.
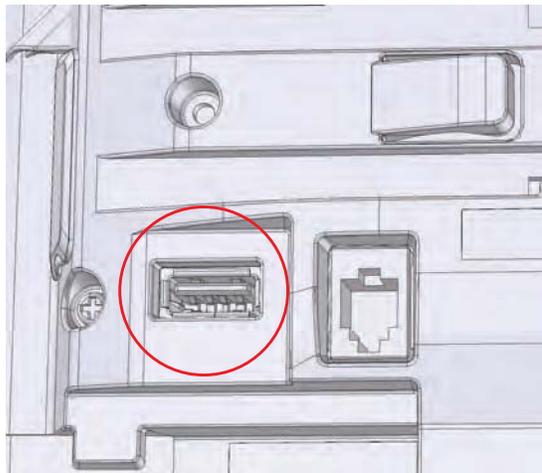
📝 | **Notes:**
1. When the default (Speaker) audio mode is being used, if a USB headset is connected, or when Bluetooth is enabled and a Bluetooth headset is paired, the phone automatically switches the audio mode to Headset/Speaker.
2. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.
3. Contact your System Administrator for questions regarding supported headsets.

On the 6873i, there are three options for the headset microphone volume: **Low**, **Medium**, and **High**. For information about configuring the headset microphone volume, see "Headset" on page 44.

Follow these steps to make and receive calls using a headset.

1. Ensure that you have selected a headset audio mode.

2. If you have a USB headset, insert the USB plug into the USB port.
   or
   Pair and connect your Bluetooth headset.

Note: See the *Mitel 6873i SIP IP Phone Installation Guide* for more information.

3. Press the ⎡ ◁/⟳ ⎤ key to obtain a dial tone or to answer an incoming call. Depending on the Audio Mode selected from the Options List, a dial tone or an incoming call is received on either the headset or the handsfree speakerphone.

4. Press the ⎡ ☎ ⎤ key to end the call.

RECEIVING CALLS

When a call is ringing at your extension, the inbound callers name, extension, picture ID (if applicable), and incoming call icon display on the screen. Additionally, the line/call appearance LED flashes quickly for the incoming call.
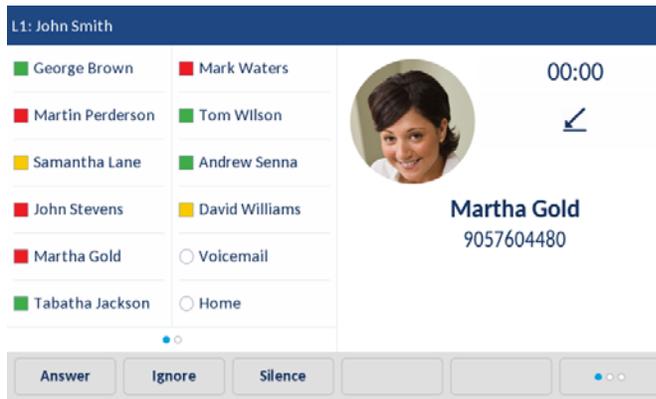
> **Note:** You can press the Silence softkey when the phone is ringing to immediately silence the ring tone.

For information about automatically rejecting or redirecting incoming calls, refer to "Call Forward Key" on page 58 and "Do Not Disturb (DND) Key" on page 61.

ANSWERING AN INCOMING CALL

- For handsfree operation, press ⏻/☊ , the **Answer** softkey, or the line/call appearance button for the incoming call.

- Press ⏻/☊ for speaker or headset operation or the answer button on your headset (if available).

- Lift the handset for handset operation.

> **Note:** The audio mode setting you have selected in **Options List > Audio Mode > Headset Settings** on the IP phone UI determines if the call goes to handsfree or headset operation. For more information, see the section "Audio Mode" on page 43.

If the phone is already connected to a call, pressing the line/call appearance button or **Answer** softkey for the new incoming call automatically places the connected call on hold and answers the new call. To reconnect to a party, press the line/call appearance button for that call or navigate to the call on hold and press the **Pickup** softkey.

> **Note:** If the Goodbye Key Cancels Incoming Call feature is disabled, you can also use the answer button on your headset (if available) to answer the secondary incoming call. If the Goodbye Key Cancels Incoming Call feature is enabled, the answer button on your headset will cancel the secondary incoming call.

If you cannot answer the call, the caller goes to voicemail (if voicemail has been configured for your extension).

> **Note:** The [☎] key can be used to cancel the call pickup procedure.

SENDING AN INCOMING CALL TO VOICEMAIL

You can send an incoming call directly to voicemail without answering the call. To do this, press [☎] without picking up the handset, or simply press the **Ignore** softkey. If you are already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon [icon] displaying the number of pending messages.

HANDLING CALLS

When you are connected to a call, you can use the softkeys or hard keys on the phone to place a call on hold, transfer a call, or create a conference call.

PLACING A CALL ON HOLD

You can place an active call on hold by pressing the 〔☎♪〕 key. When you place a call on hold, only your phone can retrieve the call.

1. Connect to the call (if not already connected).

2. Press the 〔☎♪〕 key.

   The screen displays the ❚❚ icon indicating the call is on hold. Additionally, the line/call appearance light begins to flash slowly and after a short time the phone beeps softly to remind you that you still have a call on hold.

   > 📝 **Note:** If you are connected to another call, the phone does not beep to remind you that you still have a call on hold.

WHEN ON HOLD

To let your caller know that they are still on hold, music plays softly (if this has been set up for your system). If you are on hold, the call/line appearance light for the line you are on remains solid to indicate that you are still connected.

AUTOMATIC HOLD

When juggling between calls, you do not have to press the 〔☎♪〕 button to go from one call to the next. The phone automatically puts your current call on hold as soon as you press a new line/call appearance button.

RETRIEVING A HELD CALL

If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance button where that call is being held or by navigating to the call on the **Line Selection** or any **Call** screen and pressing 〔☎♪〕 or **Pickup** softkey. Press 〔☎〕 to disconnect the call.

If an attempt to retrieve a held call fails, the 6873i displays a "Server Error" message and error reason code on screen. You can disconnect the call on hold by pressing the 〔☎〕 **Hangup** key in certain circumstances. A call on hold can be disconnected by pressing the 〔☎〕 **Hangup** key only when these three conditions are met:

- The line with the call on hold is the line in focus.

- You have attempted to retrieve the call on hold by navigating to the call on the **Line Selection** or any **Call** screen and pressing the 〔☎♪〕 or **Pickup** softkey.

- The attempt to retrieve the call on hold failed due to a 408, 5xx, or 6xx reason code. If the attempt failed due to a different server error reason, pressing the 〔☎〕 **Hangup** key will not disconnect the call.

This behavior is applicable to all call-on-hold scenarios such as single point-to-point calls, conference calls, and any transfer scenarios. In an attended transfer scenario, pressing the
[📞] **Hangup** key after a failed retrieval attempt (that meets the above three conditions) will disconnect the call on hold instead of launching the transfer.

TRANSFERRING CALLS

The 6873i IP phone uses the **Xfer** softkey offered on screen to transfer calls when in a connected call.

BLIND TRANSFER

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to. If the party you are transferring the call to does not answer, the transferred call rings back to your extension.

CONSULTATIVE TRANSFER

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, simply remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

DIRECT TRANSFER

The 6873i IP phone provides a convenient direct method of transferring an existing call to another existing call. If you have the transfer recipient on hold on another line, you can simply navigate to the recipient and press the **Xfer** softkey and the direct transfer will be performed.

TRANSFERRING CALLS

Use the following procedure to transfer a call to another extension.

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.

2. Press the **Xfer** softkey.
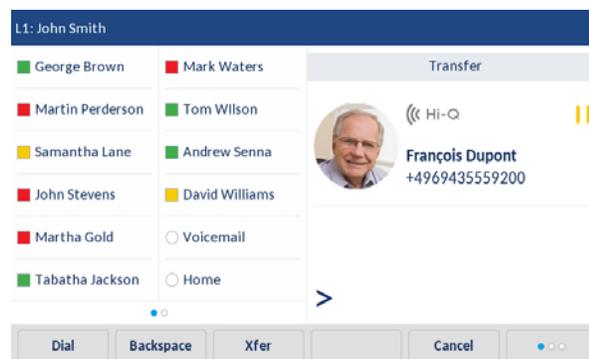
3. Enter the extension number (or the outside number) to Party 2.
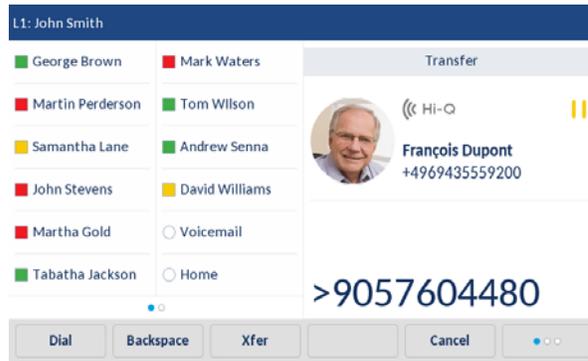
To cancel the transfer you can either press the **Cancel** softkey on the display screen, press ☎ , or hang up the handset.

4. Complete either a blind or consultative transfer:

- To complete a blind transfer, press the **Xfer** softkey key again before the receiving end answers.

- To complete a consultative transfer, press **Dial** and remain on the line to speak with Party 2, before either pressing the **Xfer** softkey, ☎ key, or hanging up the handset to transfer Party 1 to Party 2.

TRANSFERRING AN EXISTING CALL TO ANOTHER EXISTING CALL

1. Ensure you are on an active call with the party you wish to transfer (the transfer recipient should be placed on hold).
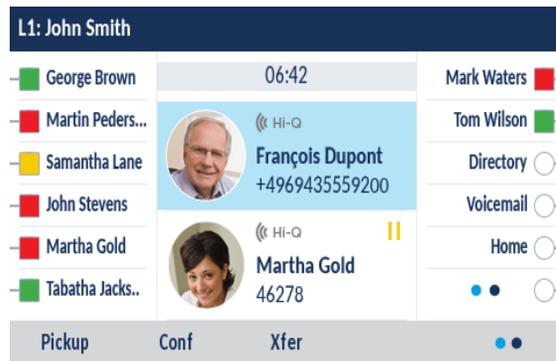
Note: Direct transferring can be performed in either the **Multi-View Call** screen or **Detailed View Call** screen.

2. Swipe up or down to scroll and press the party to whom you wish to transfer the active call.

3. Press the **Xfer** softkey. The active call will be transferred.

TRANSFERRING TO A CONTACT IN THE DIRECTORY

You can complete a transfer to a contact in the directory. If you are in a call and initiate a transfer, you can navigate to the Directory screen and use the **Xfer** key to complete a blind or consultative transfer.

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.

2. Press the **Xfer** softkey.
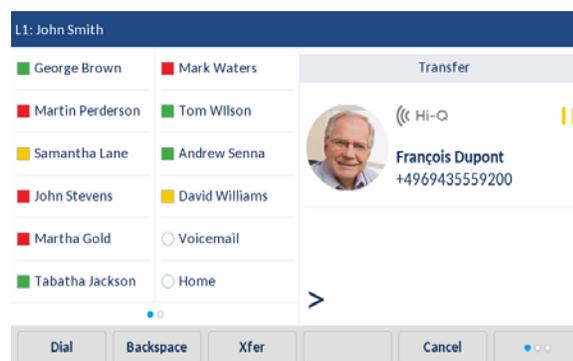
3. Press the **Corporate Directory Lookup** key and select a contact.

4. To complete a blind transfer, press the **Xfer** key again before the receiving end answers. To complete a consultative transfer, press **Dial** to call the contact. Remain on the line to

speak with Party 2 before pressing the **Xfer** key again to transfer Party 1 to Party 2. To cancel the transfer, select **Cancel** on the display screen or press [☎] .

INDICATION OF TRANSFERRED CALLS

When you transfer an active call, the near-end phone displays a **Call Transferred** screen when a call is transferred and the far-end call is dropped. The following figure illustrates the **Call Transferred** screen on the 6873i phone.
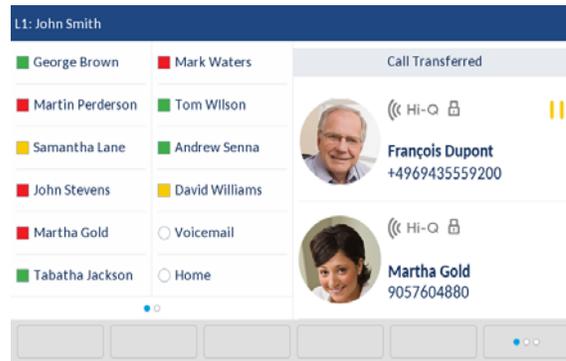
CREATING CONFERENCING CALLS

The 6873i IP phone uses the **Conf** softkey offered on screen when in a connected call.

SETTING UP A CONFERENCE CALL

Use the following procedure to create a conference call.

1. When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the [◁/◯] key. A line opens up.

2. Call Party 2 by dialing their number (or answer an incoming call of a party).

3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.

4. Press the **Conf** softkey.

5. Enter the phone number of Party 3.
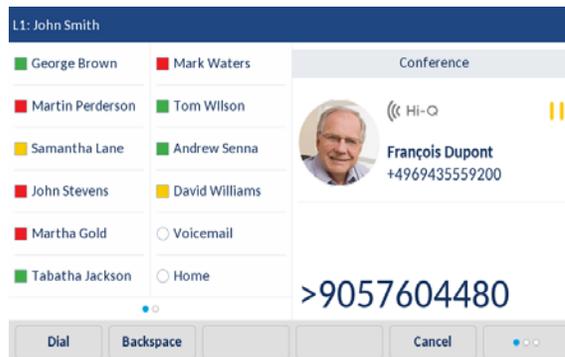
6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.
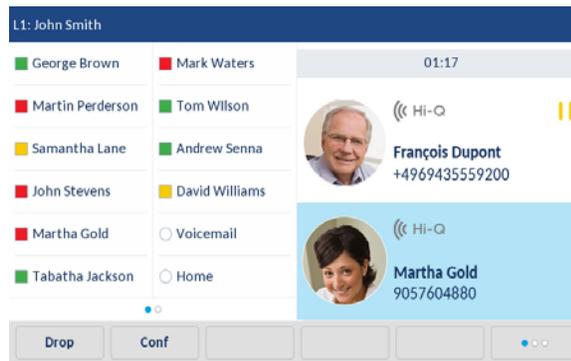
7. Press the **Conf** softkey again to add Party 3 to the conference. Party 2 and Party 3 will connect with you to form a conference call.
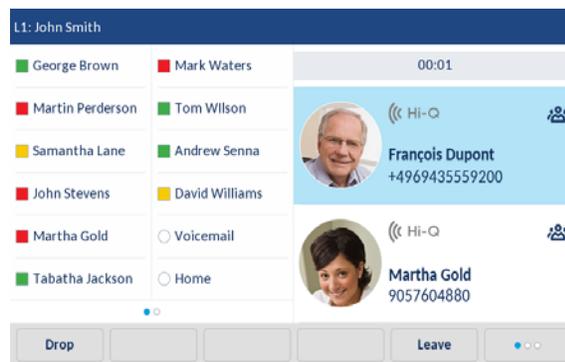
CREATING A CONFERENCE CALL BY JOINING TWO EXISTING CALLS

1. Ensure you are on an active call with one of the parties with whom you wish to create a conference (the other party should be placed on hold).
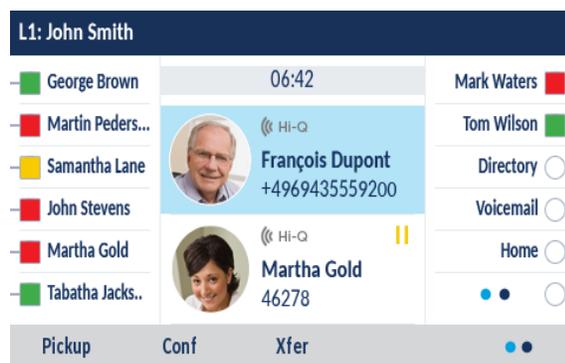
Note: Direct conferencing can be performed in either the **Multi-View Call** screen or **Detailed View Call** screen.

2. Swipe up or down to scroll and press the party you wish to conference in.
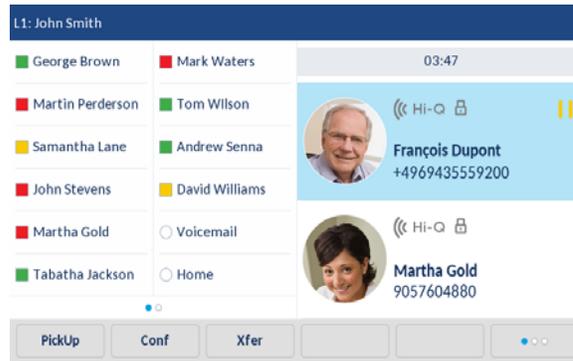
3. Press the **Conf** softkey. The two parties will connect with you to form a conference call.
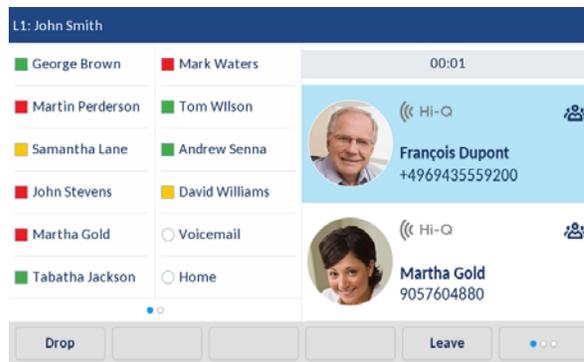
ENDING A CONFERENCE AND TRANSFERRING REMAINING PARTIES

When the Host hangs up from a conference, the conference ends. Other participants can hang up and leave the remaining parties connected.

MUTING YOUR AUDIO

You can use the [🎤] key to mute the handset, headset, or speakerphone. When you use the [🎤] key on your phone, you cannot be heard on an active call or on a conference. For muted calls, the handsfree LED flashes and the [🎤] key LED is on. To switch mute on or off, press [🎤].

Note: If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

ENDING CALLS

To end a call, you first need to connect or reconnect to the call if not already connected (e.g. if your caller is on hold). Press [☎] or the **Drop** softkey to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

OPTIONS MENU

You can customize your phone by pressing the [✿] key and accessing the IP phone UI. These options allow you to customize the following phone settings.

> ⚠️ **CAUTION: Consult with your System Administrator before changing any of the phone settings in the Options menu.**

ICON	OPTION
🌐	Language
🕐	Time and Date
⚙️	• Settings
🌐	• Time Zone
✏️	• Set Date and Time
📊	Status
(●)	Bluetooth
👤	Directory
⚙️	• Settings (available only if external directory sources are configured by your Administrator)
📇	• External Sources (available only if external directory sources are configured by your Administrator)
🔑	Credentials (available only if certain features are configured by your Administrator)
↘↙	Call Forward
🔒	Lock
🔑	• Password
📱🔒	• Phone Lock
🔊	Audio

ICON	OPTION
	• Audio Mode
	• Headset
	• Ring Tones
	• Tone Set
	Display
	Dialing
	• Live Dialpad
	• Speed Dial Edit
	Restart

ACCESSING THE IP PHONE OPTIONS

📝 **Note:** The **Advanced** options are Administrator-level functions only, and are not accessible by the user. These options should only be set up and changed by your System Administrator.

1. Press ⬜ ⚙ on the phone to enter the Options List.
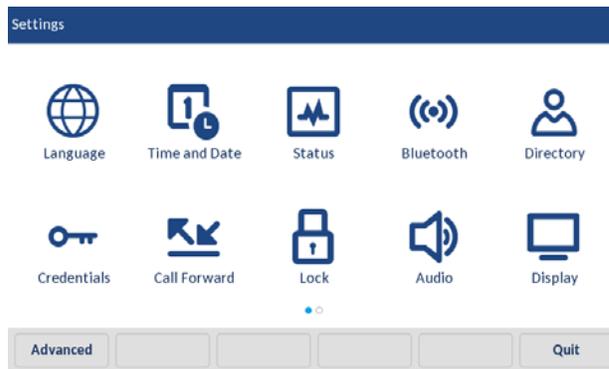
2. Press on the icon to access an option menu.

3. Swipe up and down to scroll through any lists and press on an item to make any desired changes.

4. Press the **Save** softkey to save your changes.

5. Press the [☎] button or the **Quit** softkey at any time to exit without saving changes.

> 📝 **Note:** For more information about customizing your phone using the available options from the IP phone UI, see "Options Menu" on page 30. For more information about **Advanced** options, contact your System Administrator.

LANGUAGE

The **Screen Language** is set to English. You can configure the language you use for input on the phone by setting the **Input Language** option. The default input language setting is English.

1. Press [⚙] on the phone to enter the Options List.

2. Press the **Language** icon.

3. Choose the desired input language. Valid values are:

- English (default)
- Français (French)
- Español (Spanish)
- Deutsch (German)
- Italiano (Italian)
- Português (Portuguese)
- Русский (Russian)
- Nordic
- Greek

> 📝 **Note:** Available input languages are dependent on the configuration enabled by your System Administrator.

4. Press the **Save** softkey to save your changes.

TIME AND DATE

On the IP phones, the following time and date sub-options are available to be configured:

- Settings:
  - Time Format
  - Daylight Savings
  - Date Format
- Time Zone
- Set Date and Time:
  - Use Network Time (configure time servers)
  - Enter Time and Date

TIME FORMAT, DAYLIGHT SAVINGS, AND DATE FORMAT

1. Press [⚙] on the phone to enter the Options List.

2. Press the **Time and Date** icon.
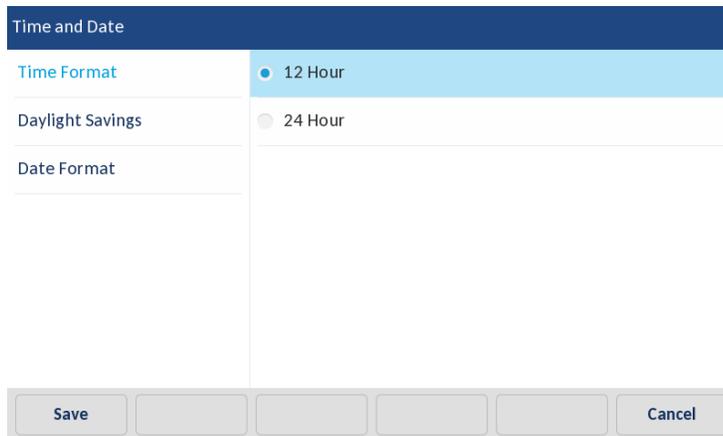
Time and Date	
Time Format	● 12 Hour
Daylight Savings	○ 24 Hour
Date Format	

| Save | | | | | Cancel |

3. Choose the desired time format. Valid values are 12 Hour and 24 Hour (the default is 12).

4. Press **Daylight Savings**.
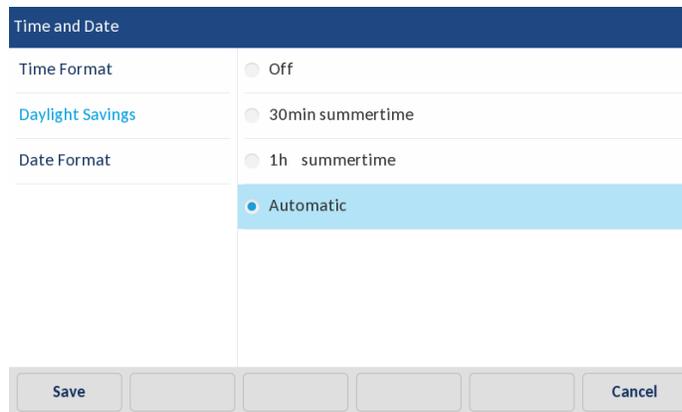
Time and Date	
Time Format	○ Off
Daylight Savings	○ 30min summertime
Date Format	○ 1h summertime
	● Automatic

| Save | | | | | Cancel |

5. Choose the desired daylight savings setting. Valid values are:

- Off
- 30 min summertime
- 1h summertime
- Automatic (default)

6. Press **Date Format**.

7. Swipe up and down to scroll through the list and choose the desired date format. Valid values are:

- WWW MMM DD (default)
- DD-MMM-YY
- YYYY-MM-DD
- DD/MM/YYYY
- DD/MM/YY
- DD-MM-YY
- MM/DD/YY
- MMM DD
- DD MMM YYYY
- WWW DD MMM
- DD MMM
- DD.MM.YYYY

8. Press the **Save** softkey to save your changes.

> **Note:** The time and date formats you configure are applicable to the **Home** screen, as well as the Missed/Received Callers and Outgoing Redial Lists.

TIME ZONE

1. Press [⚙] on the phone to enter the Options List.

2. Press the **Time and Date** icon.
   A list of time zones displays for different areas of the world.

Time Zone	
America	○ SR-Paramaribo
Asia	○ SV-El Salvador
Atlantic	○ TT-Port of Spain
Australia	○ US-Alaska
Europe	○ US-Aleutian
Pacific	○ US-Central
Others	● US-Eastern
Save	Cancel
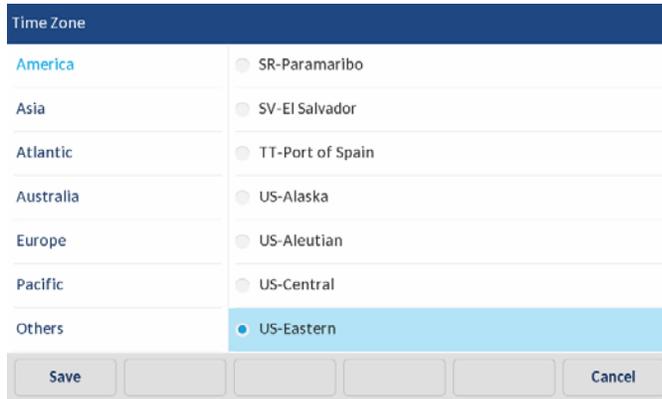
3. Swipe up and down to scroll through the list and highlight the desired region. Valid values are:

   - America

   - Asia

   - Atlantic

   - Australia

   - Europe

   - Pacific

   - Others

4. Swipe up and down to scroll through the list and choose the time zone that applies to your area. The default time zone is US-Eastern.

5. Press the **Save** softkey to save your changes.

DATE AND TIME

With a valid time server enabled, your IP phone will synchronize the time displayed with the specified configuration server. The phone will use the time from Time Server 1 unless it is not configured or unavailable, in which case it will move on to Time Server 2, and if necessary Time Server 3.

1. Press [⚙] on the phone to enter the Options List.

2. Press the **Time and Date** icon.

3. If you want to synchronize the time and date using a time server, ensure there is a checkmark in the box corresponding to the **Use Network Time** setting. If there is no checkmark, press the checkbox to enable the **Use Network Time** setting.

- Press the **Time Server 1**, **Time Server 2**, or **Time Server 3** field.
- Using the onscreen keyboard, enter an IP address or domain name for the time server.

4. If you want to manually set the date and time, press the **Use Network Time** checkbox to clear the checkmark and disable the setting.

- Press the **Enter Time** or **Enter Date** field.
- Using the onscreen keyboard, change the time and date accordingly.
  When entering the time, use the right arrow key on the onscreen keyboard to toggle between AM and PM.

5. Press the **Save** softkey to save your changes.

STATUS

The **Status** option on the IP phone displays the status of your phone to the LCD display.

This option allows you to view your phone's:

- Firmware information including platform, firmware version, and boot version

- Network status including your phone's IP, MAC address, and LAN/PC port information

- Storage information including how many records are stored in your Received Callers and Outgoing Redial lists

- Error messages from the last reboot or startup

- Copyright information

1. Press [⚙] on the phone to enter the Options List.

2. Press the **Status** icon.

3. Press the status item to view details:
   - Firmware Info
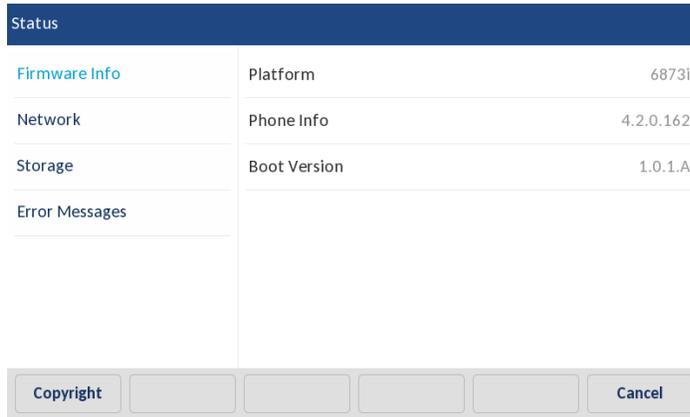
Status		
Firmware Info	Platform	6873i
Network	Phone Info	4.2.0.162
Storage	Boot Version	1.0.1.A
Error Messages		
Copyright		Cancel

Notes: Press the **Copyright** softkey to view copyright information.
The Status menu may also contain a section called Accessory Info that details the firmware versions of all the accessories attached to your phone.

   - Network

Status		
Firmware Info	IP Address	10.30.100.105
Network	MAC Address	08000F9B5132
Storage	LAN Port	1000/Full (Auto)
Error Messages	PC Port	1000/Full (Auto)
Copyright		Cancel

- Storage
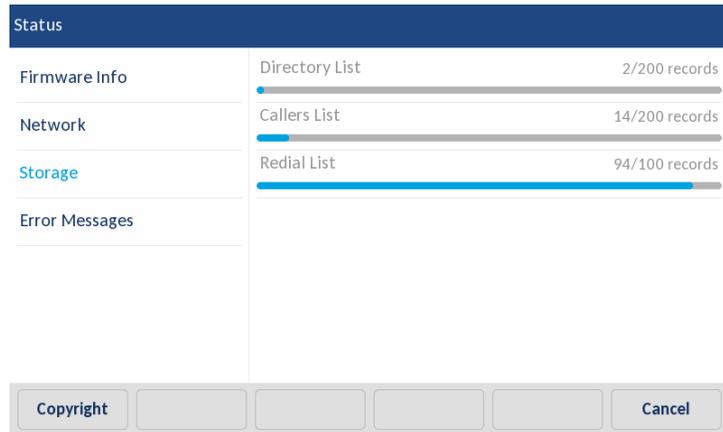
> 📝 **Note:** If the Received Callers List or Outgoing Redial List is full, the Storage screen displays information regarding the age of the oldest record stored in memory for the respective list instead of the total number of records stored.
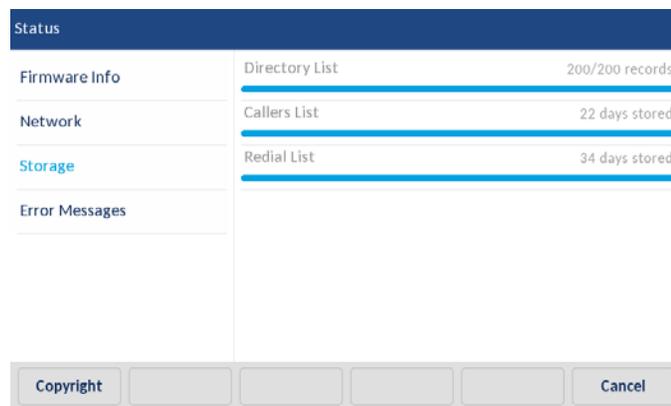
- Error Messages
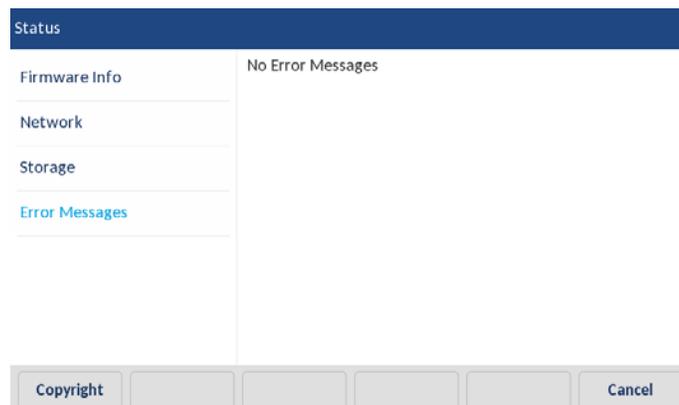
DIRECTORY

You can configure directory display settings, such as first name and last name order and sorting, through the **Directory > Settings** options menu.

If external Directory sources are configured, you can enable/disable the respective Directory sources as well as rename Directory folder labels through the **Directory > External Sources** options menu.

DISPLAY NAME ORDER AND SORTING PREFERENCES

1. Press [⚙] on the phone to enter the Options List.

2. Press the **Directory** icon.
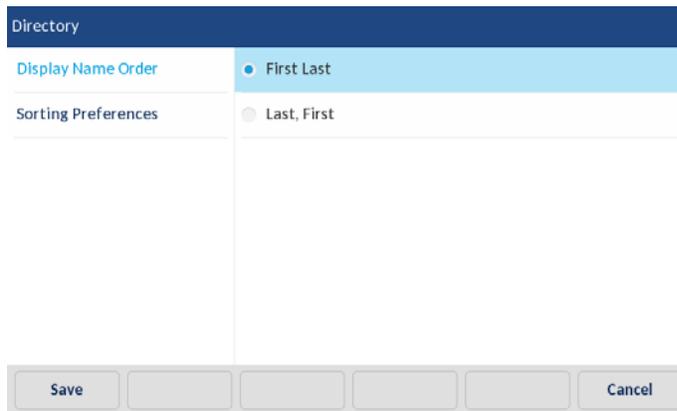
3. Press the **Settings** icon.

4. Choose the desired display name order.

5. Press **Sorting Preferences**.
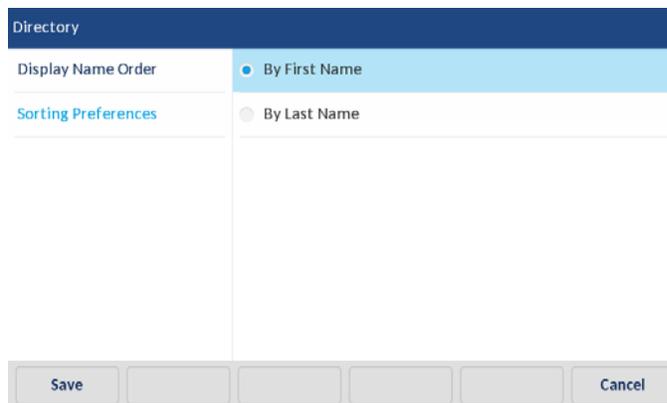
6. Choose the desired sorting preference.

7. Press the **Save** softkey to save your changes.

EXTERNAL SOURCES

> **Note:** Menu available only if external Directory sources have been configured by your Administrator.

1. Press ⚙ on the phone to enter the Options List.

2. Press the **Directory** icon.

3. Press the corresponding checkbox to enable or disable each external directory source as per your preference.
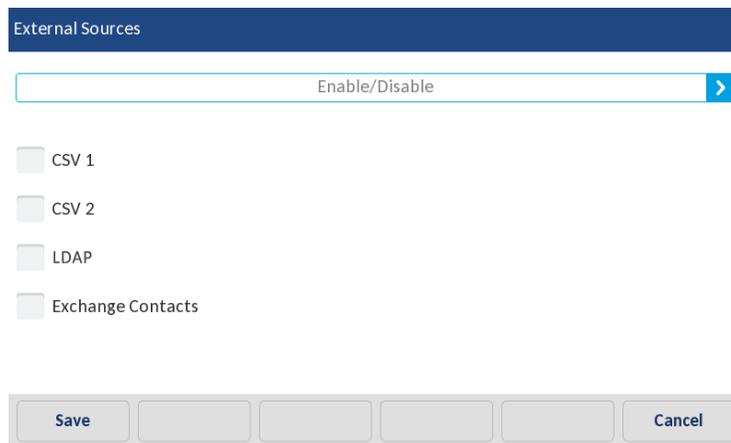
External Sources
Enable/Disable ❯
☐ CSV 1
☐ CSV 2
☐ LDAP
☐ Exchange Contacts
Save   Cancel

> **Note:** CSV 1 and 2 are enabled by default. All other Directory sources are disabled by default.

4. Press right arrow on the **Enable/Disable** tab to switch to the **Labels** tab.
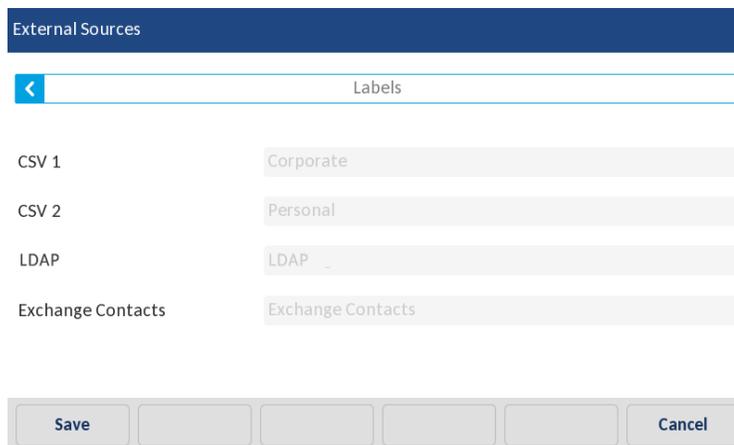
External Sources
❮ Labels
CSV 1   Corporate
CSV 2   Personal
LDAP   LDAP
Exchange Contacts   Exchange Contacts
Save   Cancel

5. Press the Directory source label field that you want to edit and using the onscreen keypad, enter in a name for the respective directory folder.

6. Press the **Save** softkey to save your changes.

CALL FORWARD

You can use the Options menu to set your phone to automatically forward incoming calls when you are already in a call, when you don't answer, or always. You can access Call Forward settings from the Options menu or from a configured Call Forward softkey. For more information, refer to "Call Forward Key" on page 58.

LOCK

The Lock option allows you to change the user password for your phone. Changing your password ensures that only you can alter your phone settings and helps keep your system secure. You can change your user password using the IP phone UI.

> **Note:** Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). The default password is an empty string (i.e. leave the field blank).

PASSWORD

1. Press ⬡ on the phone to enter the Options List.

2. Press the **Lock** icon.

3. Press the **Password** icon.

4. In the **Current Password:** field, enter the current user password.

5. In the **New Password:** field, enter the new user password.

6. In the **Re-enter Password:** field, re-enter the new user password.

7. Press the **Save** softkey to save your changes.

   A **Password Changed** confirmation message displays on the screen.

PHONE LOCK

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using the IP phone UI or by configuring a Lock softkey on your phone. For more information about configuring a Lock/Unlock key on your phone, see "Paging Key" on page 70.

1. Press ⬡ on the phone to enter the Options List.

2. Press the **Lock** icon.

3. Press the **Phone Lock** icon.

4. At the **Lock the phone?** prompt, press **Yes**.

The message **Phone is locked** and a lock icon displays on the **Home** screen. Additionally the Message Waiting Indicator (MWI) will turn on.

Note: Alternatively, if configured, you can lock the phone by simply pressing a **Lock** softkey.

UNLOCKING THE PHONE

1. Press ⚙ on the phone to enter the Options List (or press a configured **Unlock** softkey).
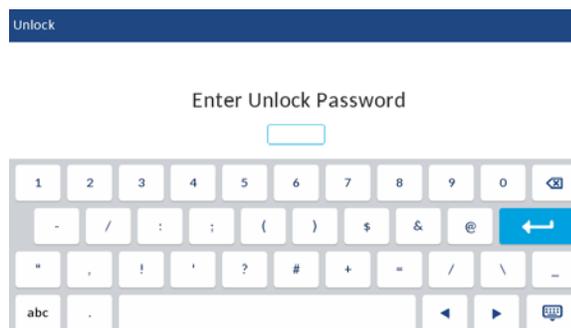
2. At the **Enter Unlock Password** prompt, enter your user password and press the blue **Enter** key.

3. At the **Unlock the phone?** prompt, press **Yes**.

RESETTING A USER PASSWORD

If you forget your password, contact your System Administrator.

AUDIO

The **Audio** option on the IP phone allows you to set the audio mode for your IP phone, configure headset settings, and personalize ring tones and tone sets.

AUDIO MODE

The 6873i allows you to use a handset, a headset, a USB or Bluetooth headset, or handsfree mode to handle incoming and outgoing calls. The **Audio Mode** option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set:

AUDIO MODE OPTION	DESCRIPTION
Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing the 〈⊲/◯〉 button on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the 〈⊲/◯〉 button on the phone. To switch from the headset to the handset, lift the handset.
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when the 〈⊲/◯〉 button is pressed. By pressing the button again, you can switch back and forth between the handsfree speakerphone and the headset. At anytime, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.
Headset/Speaker	Incoming calls are sent to the headset first when the 〈⊲/◯〉 button is pressed. By pressing the button again, you can switch back and forth between the headset and the handsfree speakerphone. At anytime, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.

Note: When the default (Speaker) audio mode is being used, if a USB headset is connected, or when Bluetooth is enabled and a Bluetooth headset is paired, the phone automatically switches the audio mode to Headset/Speaker.

1. Press 〈✿〉 on the phone to enter the Options List.
2. Press the **Audio** icon.

3. Press the **Audio Mode** icon.

Audio Mode
● Speaker
○ Headset
○ Speaker/Headset
○ Headset/Speaker

Save					Cancel
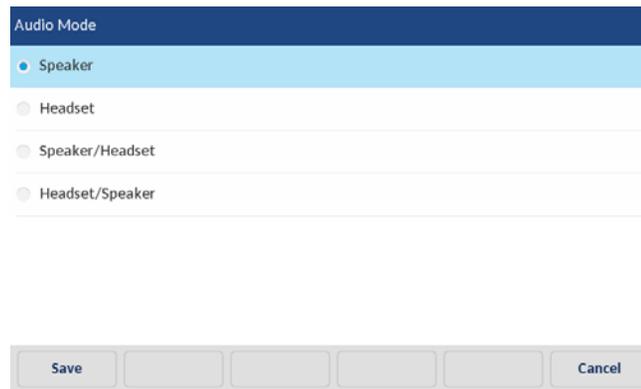
4. Choose the desired audio mode. Valid values are:

- Speaker (default)
- Headset
- Speaker/Headset
- Headset/Speaker

5. Press the **Save** softkey to save your changes.

HEADSET

The **Headset** option allows you to set the volume level for the headset microphone (if supported).

1. Press [⚙] on the phone to enter the Options List.

2. Press the **Audio** icon.

Headset	
Headset Mic Vol	○ Low
	● Medium
	○ High

Save					Cancel
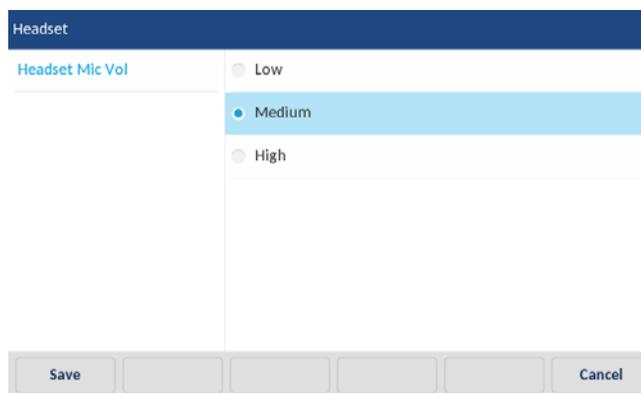
3. Press the **Headset** icon.

4. Choose the desired volume setting. Valid values are:

- Low
- Medium (default)
- High

5. Press the **Save** softkey to save your changes.

RING TONES AND TONE SET

There are several distinct ring tones a user can select from to set on the IP phones. You can enable/disable these ring tones on a global or per-line basis.

The following table identifies the valid settings and default values for each type of configuration method.

CONFIGURATION METHOD	VALID VALUES	DEFAULT VALUE
IP Phone UI	Global	Global Setting:
	Tone 1 to 15	Tone 1
	Silent	
	Custom Ring Tone 1 to 8 (if available)	
Lines 1 to 24	Per-Line Setting:	Per-Line Setting:
	Global	Global
	Tone 1 to 15	
	Silent	
	Custom Ring Tone 1 to 8 (if available)	

The country-specific tone is heard on the phone for the following:

• Dial tone

• Secondary dial tone

• Ring tone

• Busy tone

• Congestion tones

• Call waiting tone

• Ring cadence pattern

You configure global ring tones and tone sets using the IP phone UI.

1. Press ⬚ on the phone to enter the Options List.

2. Press the **Audio** icon.

3. Press the **Ring Tones** icon.

Ring Tones	
● Tone 1	
○ Tone 2	
○ Tone 3	
○ Tone 4	
○ Tone 5	
○ Tone 6	
○ Tone 7	
Save	Cancel
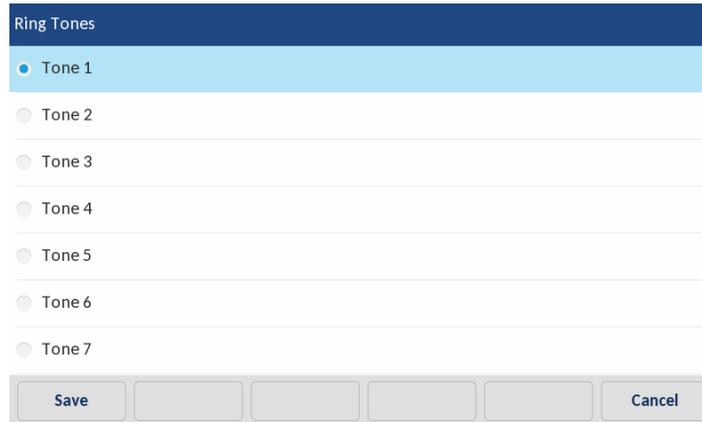
4. Choose the desired ring tone.

5. Press the **Save** softkey to save your changes.
The ring tone you select is immediately applied to the IP phone.

Follow these steps to configure Tone Sets using the IP phone UI.

1. Press [⚙] on the phone to enter the Options List.

2. Press the **Audio** icon.

Tone Set	
○ Italy2	
○ Malaysia	
○ Mexico	
○ Russia	
○ Slovakia	
○ UK	
● US	
Save	Cancel
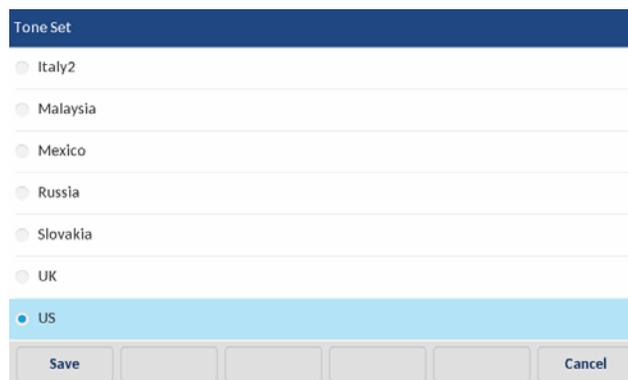
3. Swipe up and down to scroll through and choose the desired tone set. Valid values are:

- Australia
- Brazil
- Canada
- Europe
- France
- Germany
- Italy
- Italy2
- Malaysia
- Mexico

- Brazil

- Russia

- Slovakia

- UK

- US (default)

4. Press the **Save** softkey to save your changes. The tone set you select is immediately applied to the IP phone.

DISPLAY

The **Display** option allows you to set the following on your phone:

• Home Screen Settings:

- Home Screen Mode

- Screen Saver Timer

• Brightness Settings:

- Brightness Level

- Brightness Timer

HOME SCREEN SETTINGS

The **Home Screen Mode** option on the IP phone allows you to select how your home screen is displayed. The 6873i IP phone contains two home screen layout options. The default primary home screen mode provides users with a larger date and time and displays the screen name (if configured) beside the line number in the top status bar. The secondary home screen mode displays both screen name and screen name 2 (if configured) and are displayed above the smaller, repositioned date and time.

Home Screen Mode 1   **Home Screen Mode 2**
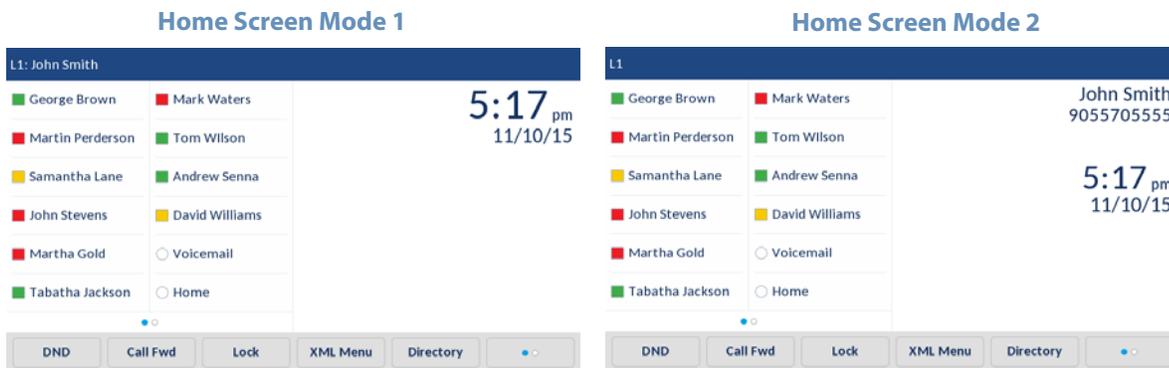
The **Screen Saver Timer** option allows you to configure the amount of time (in seconds) the phone must be idle before the screen saver initiates. When the specified amount of time expires,

a screen saver displaying the date and time and the number of missed calls (if applicable) is displayed on screen.

1. Press ⚙ on the phone to enter the Options List.

2. Press the **Display** icon.
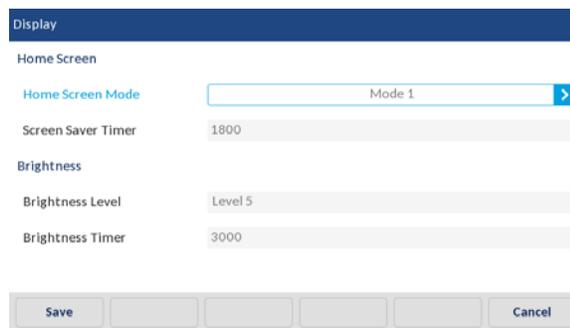
3. Press the left and right arrow buttons in the **Home Screen Mode** field to change the desired home screen mode.

4. Press the **Screen Saver Timer** field.

5. Enter a value, in seconds, using the onscreen keyboard. You can set the timer from 0 (disabled) to 7200 seconds. Default is 1800 (30 minutes).

6. Press the **Save** softkey to save your changes.

BRIGHTNESS SETTINGS

The **Brightness Level** option on the IP phone allows you to set the amount of light that illuminates the LCD display. Use this option to set the preference of brightness level.

The **Brightness Timer** option allows you to set the amount of time you want the LCD display to stay illuminated before turning the backlight off during a period of inactivity. For example, if you set the brightness timer to 60, when the phone reaches 60 seconds of inactivity, the LCD backlight goes off.

1. Press [⚙] on the phone to enter the Options List.

2. Press the **Display** icon.

Display		
Home Screen		
Home Screen Mode	Mode 1	❯
Screen Saver Timer	1800	
Brightness		
Brightness Level	Level 5	
Brightness Timer	3000	
Save		**Cancel**
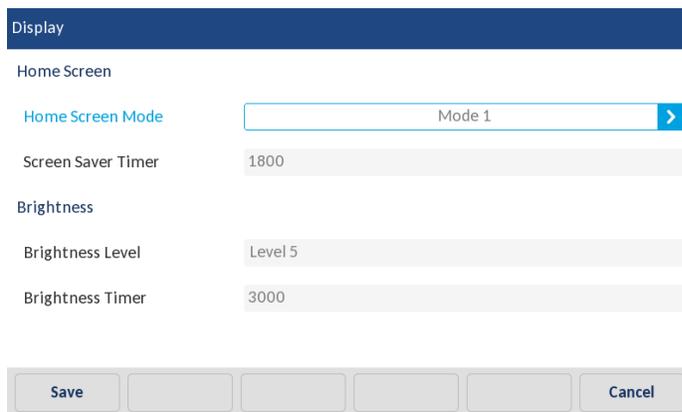
3. Press the **Brightness Level** field**.**

4. Press the left and right arrow buttons for **Brightness Level** to increase or decrease the brightness on the LCD.

5. Press the **Brightness Timer** field.

6. Enter a value, in seconds, using the onscreen keyboards. You can set the timer from 1 to 36000 seconds. Default is 600 (10 minutes).

7. Press the **Save** softkey to save your changes.

DIALING

LIVE DIALPAD

The **Live Dialpad** option on the IP phone turns the live dialpad mode on or off. With the live dialpad feature enabled, the 6873i IP phone automatically dials out and turns on handsfree mode as soon as a dialpad key or softkey is pressed. With live dialpad disabled, if you dial a number while the phone is on-hook, lifting the receiver or pressing the [◁/↻] initiates a call to that number.

> 📝 **Note:** Availability of this feature is dependent on your phone system or service provider.

You can enable/disable the live dialpad using the IP phone UI.

1. Press [⚙] on the phone to enter the Options List.

2. Press to the **Dialing** icon.

3. Press the **Live Dialpad** icon.

4. Press **On** or **Off** to enable or disable the live dialpad feature.

5. Press the **Save** softkey to save your changes.

SPEED DIAL EDIT

You can use the Options menu to create or edit a press-and-hold speed dial key that is only saved locally on the phone.

1. Press ⚙ on the phone to enter the Options List.

2. Navigate to the **Dialing > Speed Dial Edit** option.

3. Press the desired type of keys you want to edit, and press **Select**.

📝 **Note:** You can press the **Cancel** softkey at anytime during the speed dial programming to cancel and not save the speed dial information.

4. Press the desired key's **Label** field (if applicable) and enter a label to apply to the key.

5. Press the **Number** field (if applicable) and enter a number for the key using the on-screen keyboards.

6. Press the **Line** field and select a line to apply to the key. This is the line that the phone opens to dial the number after you press the respective **Speed Dial** key. By default, the phone uses Line 1 for the **Speed Dial** key. If you want to use a different line, press the left or right arrow buttons to select another line.

7. Press the **Save** softkey to save the speed dial information to the key you selected.

RESTART

You may want to restart your phone to check for updates on the server or you may occasionally need to restart your phone for configuration changes to your phone or network settings to take effect. You may also need to restart your phone if you have been asked to do so by your System Administrator or should you experience any unexpected behavior.

> **Note:** Your phone is out of service temporarily during the restart and reboot process.

1. Press the [⚙] button on the phone to enter the Options List.

2. Press the **Restart** icon.
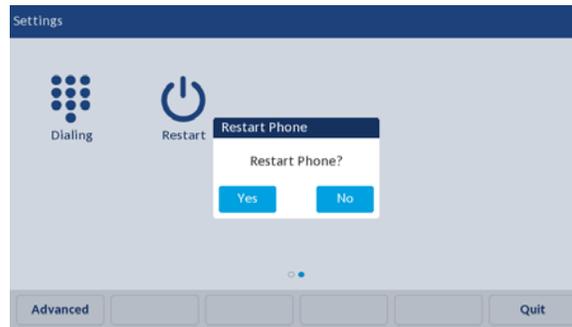
3. When the prompt, **Restart Phone?** appears, press **Yes**.
   If you do not wish to restart your phone, press **No**.

IP PHONE KEYS

LINE AND CALL APPEARANCES

The 6873i has two hard line/call appearance buttons each with a corresponding status light.

Line/Call Appearances
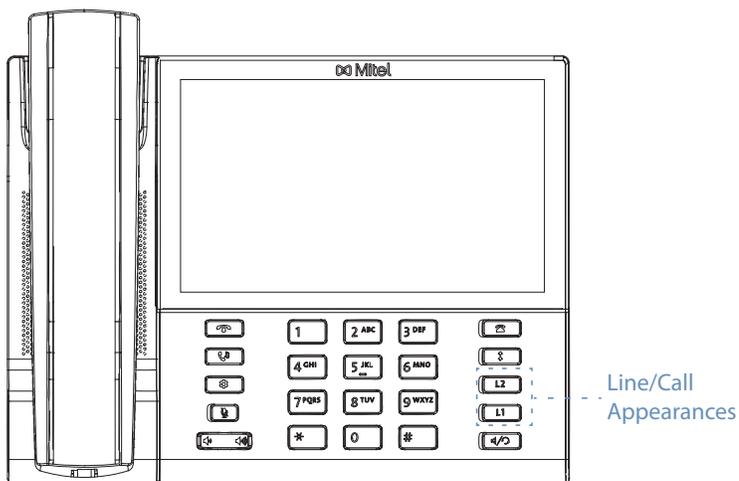
These line/call appearance buttons and lights can represent physical lines, calls for your extension, or calls from a group that your extension is part of. By pressing a line/call appearance button, you connect to the line or a call it represents. The line/call appearance light indicates the status of that line or call. When the phone is taken off-hook, the phone automatically selects a line for you.

LINE/CALL APPEARANCE LED BEHAVIOR	LINE/CALL APPEARANCE STATUS
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold

When you have more than one call, you can scroll up and down by swiping to view information for the different calls. The display shows which line the call information is referring to (L1, L2, L3, L4, etc.), picture ID and Caller ID information (name and number) if available, the call status (connected, ringing, held call, etc...), and the timer specific to that call.

PROGRAMMABLE SOFTKEYS

Your 6873i has 12 multi-functional top softkeys and six multi-functional bottom softkeys:

- Twelve top softkeys: programmable non-state-based softkeys (up to 48 programmable functions)

- Six bottom softkeys: programmable state-based softkeys (up to 30 programmable functions)
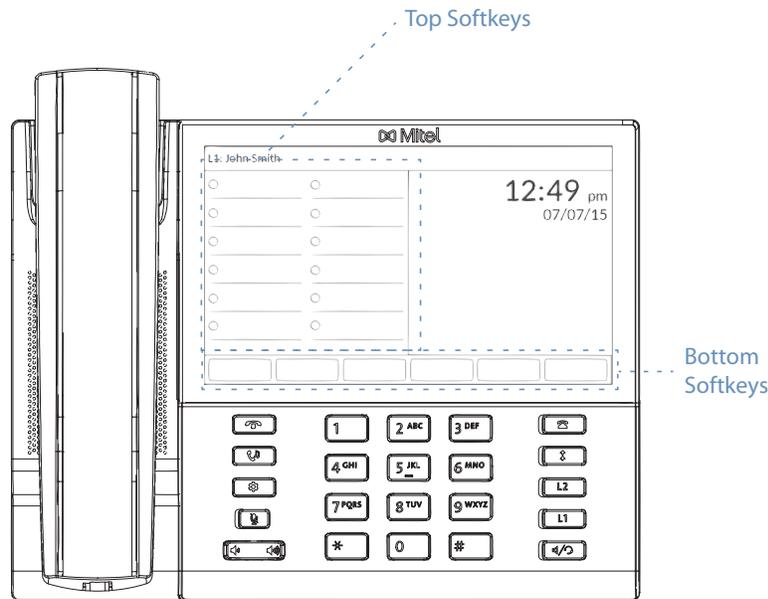
Your System Administrator can assign the following functions to the programmable keys and softkeys on the phone or expansion module.

• ACD Sign In	• Call Return	• Paging
• ACD Sign out	• Conference	• Park
• ACD Available	• Directory	• Phone Lock
• ACD Unavailable	• Discreet Ringing	• Pickup/ParkRtrv
• AsstCallPush	• Do Not Disturb	• Received Callers List
• AsstInitCall	• Empty	• Services
• AsstOptIn	• ExecFileAct	• Speeddial
• AsstOptOut	• ExecFileDeact	• Speeddial 8
• BLF	• Filter	• Speeddial 100
• BLF/List	• Flash	• Speeddial/MWI
• BLF/Xfer	• Icom	• Speeddial/Xfer
• Call Forward	• Last Call Return (LCR)	• Sprecode
• Call History	• Line	• Transfer/Xfer
• Call Log	• Login	• Voicemail
• Call Park/Pickup	• (None)	• XML
• Call Pull	• Outgoing Redial	

STATE-BASED SOFTKEYS

On the 6873i phone's bottom softkeys, your System Administrator can configure a specific state to display when a softkey is being used. The following table describes the states available to configure for the softkeys.

STATE	DESCRIPTION
Idle	The phone is not being used.
Connected	The current line is in an active call (or the call is on hold).
Incoming	The phone is ringing.
Outgoing	The user is dialing a number, or the far-end is ringing.
Busy	The current line is busy because the line is in use or the line is set as DND.

The following table identifies the applicable default states for each softkey type on the IP phone.

SOFTKEY TYPE	DEFAULT STATES
Auto Call Distribution (ACD)	Idle
BLF	Idle, Connected, Incoming, Outgoing, Busy
BLF/List	Idle, Connected, Incoming, Outgoing, Busy
BLF/Xfer	Idle, Connected, Incoming, Outgoing, Busy
Call Forward	Idle, Connected, Incoming, Outgoing, Busy
Call History	Idle, Connected, Incoming, Outgoing, Busy
Conference	Idle, Connected, Incoming, Outgoing, Busy
Directory	Idle, Connected, Incoming, Outgoing, Busy
Discreet Ringing	Idle, Connected, Incoming, Outgoing, Busy
DND	Idle, Connected, Incoming, Outgoing, Busy
Empty	Idle, Connected, Incoming, Outgoing, Busy
Filter	Idle, Connected, Incoming, Outgoing, Busy
Flash	All states disabled.
Intercom	Idle, Connected, Incoming, Outgoing, Busy
Login	Idle, Connected, Incoming, Outgoing, Busy
(None)	All states disabled.
Outgoing Redial	Idle, Connected, Incoming, Outgoing, Busy
Paging	All states disabled.
Park	Connected
Phone Lock	All states disabled.
Pickup	Idle, Outgoing
Received Callers List	Idle, Connected, Incoming, Outgoing, Busy
Speed Dial	Idle, Connected, Incoming, Outgoing, Busy
Speed Dial/Xfer	Idle, Connected, Incoming, Outgoing, Busy

SOFTKEY TYPE	DEFAULT STATES
Sprecode	Connected
Transfer	Idle, Connected, Incoming, Outgoing, Busy
XML	Idle, Connected, Incoming, Outgoing, Busy

ACD (AUTOMATIC CALL DISTRIBUTION) KEYS

The ACD phone application provides Clearspan Call Center agents with buttons to perform certain functions in an environment that supports intelligent call distribution. In these environments, an available agent is selected using a combination of the agent's line state, availability setting, skill level, and other distribution algorithms. If your System Administrator has configured a ACD on your phone, you can press the buttons to execute the functions and play audio indicating your state.

KEY	ACTION
Sign In	Indicates that you are in the office and present.
Sign Out	Indicates that you are out of the office.
Available	Indicates that you are available to accept new calls or are on active calls.
Unavailable	Indicates that you are not available to accept new calls.
Wrap	Indicates that you are performing post-call wrap-up work.

ASSTINITCALL AND ASSTCALLPUSH

Your System Administrator can assign softkeys to your phone to support the Executive-Assistant service. The AsstInitCall and AsstCallPush softkeys allow an assistant to place a call on behalf of an executive.

To initiate a call for an executive, press the **AsstInitCall** softkey, and then enter the executive's number and the destination number. If any of the numbers is not provided, you are prompted to provide it. To transfer the call to the executive for whom the call is intended, press the **AsstCallPush** softkey. You can also transfer a filtered call that you answer before pushing the call to the executive.

If the executive does not answer the call within a configured time, the call is sent back to your phone.

ASSTOPTIN AND ASSTOPTOUT

Your System Administrator can assign softkeys to your phone to support the Executive-Assistant service. One Executive-Assistant feature that might be supported on your phone is the ability to opt in or opt out of an executive's pool of assistants. If you have AsstOptIn and AsstOptOut softkeys on your phone, you have this ability. Press **AsstOptIn** to opt in to an executive's pool, or **AsstOptOut** to opt out of the pool.

BLF (BUSY LAMP FIELD)

The BLF feature on the IP phones allows a specific extension to be monitored for state changes. BLF monitors the status (busy or idle) of extensions on the IP phone.

For example, a Supervisor configures BLFs on his phone for monitoring the status of a co-worker's phone use (busy or idle). If the co-worker's phone is in an idle state, the **BLF** softkey on the Supervisor's phone is green. If the co-worker's phone is ringing, the BLF softkey on the Supervisor's phone is yellow. If the co-worker is on a call or when the co-worker picks up his phone to make a call, the **BLF** softkey on the Supervisor's phone turns red, indicating that the worker's phone is in use and busy. Lastly, if the co-worker's call is on hold, the BLF softkey on the Supervisor's phone displays the BLF hold icon.

> **Notes:** BLF functionality can only be programmed on the top softkeys.
> BLF indicators can also be viewed through the Directory, Received Callers, and Outgoing Redial Lists.
> BLF feature availability is dependent on your call manager. Contact your System Administrator for more information.

The following table provides the BLF states on the phone and the corresponding icons.

BLF STATE	SOFTKEY ICON
Idle	🟩
Seized	🟥
Alerting (incoming call)	🟨
Active	🟥
Held	🟨

BLF/LIST

The BLF/List feature on the IP phones is specifically designed to support the Clearspan Busy Lamp Field feature.

This feature allows the IP phone to subscribe to a list of monitored users defined through Clearspan.

In addition to monitoring the idle and busy state, the BLF/List feature also supports the ringing state. When the monitored user is idle, the corresponding softkey is green. When the monitored user's phone is ringing, the corresponding softkey turns yellow. Finally, when the monitored user on an active call or is attempting to make a call, the corresponding softkey turns red. Finally, when the Monitored user's call is on hold, the corresponding softkey displays the BLF/List hold icon.

> **Notes:** BLF/List functionality can only be programmed on the top softkeys. Your System Administrator must have BLF/List enabled on Clearspan. Contact your System Administrator for more information.
>
> BLF/List indicators can also be viewed through the Directory, Received Callers, and Outgoing Redial Lists.
>
> You can use a BLF/List-configured key to automatically dial out to the configured extension.
>
> The Clearspan BLF feature is not the same as the Clearspan Shared Call Appearance (SCA) feature and does not permit call control over the monitored extension.

The following table provides the BLF states on the phone and the corresponding icons.

BLF/LIST STATE	SOFTKEY ICON
Idle	
Seized	
Alerting (incoming call)	
Active	
Held	

BLF/XFER

The **BLF** key allows one or more extensions to be monitored, and once there is any state change with those extensions, the key shows the status of the monitored lines. The **Xfer** key allows a call to be transferred to other recipients blindly or consultatively. The **BLF/Xfer** key combines the **BLF** and **Transfer** keys' functionality together allowing the user to transfer calls or use BLF with one key.

- BLF/Xfer and BLF: A **BLF/Xfer** key can be configured for subscribing to an extension and monitor the status of the extension, similar to the **BLF** key functionality. Changes of the state of the monitored extension are indicated by the key's graphical button image.

- BLF/Xfer and Blind Transfer Calls: When the focused line is in the connected state, pressing the **BLF/Xfer** key transfers the call to the extension unconditionally, disregarding the status of the monitored extension.

  If transferring a call to an extension fails, a message **Transfer Failed** displays on the phone, and you can reconnect the call (get the call back) by pressing the line key again.

- BLF/Xfer and Call Forward: When the focused line is in the ringing state, pressing the **BLF/Xfer** key forwards the call to the extension unconditionally, disregarding the status of the monitored extension.

- BLF/Xfer and Speed Dial: When the focused line and the monitored extension are idle, pressing the **BLF/Xfer** key causes the phone to go offhook and dial the number of the extension.

> **Notes:** BLF/Xfer functionality can only be programmed on the top softkeys.
> It is recommended that the **Switch UI Focus to Ringing Line** parameter be enabled when using the BLF/Xfer feature. For more information about this parameter, see "Switch UI Focus to Ringing Line" on page 86.

CALL FORWARD KEY

Your System Administrator can configure the Call Forward function on a softkey, programmable key, or expansion module key. Use call forwarding when you want a specific account on your phone to be forwarded to another number when your phone is in the busy state or the no answer state, or both. Pressing the **Call Fwd** softkey on the phone accesses the Call Forward menus. The menu that displays is dependent on the Call Forward mode (**Account** (default), **Phone**, or **Custom**) configured for the phone.

You can enable different Call Forward rules/modes independently (for example, you can set different phone numbers for Busy, All, and No Answer modes and then turn them on/off individually).

The following describes the key and Message Waiting Indicator (MWI) LEDs when Call Forward is enabled on the IP phone.

- **MWI LED on** if any Call Forward mode is enabled for the account in focus.

- **MWI LED off** if all Call Forward modes are disabled for the account in focus.

Once Call Forward is enabled on your phone, you can access the Call Forward menus by pressing a pre-configured **Call Forward** key, or by selecting **Options > Call Forward** from the IP phone UI.

1. Press the configured **Call Fwd** softkey or press ⌑ , and then the **Call Forward** icon.

2. Enter forwarding numbers using the dialpad keys or onscreen keyboard for any of the following states:

   - All: Forwards all incoming calls to the specified number.

   - Busy: Forwards incoming calls to a specified number if DND has been enabled OR if the phone is currently engaged in another call.

   - No Answer: Forwards incoming calls to a specified number if the call has not been answered for the specified number of rings.

> **Notes:** If All and Busy and No Answer are all enabled (and/or DND is enabled), the All settings take precedence over Busy and No Answer.
> Pressing the **CopyToAll** key copies the call forward number of the Call Forward mode in focus to every Call Forward mode. For example, if you have the cursor pointing at the All state and has a call forward phone number configured, pressing the **CopyToAll** key assigns the same phone number to the Busy and No Answer states as well.

3. If configuring a forwarding number for the No Answer state, navigate to the **No. Rings** field and press the left or right arrow button to change the desired number of rings.

4. Press the **On** checkbox beside the respective Call Forward mode to enable the Call Forward mode.

5. Press the **Save** softkey to save your changes.

CALL HISTORY KEY

In addition to the Received Callers List and Outgoing Redial keys, your System Administrator can configure a Call History key on the phone. When pressed, the Call History key will directly access the list of all calls in the Call History, as shown in the following figure..
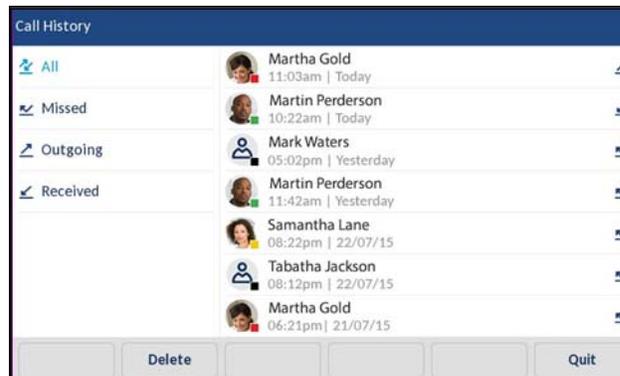
CALL LOG (XML)

Call Log is a stored log of your incoming calls. Your System Administrator can assign the Call Log XML key to any softkey on the phone. Pressing the **Call Log** key displays the most recent received, placed, and missed calls that you can view and dial. You can also add a phone number to your speed dial list.

1. Press the **Call Logs** key.

2. Select Dialed, Received, or Missed.

3. Press **Page Down** and **Page Up** to scroll through the line items in the Call Log.

4. To view details such as the phone number and date/time, press **Display**. To dial an entry from the Call Logs, press **Dial**. To save a line item to the next available empty speed dial code, press **Add SpeedDial**.

5. To exit the Call Logs, press **Back**.

CALL PARK/PICKUP

You can "park" a call by putting it on hold, and then hang up and retrieve the call from any phone.

1. During an active call, press the **Park** softkey.

2. Dial the number where you want to park the call plus the # key, or dial # to park the call on your own extension.

3. Hang up or press the [phone icon] **Goodbye** key.

4. To pick up the parked call, left the handset on any phone, and press the **Pickup** key.

5. Dial the number where the call was parked plus the # key, or dial # to pick up a call parked on your own extension.

CALL PULL

The Call Pull function retrieves an existing active call from another one of your devices. Press the **Call Pull** softkey to move an active call from another endpoint to the 6873i phone. For example, you can move a call from your mobile phone to your desk phone.

CALL RETURN

The Call Return feature allows you to call the person who last called you. Calls can be returned only to numbers that are acceptable according to the user's Outgoing Calling Plan. Press the **Call Return** softkey to dial the phone number of the last caller.

CONFERENCE KEY

By default, the 6873i displays the **Conf** softkey when the phone has an active call. However, your System Administrator can assign an additional **Conf** key to any key on the left or bottom keys on the phone.

Note: For more information about conferencing, see "Creating Conferencing Calls" on page 27.

CORPORATE DIRECTORY LOOKUP

Your System Administrator can assign a Corporate Directory softkey to any top or bottom softkey on the phone. The Corporate Directory Lookup application provides functions to search an LDAP or Outlook directory and then display the list on your phone for dialing.

1. Press the **Corp Dir** key.

2. Search for any name by entering letters using the phone's keypad.

3. Press **Lookup** to retrieve a list of possible names. You can press **Page Down** and **Page Up** to scroll through 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.

5. To exit the Directory, press **Back** and **Cancel**.

DISCREET RINGING KEY

Your System Administrator can configure a **Discreet Ringing** key on the phone that allows you to toggle on/off the Discreet Ringing feature. When the Discreet Ringing feature is enabled, the phone plays the configured ring tone once only for an incoming call. All applicable visual indicators (LED for the corresponding Line key, Message Waiting Indicator, etc.) behave normally.

Note: If a custom ring tone is selected and Discreet Ringing is enabled, the phone will not play the custom ring tone during an incoming call. Ring tone 1 will be played once instead.

DO NOT DISTURB (DND) KEY

The IP phones have a feature you can enable called Do Not Disturb (DND). Configuring a DND softkey allows you to quickly turn the DND feature on or off.

If DND is enabled, callers calling into the phone hear a busy signal or a message, depending on how your System Administrator set up the configuration server. When DND is enabled, the ⛔ icon is displayed on screen in both the status bar and beside the corresponding softkey.

If the phone shares a line with other phones, only the phone that has DND configured is affected.

After your System Administrator adds a DND key to your phone, you can toggle the DND state using this key. To enable/disable DND on the IP phone, press the **DND** softkey from the Home screen.

The following describes the key and Message Waiting Indicator (MWI) LEDs when DND is enabled on the IP phone.

- **MWI LED on** if current account in focus has DND on.

- **MWI LED off** if current account in focus has DND off.

EMPTY KEY

Your System Administrator can set a softkey to force a blank entry on the IP phone display for a specific key by setting the softkey to **Empty**. The keys are added in order (from key 1 to key 30 [bottom] or Key 48 [top]) after any hard-coded keys have been added. If a particular key is not defined, it is ignored.

EXECUTIVE AND ASSISTANT SERVICES (EXECFILACT AND EXECFILDEACT)

The IP phone supports the Clearspan Executive and Assistant Services feature. The Executive and Assistant Services feature allows for an inter-network relationship to be created between Executives and Assistants allowing calls to the Executive's phone to be screened, filtered, and routed to an Assistant, whereby the Assistant can answer, divert the filtered call, or push the call back to the Executive.

Your System Administrator can configure which calls to forward to an executive's assistants using the Executive-Assistant service, and can enable or disable call filtering. If call filtering is enabled, executives can activate or deactivate it using the **ExecFilAct** and **ExecFilDeact** softkeys. When call filtering is deactivated, all calls are routed to the executive.

📝 | **Note:** Contact your System Administrator for feature availability details and additional information on how to use the Clearspan Executive and Assistant Services feature.

FILTER SOFTKEY

A Filter key type is available allowing both Executives and Assistants the ability to easily activate and deactivate the Executive Call Filtering feature.

Filter Key for the Executive's Phone

The Executive's phone requires that only one Filter key be configured. The Filter key's value can either be left undefined or, it can be defined using the following values:

- Executive Call Filtering Activation FAC (e.g. "#61")

  Used when the Deactivation FAC is in the same format as the Activation FAC but sequentially one number above the Activation FAC. For example, if the key value is defined as "#61" (the Activation FAC), the phone will automatically assume that the Deactivation FAC is "#62" and will use that code to deactivate Executive Call Filtering.

- Executive Call Filtering Activation FAC followed by a semi-colon and then Executive Call Filtering Deactivation FAC (e.g. "#61;*61" or "#61;#71")

  Used when the Activation and Deactivation FACs are not in the same format or when they are not sequential. For example, if the Activation FAC is configured in the Clearspan Web portal is "#61" and the Deactivation FAC is configured as "*61" or "#71", the key value should be defined with the two specific FACs separated by a semi-colon (i.e. "#61;*61" or "#61;#71" respectively).

> **Notes:**
>
> 1. If the Deactivation FAC is not specified after the semi-colon (e.g. "#61;"), the phone ignores the semi-colon and behaves as if only the Activation FAC was defined (i.e. the phone automatically assumes that the Deactivation FAC is in the same format but sequentially one number above the Activation FAC.
>
> 2. The IP phones support Executive Call Filtering Activation/Deactivation FACs that contain the prefix "#" or "*".

Irrespective of a defined or undefined key value, when the Filter key is pressed, Executive Call Filtering is activated and the key's corresponding state icon will turn red. When the Filter key is pressed again, Executive Call Filtering deactivates and the key's corresponding state icon turns off.

> **Note:** Upon a reboot, the initial state of the Filter key state icon will correspond to the Executive Call Filtering state configured on the call manager.

Filter Key for the Assistant's Phone

As an Assistant can be associated with multiple Executives simultaneously, the Assistant's phone can be configured with multiple Filter softkeys; one softkey for each Executive. In this case, the value of each Filter softkey should correspond to the phone number or extension of the respective Executive as per configured in the user's profile.

When Filter softkeys are configured with key values, pressing the respective Filter softkey activates Executive Call Filtering for the applicable Executive and the softkey's corresponding state icon turns red. When the same Filter softkey is pressed again, Executive Call Filtering for the applicable Executive deactivates and the softkey's corresponding state icon turns off.

Alternatively, a single Filter softkey can be configured without a defined key value. If this is the case, the Assistant is able to manually activate and deactivate Executive Call Filtering for each associated Executive through the phone's UI. In this scenario, as only one Filter softkey is utilized, the softkey's corresponding state icon will turn red when Executive Call Filtering is activated for even one associated Executive. If Executive Call Filtering is disabled for all associated Executives, the softkey's corresponding state icon turns off.

> **Note:** If Call Forward is enabled for filtered calls, state icons for all Filter softkeys are turned off.

SPEEDDIAL KEY WITH INITIATE CALL FUNCTIONALITY (ASSISTANTS ONLY)

Speeddial keys can be configured to efficiently utilize the Executive-Assistant Initiate Call function. With a Speeddial key configured for this feature, Assistants can initiate a call on behalf of an Executive, whereby the call appears to the target as one originated by the Executive. The Speeddial key's value can be defined using the following syntax:

*   Executive-Assistant Initiate Call FAC (e.g. #64):

    In such scenarios, the call manager plays an audible prompt asking you to enter the Executive's Address and Destination Address manually using the keypad.

*   Executive-Assistant Initiate Call FAC followed by the Executive's Address (e.g. #644052):

    In such scenarios, only the Destination Address needs to be manually entered using the keypad.

*   Executive-Assistant Initiate Call FAC, followed by the Executive's Address, an asterisk, and then the Destination Address (e.g. #644052*4059):

    In such scenarios, addresses does not need to be manually entered and the phone automatically initiates the call to the target phone on behalf of the Executive.

> **Notes:**
>
> 1. Contact your System Administrator if you require assistance with configuring the Speeddial key with the Initiate Call functionality.
>
> 2. The Speeddial key type can be utilized for additional functions related to the Executive and Assistant Services feature that rely on FAC calls (i.e. opting in to an Executive's filtered call pool, opting out of an Executive's filtered call pool, etc.). Contact your System Administrator for further details.

EXECUTIVE PHONE FEATURES

Users with phones assigned with the Executive role are able to:

*   Activate and deactivate the Executive Call Filtering service from the phone

*   Intercept or ignore filtered calls before they are transferred to the Assistant

Activate Executive Call Filtering on an Executive's Phone

To activate Executive Call Filtering on an Executive's phone, press the configured **Filter** key. Executive Call Filtering is now activated and the key's corresponding state icon will turn red.

To deactivate Executive Call Filtering on an Executive's phone, press the configured **Filter** key again. Executive Call Filtering is now deactivated and the key's corresponding state icon is turned off.

Intercept a Filtered Call Before it is Transferred to an Assistant

To intercept a filtered call before it is transferred to an Assistant, lift the handset, press the ◁/↻ button, or press the **Answer** softkey if the phone has no active calls. Press the **Answer** softkey if on an active call.

To ignore a filtered call, press the ☏ button or **Ignore** softkey if the phone has no active calls. Press the **Ignore** softkey if on an active call.

ASSISTANT PHONE FEATURES

Users with phones assigned with the Assistant role are able to:

* Activate and deactivate the Executive Call Filtering service from the phone

* Answer or ignore a filtered call

* Push a filtered call back to the Executive

* Perform a blind transfer of a filtered call to the Executive

* Perform a semi-attended transfer of a filtered call to the Executive

* Perform a consultative transfer of a filtered call to the Executive

* Activate and deactivate call forwarding of the Executive's filtered calls

* Initiate a call on behalf of an Executive

Notes:

1. Push functionality does not carry over to the target phone when call forwarding of an Executive's filtered calls is enabled.

2. Assistants are also able to handle filtered calls in the same manner as unfiltered calls.

Activate Executive Call Filtering on an Assistant's Phone

To activate Executive Call Filtering on an Assistant's phone when the Filter key's value is defined, press the configured **Filter** key corresponding to the respective Executive. Executive Call Filtering is now activated for that Executive and the key's corresponding state icon turns red.

To deactivate Executive Call Filtering on the Assistant's phone when the Filter key's value is defined, press the **Filter** key again. Executive Call Filtering is deactivated and the key's corresponding state icon turns off.

> **Note:** If Call Forward is enabled for filtered calls, state icons for all Filter keys are turned off.

Use the following procedure to activate Executive Call Filtering on an Assistant's phone when the Filter key's value is *not* defined:

1. Press the **Filter** softkey. The list of associated Executives appears on screen.

2. Select the Executive for whom you want to activate Executive Call Filtering by pressing the corresponding checkbox. A checkmark is displayed beside the Executive indicating Executive Call Filtering is activated.

3. Press the **Save** softkey.

Use the following procedure to deactivate Executive Call Filtering on an Assistant's phone when the Filter key's value is *not* defined:

1. Press the **Filter** softkey. The list of associated Executives appears on screen.

2. Select the Executive for whom you want to deactivate Executive Call Filtering by pressing corresponding checkbox. The checkmark is removed beside the Executive indicating Executive Call Filtering is deactivated.

3. Press the **Save** softkey.

> **Notes:**
>
> 1. The state icon corresponding to the **Filter** key is red if Executive Call Filtering is activated for any associated Executive. The state icon turns off if Executive Call Filtering is deactivated for all associated Executives.
>
> 2. If Call Forward is enabled for filtered calls, the state icon for the Filter softkey is turned off.

Answer a Filtered Call

To answer a filtered call, lift the handset, press the ◁/◯ button, or press the **Answer** softkey if the phone has no active call. Press the **Answer** softkey if on an active call.

To ignore a filtered call, press the ◁/◯ button or **Ignore** softkey if the phone has no active calls. Press the **Ignore** softkey if on an active call.

To Push a Filtered Call Back to the Executive

To push a filtered call back to the Executive, press the **Push** softkey after answering. The phone enters in the FAC for the Clearspan Executive-Assistant Call Push feature and automatically dials the FAC call. The FAC call is answered and the filtered call is released if the push is successful.

> **Note:** If the push is unsuccessful, press the **Pickup** softkey to retrieve the filtered call.

To Perform a Blind Transfer of a Filtered Call to the Executive

Use the following procedure to perform a blind transfer of a filtered call to the Executive:

1. After answering a filtered call, press the **Xfer** softkey.

2. Enter the Executive's phone or extension number and press the **Xfer** softkey.

The phone recognizes the Executive's number and changes the transfer scenario into an Executive-Assistant Call Push scenario (i.e. the phone enters in the FAC for the Clearspan Executive-Assistant Call Push feature and automatically dials the FAC call). The FAC call is answered and the filtered call is released if the push is successful.

> **Note:** If the transfer is unsuccessful, press the **Pickup** softkey to retrieve the filtered call.

To Perform a Semi-Attended Transfer of a Filtered Call to the Executive

Use the following procedure to perform a semi-attended transfer of a filtered call to the Executive:

1. After answering a filtered call, press the **Xfer** softkey.

2. Enter the Executive's phone or extension number and press the **Dial** softkey.

3. When the call is in the ringing state, press the **Xfer** softkey.

The phone recognizes the Executive's number and changes the transfer scenario into an Executive-Assistant Call Push scenario (i.e. the phone enters in the FAC for the Clearspan Executive-Assistant Call Push feature and automatically dials the FAC call).

The FAC call is answered and the filtered call is released if the push is successful.

> **Note:** If the transfer is unsuccessful, press the **Pickup** softkey to retrieve the filtered call.

To Perform a Consultative Transfer of a Filtered Call to the Executive

Use the following procedure to perform a consultative transfer of a filtered call to the Executive:

1. After answering a filtered call, press the **Xfer** softkey.

2. Enter the Executive's phone or extension number and press the **Dial** softkey.

3. When the call is answered by the Executive, press the **Xfer** softkey.

The call is transferred normally and the filtered call will be released.

Activate Call Forwarding of Filtered Calls

Use the following procedure to activate call forwarding for filtered calls:

1. Press the **Options** key and then navigate to the Call Forward menu or press the **Call Forward** softkey.

2. Press the Forward Filtering number field and enter the applicable forwarding number.

3. Press the checkbox beside the Forward Filtering number field. A checkmark will be displayed indicating call forwarding of all filtered calls is to be activated.

4. Press the **Save** key to save your changes.

The idle screen status bar displays the Call Forward icon and the MWI and (if configured) Call Forward softkey indicators are lit, indicating Forward Filtering is activated.

Use the following procedure to deactivate call forwarding for filtered calls:

1. Press the **Options** key and then navigate to the Call Forward menu or press the **Call Forward** softkey.

2. Press the checkbox beside the Forward Filtering number field. The checkmark will be removed indicating call forwarding of all filtered calls is to be deactivated.

3. Press the **Save** key to save your changes. The Call Forward icon will be removed from the idle screen status bar and the MWI and (if configured) Call Forward softkey indicators will turn off indicating Forward Filtering is deactivated.

Initiate a Call on Behalf of an Executive

Use the following procedure to initiate a call on behalf of an Executive:

1. Press the **Speeddial** softkey programmed with Initiate Call function (e.g. "Init").

   The phone enters in the FAC for the Clearspan Executive-Assistant Initiate Call feature and automatically dials the FAC call.

2. Follow any audible instructions (depending on the Speeddial key's configuration, you may be prompted to enter the Executive's number/extension and/or Destination number/extension manually using the phone's keypad).

   The phone automatically dials the Destination number/extension.

3. When the call is answered, press the **Push** key to push the call to the Executive.

The phone enters in the FAC for the Clearspan Executive-Assistant Call Push feature and automatically dials the FAC call. The FAC call is answered and the filtered call is released if the push is successful.

FLASH

Your System Administrator can set a key to generate a flash event when it is pressed on the 6873i by setting the key to **Flash**. The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).

ICOM (INTERCOM)

Your System Administrator can set up an **Icom** softkey to automatically connect with a remote extension.

1. Press the **Icom** softkey.

2. If no number was defined when configuring the key, enter the extension number of the person you want to intercom.

3. After a beep tone, your phone automatically connects with the remote extension and you can speak through its speaker.

4. To cancel intercom, press [☎] or the **Cancel** key.

5. When you are finished speaking, hang up the phone by placing the handset back on-hook or by pressing [☎] or the line/call appearance button for the active call. When you hang up, the remote phone also hangs up.

You can use the **Intercom** key to automatically connect with a remote extension for outgoing calls, and to answer an incoming intercom call.

> **Note:** For more information about the Intercom feature, see "Incoming Intercom Call Features" on page 81.

LINE KEY

> **Note:** Line functionality can only be programmed on the top softkeys.

Your System Administrator can set a softkey to act as a line/call appearance key on the 6873i. This key acts as a line that behaves the same as a hard line key (L1 and L2). For more information about the behavior of **Line** keys, see "IP Phone Keys" on page 52.

OUTGOING REDIAL LIST

By default, the 6873i has a dedicated [↕] **Outgoing Redial** key. However, your System Administrator can assign the **Outgoing Redial** key to any key on the left or bottom keys on the phone.

The Outgoing Redial List stores information for up to the last 100 numbers you called. Your phone logs the name/number of the called party, when you called, and if the call was answered or missed. Additional information such as the duration of the call, line used, and call features utilized during the call can also be viewed.

You can view, scroll, and delete line items in the Outgoing Redial List from the IP phone UI. You can also dial out directly using a displayed entry in the Outgoing Redial List.

On the 6873i, you access the Outgoing Redial List by the [↕] key.

The following table identifies and describes the various icons displayed in the Outgoing Redial List.

ICON	DESCRIPTION
↗	Indicates an outgoing call that was answered.

CALL FEATURE INDICATORS (IN DETAILED VIEW ONLY)

ICON	DESCRIPTION
🔒	Indicates the call was secured using TLS/SRTP encryption.
(((Hi-Q	Indicates the call was using Mitel Hi-Q™ audio.
🔴	Indicates active VoIP recording was enabled and the call was recorded.

> **Notes:** When the Outgoing Redial List is full, the oldest call records are deleted to accommodate the information of new called parties.
> If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a softkey or the Directory, the Outgoing Redial List display the same name and number.

ACCESSING THE OUTGOING REDIAL LIST

1. Press [↕] once to access the Outgoing Redial List.

> **Note:** Press [↕] twice to dial the most recent number you dialed from the phone.

2. Swipe up and down to scroll through the entries in the Outgoing Redial List.

3. Press an entry and then press the right arrow button or Details softkey to see more detailed information about the redial entry.

> **Note:** The detailed view screen contains the picture ID of the called party (if available), the date and time of the outgoing call, the line on which the call was placed, call duration (if the call was answered), any applicable call feature indicators, and the caller ID details.

4. To dial the displayed number while in the Outgoing Redial List, press [◁/⟳], press the **Dial** softkey, lift the handset, or press any of the line keys.

5. To exit the Outgoing Redial List, press [☎] or the **Quit** softkey.

DELETING ENTRIES IN THE OUTGOING REDIAL LIST

In the Outgoing Redial List, pressing the **Delete** softkey allows you to remove the entry.

1. Press the [↕] key.

2. Swipe up and down to scroll through the entries in the Outgoing Redial List, and press an entry to select.

3. Press the **Delete** softkey.

DELETING ALL ENTRIES IN THE OUTGOING REDIAL LIST

1. Press [↕] once to access the Outgoing Redial List.

2. Press the **Delete** softkey.

3. Press the **Delete** key again to erase all items in the Outgoing Redial List.

PAGING KEY

Your System Administrator can configure a Paging Key on the phone that allows you to send a Real Time Transport Protocol (RTP) stream to pre-configured multicast address(es) without involving SIP signaling. Your administrator enters a multicast IP address(es) and a port number for the Paging Key, that when pressing, initiates an outgoing multicast RTP session. This is calling Group Paging on the IP phones. Your System Administrator can also specify group paging RTP addresses that the phone listens for when receiving RTP streams and can specify up to five listening multicast addresses. For more information about Group Paging and how it works, and to specify multicast addresses, see "Group Paging" on page 81.

The following procedure describes the use of the **Paging** key on the IP phone.

> **Notes:** The recipient of a paging call can set a global DND to ignore any incoming pages. For incoming paging, the phone uses the Intercom configuration settings. The incoming page is dependent on the **Allow Barge In** parameter setting and the idling/on call state.

1. On the IP phone, press the softkey or expansion module key you configured for **Paging**.

   The phone opens a multicast RTP session and an outgoing OR incoming phone screen displays.

2. Press the **Drop** key to end the multicast RTP session and return to the **Home** screen.

PARK/PICKUP KEYS

The 6873i phone has a park and pickup call feature that allows you to park a call and pickup a call when required. When a call comes in and you pickup the handset, you can press the applicable **Park** key to park the call. After the call is parked, you can press the **Pickup** key, followed by the applicable value to pickup the call. Administrators can configure the **Park** and **Pickup** keys for any line.

Use the following procedure on the IP phone to park a call and pick up a parked call.

PARKING A CALL

1. While on a live call, press the **Park** key.

2. After you hear the greeting from the CallPark server, enter the extension where you want to park the call.

   If the call is parked successfully, the response is either a greeting voice confirming that the call was parked, or a hang up occurs. The parked call party hears music on hold.

3. If the call fails, you can pick up the call (using the next procedure) and press the **Park** key again to retry Step 2.

RETRIEVE A PARKED CALL

1. Pick up the handset on the phone.

2. Enter the extension number where the call was parked.

3. Press the **Pickup** key.

If the call pick up is successful, you are connected with the parked call.

PHONE LOCK KEY

You can configure a key on the IP phone to use as a lock/unlock key. You assign the function of the key as **Phone Lock**.

After an lock/unlock key is configured, refer to the following procedures to use the key on the IP phone.

LOCK THE PHONE

Press the **LOCK** key. The phone locks. The LED for the key AND the Message Waiting Lamp illuminate steady ON. An "Unlock" label appears next to the key you just pressed.

UNLOCK THE PHONE

1. Press the **UNLOCK** key.

    A password prompt displays.

2. Enter your user password and press **ENTER**.

    The phone unlocks. The LED for the key AND the Message Waiting Lamp go OFF. The "Lock" label appears next to the key you just pressed.

RECEIVED CALLERS LIST

By default, the 6873i has a dedicated [☎] **Received Callers List** key. However, your System Administrator can assign the **Received Callers List** key to any key on the left or bottom keys on the phone.

The Received Callers List is a stored log of your incoming calls. You can use the **Received Callers List** key to access a list of callers that called your phone.

The Received Callers List is a stored log of your incoming calls. The 6873i telephone stores information on up to 200 incoming calls in the Callers List. Your telephone logs the name/number of the caller, when they last called, and if the call was answered or missed. Additional information such as the duration of the call, line used, and call features utilized during the call can also be viewed.

You can view, scroll, and delete line items in the Callers List from the IP phone UI as wells as copy selected entries to the Directory. You can also dial out directly using a displayed entry in the Received Callers List.

The following table identifies and describes the various icons displayed in the Received Callers List.

ICON	DESCRIPTION
↙	Indicates an incoming call.
↙	Indicates an incoming call that was not answered.

ICON	DESCRIPTION
CALL FEATURE INDICATORS (IN DETAILED VIEW ONLY)	
🔒	Indicates the call was secured using TLS/SRTP encryption.
(((Hi-Q	Indicates the call was using Mitel Hi-Q™ audio.
⏺	Indicates active VoIP recording was enabled and the call was recorded.

Notes: When the Callers List is full, the oldest call records are deleted to accommodate the information of new callers.

If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a softkey or the Directory, the Callers List display the same name and number.

ACCESSING AND USING THE RECEIVED CALLERS LIST

1. Press the [☎] key.
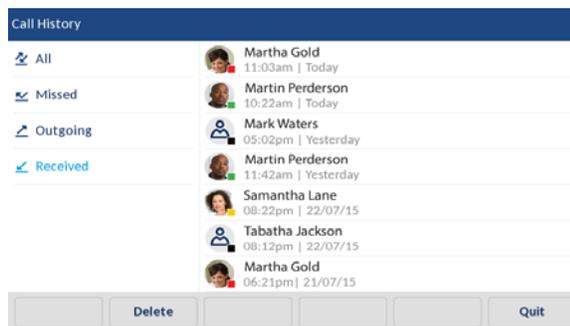
2. Swipe up and down to scroll through the entries in the Received Callers List.

3. Press an entry and press the right arrow button or **Details** softkey to see more detailed information about the Received Callers List entry.
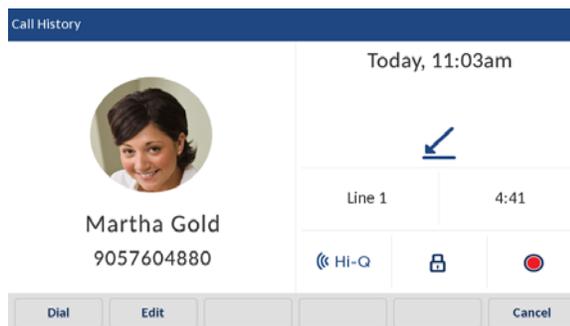
Note: The detailed view screen contains the picture ID of the caller (if available), the date and time of the incoming call, the line on which the call was received, call duration (if the call was answered), any applicable call feature indicators, and the caller ID details.

4. To dial the displayed number while in the Received Callers List, press the **Dial** softkey, press [◁/↻], lift the handset, or press any of the line keys.

5. To exit the Received Callers List, press the ☎ key, 🔻 key, or the **Quit** softkey.

DELETING ENTRIES FROM THE RECEIVED CALLERS LIST

You can delete individual entries from the Received Callers List or you can simply delete all entries in the Received Callers List.

To delete all entries from the Received Callers List

1. Press the ☎ key.

2. Press the **Delete** softkey.

3. Press the **Delete** softkey to erase all items.
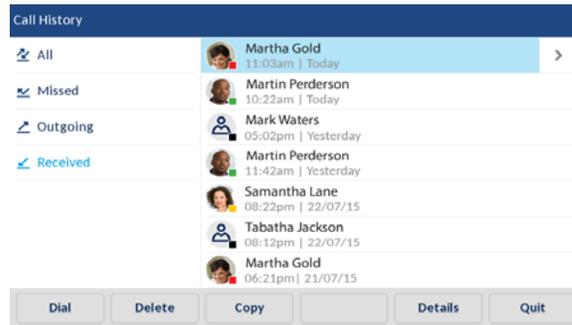
To delete an individual entry from the Received Callers List

1. Press the ☎ key.

2. Swipe up and down to scroll through the entries in the Received Callers List and press an entry.

3. Press the **Delete** softkey.

4. Press the **Delete** softkey again to erase the entry.
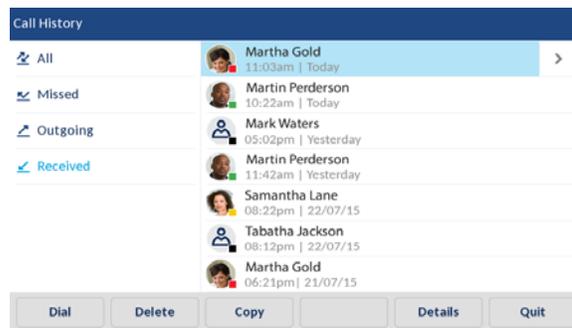
MISSED CALLS INDICATOR

The IP phone has a missed calls indicator and icon that increment the number of missed calls to the phone. The number of calls that have not been answered increment on the phone's Home screen as **# Missed Calls**.

As the number of unanswered calls increment, the phone numbers associated with the calls are stored in the Missed Callers List. When the user accesses the Missed Callers List, the missed calls message on the **Home** screen is cleared.

1. Press the 📞 key.
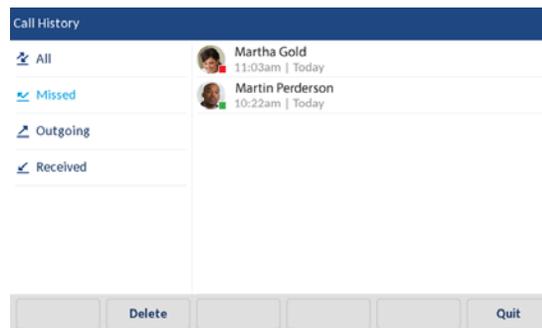
2. Swipe up and down to scroll through the entries in the Missed Callers List and press an entry.

3. Press the right arrow button or **Details** softkey to view detailed information about the Missed Callers List entry.

4. To exit the Missed Callers List, press the 📞 key, 📞 key or the **Quit** softkey. The missed calls message on the Home screen is cleared upon exit.

SPEED DIAL (XML)

The normal function of the speed dial option allows you to dial a number quickly by pressing a key configured for speed dialing. You can program the keys on the 6873i to speed dial outside numbers, dial directly to another person's line or extension, or quickly access features such as Caller ID (*69) and voicemail.

> **Note:** You can use a **Speed Dial** key while on an active call by placing the active call on hold first, and then pressing the speed dial key.

You can use the **Speed 8** or **Speed 100** softkeys, if available, to dial from or edit your Speed Dial list on the Clearspan system. Speed dialing that is not accessed through a **Speed 8** or **Speed 100** key is local to the phone and will be lost if your phone is replaced.

You can create speed dial keys using any of the following methods:

• By pressing the **Speed 8** or **Speed 100** softkeys

• By pressing and holding a programmable key, keypad key, or expansion module key

• Using the IP phone UI at **Options > Dialpad > Speed Dial Edit**

SPEED DIAL PREFIX

The speed dial feature also allows you to specify a preset string of numbers followed by a + that the phone dials automatically after pressing the speed dial key. You can use this feature for numbers that contain long prefixes.

Use the following procedures to set speed dial on the 6873i IP phone.

CREATING A SPEED DIAL USING SPEED DIAL 8 OR SPEED DIAL 100

You can use the Speed 8 or Speed 100 softkeys, if available, to create speed dial functions that are saved on the Clearspan system.

1. Press the **Speed 8** or **Speed 100** softkey.

2. Select **Options**, and then select **Add**.

3. For **Enter Speed Code**, enter a speed dial code to apply to the speed dial entry using the keypad keys. You can enter a number from 0 to 99.

4. Press **Done** to move to the next field.

5. For **Enter Number**, enter a number for the speed dial entry using the keypad keys.

6. Press **Done** to move to the next field.

7. For **Enter Name**, enter a name to apply to the speed dial key.

   Use the keypad keys to enter the name. Continue to press the keypad keys to access the next letter for that key (i.e. press **2** three times to access **C**). To insert a space between letters, press the **Space** softkey. To backspace and erase a mistake, press the **Backspace** softkey.

   > **Note:** The phone automatically uses an upper-case letter for the first letter of each word and a lower-case letter for all subsequent letters in the word. If necessary, use the **ABC ▶** softkey to specify upper-case letters or lower-case letters when entering the name.

8. Press the **Done** softkey to save the speed dial information to the speed dial code you selected.

   > **Note:** To remove a speed dial number from the phone, select the speed dial entry, press Options, and then press **Delete**.

PRESS-AND-HOLD TO CREATE A SPEED DIAL

Pressing and holding down a softkey, dialpad key, or expansion module key on the phone initiates a speed dial feature.

> **Notes:**
> When creating a **Speed Dial** key from the IP phone UI, you must select a softkey, dialpad key, or expansion module key that has no preassigned function (key must be set to **None** or **Empty**).
> If there are no empty softkeys on the home screen, you can press and hold the **More** softkey to configure the next available softkey with speeddial functionality. If a More softkey is not available, use the **Dialing > Speed Dial Edit** option in Options List to configure a new speeddial key.

1. Press and hold a non-configured softkey, dialpad key, or expansion module key for three seconds.

Softkey/Expansion Module Key Speed Dial Edit Menu   **Dialpad Key Speed Dial Edit Menu**

You can press the **Cancel** softkey at any time during the speed dial programming to cancel and not save the speed dial information.

2. In the **Label** field (if applicable), enter a label to apply to the key.

3. In the **Number** field (if applicable) enter a number for the speed dial key using the onscreen keyboards.

4. In the **Line** field select a line to apply to the key.
   This is the line that the phone opens to dial the number after you press the respective **Speed Dial** key. By default, the phone uses Line 1 for the **Speed Dial** key. If you want to use a different line, press the left or right arrow buttons to select another line.

5. Press the **Save** softkey to save the speed dial information to the key you selected.

CREATING A DIALPAD SPEED DIAL KEY USING THE SPEED DIAL EDIT OPTION

1. Press [⚙] on the phone to enter the Options List.

2. Press the **Dialing** icon.

You can press the **Cancel** softkey at any time during the speed dial programming to cancel and not save the speed dial information.

3. Press the **Speed Dial Edit** icon.

4. Press the desired type of keys you want to edit and press the **Select** softkey.

5. Press the desired key's **Label** field (if applicable) and enter a label to apply to the key.

6. Press the **Number** field (if applicable) and enter a number for the key using the on-screen keyboards.

7. Press the **Line** field and select a line to apply to the key. This is the line that the phone opens to dial the number after you press the respective **Speed Dial** key. By default, the phone uses Line 1 for the **Speed Dial** key. If you want to use a different line, press the left or right arrow buttons to select another line.

8. Press the **Save** softkey to save the speed dial information to the key you selected.

SPEED DIAL/MWI

The 6873i supports multiple voicemail registration by using the Speed Dial/MWI key. This feature can be useful in scenarios where you need to monitor the voicemail accounts of your team members or you need access to your manager's voicemail messages.

Your System Administrator can configure a programmable key, top softkey, or expansion module softkey as "Speed Dial/MWI" and defining call and voicemail URIs, users can monitor and listen to pending messages on multiple voicemail accounts. When new messages are pending on a monitored voicemail account, the corresponding Speed Dial/MWI key displays the number of pending messages beside the defined label.
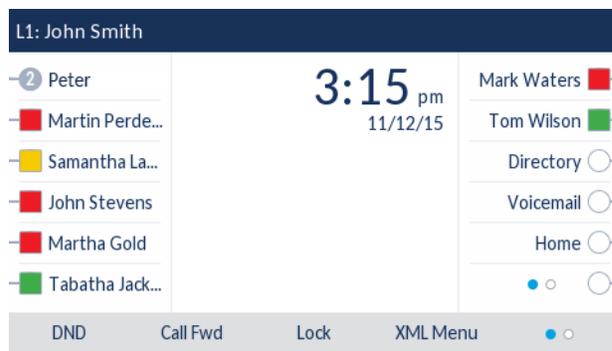
When you press the configured key, the phone sends an INVITE to the configured call URI that you can use to listen to the new messages.

SPEED DIAL/XFER

The **Speed Dial** key allows a number to be dialed quickly by pressing one key configured for speed dialing. The **Transfer** key allows a call to be transferred to other recipients blindly or consultatively. The **Speed Dial/Xfer** key combines the **Speed Dial** and **Transfer** keys' functionality together allowing the user to transfer calls or speed dial with one key.

> **Note:** It is recommended that you enable the **Switch UI Focus to Ringing Line** parameter when using the Speed Dial/Xfer feature. For more information about this parameter, see "Switch UI Focus to Ringing Line" on page 86.

SPEED DIAL/XFER KEY REQUIREMENTS AND FUNCTIONALITY

The **Speed Dial/Xfer** key has the following capabilities:

- Speed Dial/Xfer and Speed Dial: When the phone is in the idle state, pressing the **Speed Dial/Xfer** key causes the phone to go offhook and dial the predefined extension.

- Speed Dial/Xfer and Blind Transfer: When the phone is connected to a call, pressing the **Speed Dial/Xfer** key blind transfers the call to the predefined target.

  If transferring a call fails, a message **Transfer Failed** displays, and you can reconnect the call (get the call back) by pressing the line key again.

- Speed Dial/Xfer and Call Forward: When the phone is in the ringing state, pressing the **Speed Dial/Xfer** key forwards the call to the predefined extension.

SPRECODE KEY

Your System Administrator can set a key to automatically activate specific services offered by the server by setting a key to **Sprecode**. For example, if the sprecode value of *82 is configured, then by pressing the key, *82 automatically activates a service provided by the server. The value for this field is dependent on the services provided by the server. Contact your System Administrator for information about available services.

TRANSFER/XFER

Your System Administrator can assign the **Xfer** key to any softkey on the left or bottom keys on the phone. For more information about transferring calls, see "Transferring Calls" on page 24.

VOICEMAIL

1. The Voicemail feature on the 6873i phone allows you to use a line, configured with a phone number for dialing out, to connect to a voicemail server.

2. Press the **Voicemail** softkey on the phone if your System Administrator has configured it.

3. Enter your Voicemail password if prompted.

From a selected item in the Voicemail list, you can also lift the handset (go offhook) to make an outgoing call using the voicemail access phone number.

XML KEY

The 6873i IP phone has a feature you can enable called XML (Extensible Markup Language). XML is a markup language much like HTML. Your System Administrator can create customized XML menu services and load them to your IP phone. These services include things like weather and traffic reports, contact information, company info, stock quotes, or custom call scripts.

> **Note:** The XML services must be set up by your System Administrator before you can use the key.

On the 6873i IP phone, you can access the XML applications from the IP phone UI via an **XML** softkey.

After an XML application(s) has been saved to your IP phone and a key has been configured to access the XML applications, the customized service is ready for you to use.

1. Press the **XML** softkey on the 6873i phone. An XML screen displays.

2. Swipe up and down to scroll through the list of customized features.

3. For menu and directory services, select a service to display the information for that customized service. Message services display to the screen after pressing the respective key. For user input services, follow the on-screen prompts.

4. To exit from the XML screen, press the **XML** softkey again or press the [📞] button.

ADDITIONAL FEATURES

This section describes additional features you can use on the 6873i phone. A multitude of other features are available depending on whether or not your System Administrator has configured them for use. Contact your System Administrator for feature availability and usage information.

CALL HOLD REMINDER DURING ACTIVE CALLS

Your System Administrator can enable or disable the ability for the phone to initiate a continuous reminder tone on the active call when another call is on hold. For example, when this feature is enabled, and the call on Line 1 is on hold, and then the you answer a call on Line 2 and stay on that line, a reminder tone is played in the active audio path on Line 2 to remind you that there is still a call on hold on Line 1. When this feature is disabled, a ring splash is heard when the active call hangs up and there is still a call on hold.

CALL HOLD REMINDER (ON SINGLE HOLD)

Your System Administrator can enable or disable a feature that will start the reminder ring splash timer as soon as you put a call on hold (even when no other calls are active on the phone). When enabled, the phone initiates a reminder ring splash periodically for the single call on hold. When disabled, no reminder ring splash is audible.

CALL WAITING TONE PERIOD

Your System Administrator can specify a specific time period (in seconds) for the call waiting tone to play at regular intervals on an active call. A value of 0 is the default and plays the call waiting tone only once on the active call. When the incoming caller hangs up, the call waiting tone stops on the existing active call.

DISPLAY DTMF DIGITS

A feature on the 6873i phone allows users to enable or disable DTMF (dual-tone multi-frequency) digits to display to the IP phone when using the dialpad to dial, or when dialing from a softkey or expansion module key.

DTMF is the signal sent from the phone to the network that you generate when you press the phone's touch keys. This is also known as touchtone dialing. Each key you press on your phone generates two tones of specific frequencies. One tone is generated from a high-frequency group of tones and the other from a low frequency group.

If the **Display DTMF Digits** parameter is enabled, the digits you are dialing from the dialpad or softkey display to the IP phone's LCD display. This parameter is disabled by default (no digits display when dialing).

GOODBYE KEY CANCELS INCOMING CALLS

The 6873i has a feature that allows the [☎] **Goodbye** key to drop a second incoming call or ignore incoming calls presented to the phone when you are on an active call.

If this feature is enabled, which is the default, pressing the [☎] key rejects calls coming into the phone while you are on an active call. When the feature is disabled, pressing the [☎] key hangs up the active call.

GROUP PAGING

PUSH-TO-TALK AND INSTANT GROUP CALL (CLEARSPAN)

Your System Administrator can configure the phone to use paging through the Clearspan system. The Clearspan group paging feature allows you (using SIP signaling) to unidirectionally page a predefined group of users by dialing an assigned DN or extension. The group is called and connected in a multi-way conference with the caller. When the group members' phones are set to Auto-Answer, their phones automatically answer the page.

GROUP RTP PAGING (RTP STREAMS)

Your System Administrator can configure the phone to receive a Real Time Transport Protocol (RTP) stream from pre-configured multicast address(es) without Clearspan and without involving SIP signaling. Your administrator can specify up to five multicast addresses that the phone listens for on the network.

The 6873i in the local network listens for RTP on the pre-configured multicast address. The Phone displays the *Paging* message to the phone's LCD. It uses the G711 uLaw CODEC for multicast RTP.

The recipient can drop the incoming page if required. The recipient can also set Do Not Disturb (DND) to ignore any incoming pages.

For incoming RTP multicasts, the ringing display is dependent on the setting for the **Allow Barge-In** parameter. (See "Allow Barge In" on page 82.) If this parameter is disabled, and there is no other call on the phone, then the paging is automatically played via the default audio device.

If there is an existing call on the phone, the call initially displays in the ringing state. You have the option to accept/ignore the call. If the **Allow Barge-In** parameter is enabled, the RTP multicast call barges in, and any existing calls are put on hold.

If an RTP multicast session already exists on the phone, and the phone receives another incoming RTP multicast session, the priority is given to the first multicast session and the second multicast session is ignored. The behavior for the incoming calls in this case is also based on the setting for the Allow Barge-In parameter. The incoming call is handled as if there were an existing call already on the phone.

INCOMING INTERCOM CALL FEATURES

By default, the IP phone allows incoming intercom calls to be automatically answered without having to set up an Icom key on your phone. The phone automatically plays a warning tone when it receives an incoming intercom call. It also mutes the microphone. If the intercom call comes into the phone while an active call is already present, the phone puts the active call on hold and answers the intercom call.

Your System Administrator can change the behavior of how the phone handles incoming intercom calls by enabling/disabling the following parameters:

- Auto Answer

- Microphone Mute

- Play Warning Tone

- Allow Barge In

AUTO-ANSWER/PLAY WARNING TONE

The auto-answer feature on the IP phone allows automatic answering for an Intercom call. If **Auto-Answer** is enabled, the phone automatically answers an incoming intercom call. If **Play Warning Tone** is also enabled, the phone plays a tone to alert you before answering the intercom call. If **Auto-Answer** is disabled, the phone treats the incoming intercom call as a normal call. **Auto-Answer** and **Play Warning Tone** are enabled by default.

> **Note:** Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.

MICROPHONE MUTE

Your System Administrator can mute or unmute the microphone on the IP phone for intercom calls made by the originating caller. **Microphone Mute** is enabled by default.

ALLOW BARGE IN

Your System Administrator can configure whether or not the IP phone allows an incoming intercom call to interrupt an active call. The **Allow Barge In** parameter controls this feature. When this parameter is enabled, which is the default value, an incoming intercom call takes precedence over any active call, by placing the active call on hold and automatically answering the intercom call. When this parameter is enabled, and there is an active call, the phone treats an incoming intercom call like a normal call and plays the call warning tone. **Allow Barge In** is enabled by default.

MESSAGE WAITING INDICATOR

Your System Administrator can configure the Message Waiting Indicator (MWI) to illuminate for a specific line or for all lines. For example, if the MWI LED is configured on Line 2 only, the LED illuminates if a voicemail is pending on Line 2. If the MWI LED is configured for all lines, the LED illuminates if a voicemail is pending on any line on the phone (lines 1 through 24).

PLAY CALL WAITING TONE

Your System Administrator can enable or disable the playing of a call waiting tone when a caller is on an active call and a new call comes into the phone.

SHARED CALL APPEARANCE (SCA) CALL BRIDGING

Shared Call Appearance (SCA) is when incoming calls are presented to multiple phones simultaneously. For example, it is the ability to assign the boss' extension to a button on the secretary's phone. Calls can be transferred between two phones with the same extension button by simply putting the call on hold at one phone and picking it up on the other. Status LEDs light and flash in unison, allowing all people sharing the extension to see the status at a glance.

The phones include an enhanced SCA for the call managers that support call bridging and allows two or more SCA users to be connected in a call with a third party.

Refer to the following example.

SCA phone 1 answers. When 2 and 3 pickup, 1 can hang up.

Phone A calls the SCA number and all the phones in the SCA environment ring.

SCA phone 2 joins by pressing SCA line. When phone 1 hangs up, 2 is still connected. Phone 2 can press the line key to put SCA call on hold leaving 3 still connected to 1.

SCA phone 3 joins by pressing SCA line. When phone 1 hangs up, 3 is still connected. Phone 3 can press the line key to put SCA call on hold leaving 2 still connected to 1.

Note: A user can place a call on hold while in an SCA bridged call, by pressing the SCA line key.

Using the example above, when a call comes into Phone 1, Phone 2 and Phone 3 can pickup the same call by pressing the SCA line key. Phone 2 and 3 display the call they are bridging into on the LCD of the phones. Existing SCA parties in a bridge or one-to-one call hear an audible beep when another party has joined the call.

Note: Your Administrator must enable/disable the beep on the server-side.

If a phone is configured for SCA bridging and it attempts to join a call, but the account on the server does not have this functionality enabled, an error message displays to the LCD on the phone.

The SCA call bridging feature is disabled by default on all phones. Your Administrator can enable/disable this feature if required. Contact your System Administrator for more information.

KEYS STATES AND LED/BUTTON BEHAVIOR

There are two call states on the phones that support SCA bridging:

- **Bridge-active** - A bridged call is in progress

- **Bridge-held** - The 3rd-party (i.e., non-SCA party) in the bridge is on hold.

The following tables provide the key states and LED/image behavior in an SCA bridge call for users involved in an SCA call (local) and users not involved in the SCA call (remote).

LINE KEYS WITH LEDS

STATE	LINE LED FOR LOCAL	LINE LED FOR REMOTE
Idle	Off	Off
Seized	Solid Green	Solid Red
Progressing (outgoing call)	Green	Solid Red
Alerting (incoming call)	Flashing Red	Off
Active	Solid Green	Solid Red
Held	Slow Flashing Green	Slow Flashing Red
Hold Private	Slow Flashing Green	Solid Red
Bridge-Active	Solid Green	Solid Red
Bridge-Held	Slow Flashing Green	Solid Red

SOFTKEYS

STATE	SOFTKEY IMAGE FOR LOCAL	SOFTKEY LED FOR LOCAL	SOFTKEY IMAGE FOR REMOTE	SOFTKEY LED FOR REMOTE
Idle		Off		Off
Seized		Solid Red		Solid Red
Progressing (outgoing call)		Solid Red		Solid Red
Alerting (incoming call)		Flashing Red		N/A
Active		Solid Red		Solid Red
Held	(Blinking)	Slow Flashing Red	(Blinking)	Slow Flashing Red
Hold Private	(Blinking)	Slow Flashing Red	(Blinking)	Solid Red
Bridge-Active		Solid Red		Solid Red
Bridge-Held	(Blinking)	Slow Flashing Red	(Blinking)	Solid Red

STAR CODES

All of the main call handling and extension management features using star codes can be set on your phone by your Administrator. Contact your System Administrator for more information.

If these have not been set up, you can dial any star code commands on the 6873i phone the same way you would on a regular telephone.

STATUS SCROLL DELAY

Your System Administrator can specify a scroll delay option that allows you to set the time delay, in seconds, between the scrolling of each status message on the phone. The default time is 5 seconds for each message to display before scrolling to the next message. This time can be increased or decreased as required.

STUTTERED DIAL TONE

Your System Administrator can enable or disable the playing of a stuttered dial tone when there is a message waiting on the IP phone.

SWITCH UI FOCUS TO RINGING LINE

Your System Administrator can configure a feature on the 6873i that controls the behavior of the phone when it receives an incoming call when it is already in a connected call. When a call comes into the phone, and the phone is already on a connected call, the phone switches focus to the ringing line to enable the user to see who is calling them. Your administrator can turn off this functionality so that the phone stays focused on the connected call.

XML BEEP SUPPORT

Your System Administrator can enable or disable a beep to be audible when the phone receives an XML application. If this feature is disabled, then no beep is heard when the XML application arrives to the phone.

MODEL M680I AND M685I EXPANSION MODULES

The 6873i IP phone offers two optional expansion modules that attach to the right side of the phone to provide additional programmable keys.

The M685i provides three pages of 28 softkeys (for a total of 84 programmable softkeys), with each softkey providing an LED and graphical UI for call status indication. The M685i features a 4.3" 480x272 pixel color backlit LCD display.

The M680i provides 16 keys on the dialpad. Each key provides an LED for indicating call status. After the keys on the M680i Expansion Module, you can record the name of the key on the paper labels provided with the Expansion Module.
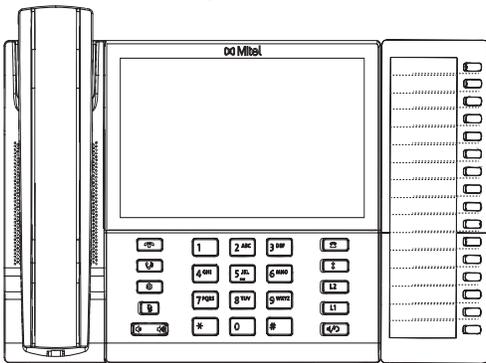
M680i Expansion Module   **M685i Expansion Module**
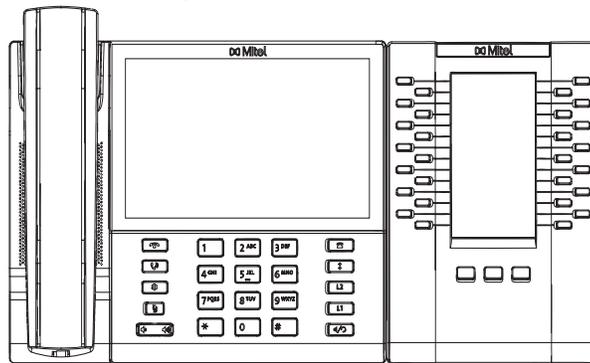
Note: The USB port on the 6873i will be disabled if the phone is being powered using 802.3af Power over Ethernet (PoE) and one or more expansion modules are connected. Use the recommended AC adapter (optional accessory) or power the phone using 802.3at PoE plus to ensure the USB port will be functional when expansion modules are connected to the 6873i.

Press the key you want to use when applicable.
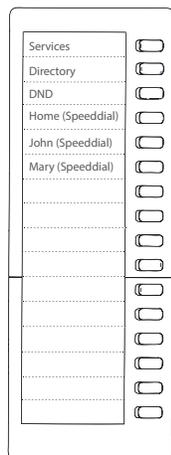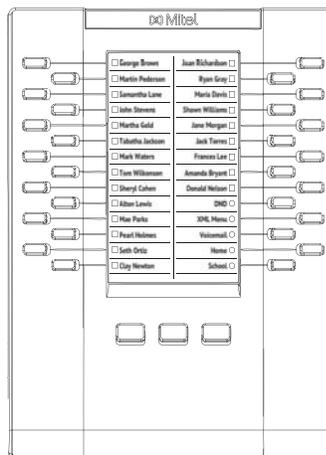
Note: For more information about installing expansion modules on your phone, see the *Mitel Expansion Module Quick Start Guide* and *Mitel Expansion Module Installation Guide.*

TROUBLESHOOTING SOLUTIONS

WHY IS MY DISPLAY BLANK?

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Mitel PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the *Connecting to the Network and to Power* section in the *Mitel 6873i Installation Guide* for details.

WHY IS MY SPEAKERPHONE NOT WORKING?

If you press the [⊲/◡] button and the speaker light flashes and you do not hear dial tone through the speaker, the **Audio Mode** option in the phone has been set up for headset use. Press [⊲/◡] a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear a dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing [⊲/◡]. See for instructions on how to change the **Audio Mode** option.

WHY CAN'T I GET A DIAL TONE?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the *Installation and Setup* section in the *Mitel 6873i Installation Guide*.

WHY DOESN'T MY PHONE RING?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle.

WHY IS THE LIGHT NOT COMING ON WITH A NEW VOICEMAIL MESSAGE?

Your phone system or service provider must provide the visual message waiting service for this function to work. Check with your System Administrator for more information.

WHY IS MY HANDSET NOT WORKING?

Check to ensure that the handset cord is fully connected to both the phone and handset. See the *Connecting a Handset or Headset* section in the *Mitel 6873i Installation Guide* for information.

WHY DOES MY PHONE DISPLAY THE NO SERVICE MESSAGE?

The phone displays the **No Service** message if the SIP settings have not been set up correctly. Contact your System Administrator for more information.

WHY DOES MY PHONE DISPLAY BAD ENCRYPTED CONFIG?

The IP phone displays **Bad Encrypted Config** because encrypted configuration files are enabled but the decryption process has failed. Report this error to your System Administrator.

CLEARSPAN FEATURE ACCESS CODES

Feature Access Codes (FACs) can be set up as Speed Dial numbers and assigned to keys, or dialed directly from the keypad.

The following are the default feature access codes. If the codes are customized for your site, contact your System Administrator for information. Because Clearspan features are available by license only, you may not have access to all of them.

CODE	NAME	DEFINITION
*34	Advice Of Charge Activation	Activates the Advice of Charge service for the next call when the service is not enabled for all calls.
*77	Anonymous Call Rejection Activation	Activates the Anonymous Call Rejection service. After the user dials the feature access code, the system plays an announcement to inform the user that the service has been successfully activated. If the service was already active, the user still receives the announcement.
*87	Anonymous Call Rejection Deactivation	Deactivates the Anonymous Call Rejection service. After the user dials the feature access code, the system plays an announcement to inform the user that the service has been successfully deactivated, even if the service was never activated.
#8	Automatic Callback Deactivation	Cancels all current pending callbacks.
#9	Automatic Callback Menu Access	Provides access to an Interactive Voice Response (IVR) menu that lists the current pending callbacks and allows the user to cancel individual callbacks.
*14	Clearspan Anywhere E.164 Dialing	Allows users to dial E.164 numbers. The user dials the feature access code as an alias to the "+" sign. The system replaces the feature access code digits with the "+" sign and resumes the call with an E.164 number.
*15	Call Bridge	Allows a Shared Call Appearance (SCA) location to initiate or join an SCA-Bridge, upon which the Application Server automatically selects an appropriate call appearance to bridge on. The Call Bridge FAC becomes visible when one or more of the following services are authorized (service provider or group) or assigned (user): Clearspan Anywhere Shared Call Appearance Shared Call Appearance 5 Shared Call Appearance 10 Shared Call Appearance 15 Shared Call Appearance 20 Shared Call Appearance 25 Shared Call Appearance 30 Shared Call Appearance 35

CODE	NAME	DEFINITION
*72	Call Forwarding Always Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*73	Call Forwarding Always Deactivation	Deactivates the Call Forwarding Always service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Busy, Call Forwarding No Answer, or Do Not Disturb.
21	Call Forwarding Always Interrogation	Allows the user to get the current status and destination of the Call Forwarding Always service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*21	Call Forwarding Always to Voice Mail Activation	Redirects incoming phone calls to the user's voice mail.
#21	Call Forwarding Always to Voice Mail Deactivation	Deactivates the Call Forwarding Always To Voice Mail service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding No Answer, or Do Not Disturb.
*90	Call Forwarding Busy Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant, when the user is on the phone. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*91	Call Forwarding Busy Deactivation	Deactivates the Call Forwarding Busy service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Always, Call Forwarding No Answer, or Do Not Disturb.
67	Call Forwarding Busy Interrogation	Allows the user to get the current status and destination of the Call Forwarding Busy service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*40	Call Forwarding Busy To Voice Mail Activation	Redirects incoming phone calls to voice mail when his user is on the phone.
#40	Call Forwarding Busy To Voice Mail Deactivation	Deactivates the Call Forwarding Busy To Voice Mail service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Always, Call Forwarding Always To Voice Mail, Call Forwarding No Answer, or Do Not Disturb.
*92	Call Forwarding No Answer Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant, when the user does not answer the phone. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*93	Call Forwarding No Answer Deactivation	Deactivates the Call Forwarding No Answer service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Busy, Call Forwarding Always, or Do Not Disturb.

CODE	NAME	DEFINITION
61	Call Forwarding No Answer Interrogation	Allows the user to get the current status and destination of the Call Forwarding No Answer service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*41	Call Forwarding No Answer To Voice Mail Activation	Redirects incoming phone calls to voice mail when the user does not answer the phone.
#41	Call Forwarding No Answer To Voice Mail Deactivation	Cancels the Call Forwarding Busy To Voice Mail service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding Busy, or Do Not Disturb.
*94	Call Forwarding Not Reachable Activation	Redirects incoming phone calls to a different number when the user's device is not accessible by Clearspan. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*95	Call Forwarding Not Reachable Deactivation	Deactivates the Call Forwarding Not Reachable service. After deactivation, should the user's phone become unreachable, calls are no longer rerouted to an alternate device through the Call Forwarding Not Reachable service.
63	Call Forwarding Not Reachable Interrogation	Allows users to get the status of the Call Forwarding Not Reachable service.
#76	Call Forwarding Selective Activation	The Selective Call Forwarding service can be activated only if the service is configured with the following minimum requirements: The Default Call Forward to phone number/SIP URI is configured. At least one selective criterion is configured and active.
#77	Call Forwarding Selective Deactivation	Deactivates the Call Forwarding Selective service. After the service has been deactivated, no criteria are used when a call is being redirected.
*67	Calling Line ID Delivery Blocking per Call	Hides the user's calling line ID for the next call. Before placing a call, the user dials the feature access code; then places the call as usual.
*31	Calling Line ID Delivery Blocking Persistent Activation	Prevents display of the user's calling line ID for all calls.
#31	Calling Line ID Delivery Blocking Persistent Deactivation	Displays the user's calling line ID for all calls.
*65	Calling Line ID Delivery per Call	Displays the users calling line ID for the next call.
*68	Call Park	Places a call on hold with the intent of retrieving it from another extension. The call can be parked on the user's own extension or on another extension within the same group.
*88	Call Park Retrieve	Retrieves a call that has been parked.

CODE	NAME	DEFINITION
*98	Call Pickup	Answers the ringing phone within the assigned call pickup group. If more than one phone in the assigned call pickup group is ringing, the phone that has been ringing the longest is answered. Pickup groups are defined by the group administrator.
*48	Call Recording Pause	With a recorded call on hold, pauses the recording.
*49	Call Recording Resume	With a call on hold while recording is paused, resumes the recording.
*44	Call Recording Start	Before a call is placed, starts call recording at the beginning of the call. With a call on hold, starts recording the call.
*45	Call Recording Stop	With a call on hold, stops recording the call.
*11	Call Retrieve	Retrieves an existing active call from another endpoint. The user dials the feature access code from the location where the call is to be retrieved. This feature can be used from the primary location, from a Shared Call Appearance alternate location, or from a Clearspan Anywhere location.
*69	Call Return	Call the phone number of the last received call. Calls can be returned only to numbers that are acceptable according to the user's Outgoing Calling Plan.
#92#	Call Return Number Deletion	Allows the user to delete the last incoming number for the Call Return service.
*43	Call Waiting Persistent Activation	Turns on the Call Waiting service for all calls.
#43	Call Waiting Persistent Deactivation	Turns off the Call Waiting service for all calls.
*70	Cancel Call Waiting	Turns off the Call Waiting service for the next call.
*99	Clear Voice Message Waiting Indicator	Clears the audible (and visible for some devices) message waiting indicator on the user's phone.
33	Communication Barring User-Control Activation	Activates the user's current communication barring profile.
#33*	Communication Barring User-Control Deactivation	Deactivates the user's current communication barring profile.
*#33#	Communication Barring User-Control Query	Provides information about the user's current communication barring profile.
*57	Customer Originated Trace	Places a trace on the last number that called the user.
*97	Directed Call Pickup	Answers a call at a specific extension within the assigned call pickup group. To answer the ringing call at an extension, the user dials the feature access code followed by that extension. Call pickup groups are defined by the group administrator.

CODE	NAME	DEFINITION
*33	Directed Call Pick-up with Barge-in	Dials an allowed prefix, followed by the assigned code and an extension to either pick up a ringing call in the user's group or to join an ongoing call with someone in the group.
*55	Directed Voice Mail Transfer	Transfers a caller on hold to voice mail.
*80	Diversion Inhibitor	Prevents redirection services from being activated on the terminating side of an unanswered call.
*78	Do Not Disturb Activation	Activates the Do Not Disturb service. When the service is active, the user's phone does not ring and all calls receive busy treatment, such as a voice message.
*79	Do Not Disturb Deactivation	Turns off the Do Not Disturb service.
#83	Escalate Call Supervision	Call center agents can use this code to escalate calls to a supervisor. A supervisor who is not on a call and who does not have the Do Not Disturb service enabled is considered available and the call is routed to that supervisor. The caller is put on hold by the agent when the escalation to the supervisor is initiated. The feature access code is available to agents with Call Center – Standard or Call Center – Premium service assigned.
*22	Flash Call Hold	Places a call on hold with the flash hook to place another call. Users can toggle between the two calls by pressing the flash-hook.
#72	Forced Forwarding Activation	Activates forced forwarding for a call center queue.
#73	Forced Forwarding Deactivation	Deactivates forced forwarding for a call center queue.
#58	Group Call Park	Hunts for the first available user in the assigned call park group and parks the call there.
#82	Initiate Silent Monitoring	A supervisor can use this code to silently listen in on a call handled by an agent that they are monitoring. This feature access code is available to supervisors with the Call Center Monitoring service assigned.
*66	Last Number Redial	Dials the most recently dialed phone number called from the user's extension.
*96	Legacy Automatic Callback Invocation	Allows users to camp on a busy called party. When the user dials the feature access code after a call to a busy destination, a callback request is created and the user is automatically called back when the called party hangs up.
#96	Legacy Automatic Callback Cancellation	Cancels all active Legacy Automatic Callback requests.
*12	Location Control Activation	Allows users to activate a location. The feature access code has to be dialed from the location to activate. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.

CODE	NAME	DEFINITION
*13	Location Control Deactivation	Deactivates a location. The feature access code has to be dialed from the location to deactivate. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.
#80	Make Outgoing Call as Call Center	Allows users working as call center agents to make calls using a call center phone number. Users can thus override the default setting configured by the administrator.
#81	Make Personal Outgoing Call	Allows users working as call center agents to make calls using their own phone number. Users can thus override the default setting configured by the administrator.
*60	Music On Hold Per-Call Deactivation	Deactivates the Music On Hold service for the current calls.
#70	Night Service Activation Manual Override	Activates Night Service for a specified call center at the time of activation. Calls incoming to the queue are provided with the Night Service Manual Override announcement and transferred to the queue configured for the regular Night Service. The queue remains in that state until the Night Service Manual Override service is deactivated.
#71	Night Service Deactivation Manual Override	Deactivates Night Service Manual Override and the call center returns to its configured behavior.
*610	No Answer Timer	Sets the numbers of rings before No-Answer handling is applied to the Voice Messaging, Third-Party Voice Mail Support, Call Forwarding No Answer, Call Forwarding No Answer To Voice Mail, and Sequential Ringing services.
*71	Per Call Account Code	Charges a call to an account code assigned to the user.
*50	Push to Talk	Provides an intercom-like functionality where the user can call another party and be instantly connected.
*75	Speed Dial 100	Calls the two-digit speed dial number.
*74	Speed Dial 8	Calls the 2 through 9 single-digit speed dial number.
*47	Sustained Authorization Code Activation (calls unlocking)	Unlocks user's calls. When the user is required to provide authorization codes for outgoing calls, this code allows them to "unlock" this requirement. Having unlocked code activation, the user in no longer prompted for an authorization code and their calls proceed without interruption.
*37	Sustained Authorization Code Deactivation (calls locking)	Locks user's calls. When the user dials this feature access code, the services that require authorization codes for outgoing calls return to their normal behavior and prompt the user for an authorization code.
*86	Voice Mail Retrieval	Allows users to retrieve Clearspan and third-party voice mail.
*62	Voice Portal Access	Allows users to access their Voice Portal.

LIMITED WARRANTY

(Not applicable in Australia)

Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy, either repair or replace the product at no charge, if returned within the Warranty Period. If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the product, it may be replaced with a refurbished product of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

EXCLUSIONS

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

Mitel shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customer's use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of products used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Mitel with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

WARRANTY REPAIR SERVICES

Should the product fail during the Warranty Period;

- **In North America,** please call 1-800-574-1611 for further information.
- **Outside North America**, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this product for warranty service, you must present proof of purchase.

AFTER WARRANTY SERVICE

Mitel offers ongoing repair and support for this product. This service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions:

- **In North America**, contact our service information number: 1-800-574-1611.

- **Outside North America**, contact your sales representative.

Note: Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the Warranty Period. Unauthorized repair will void the warranty.