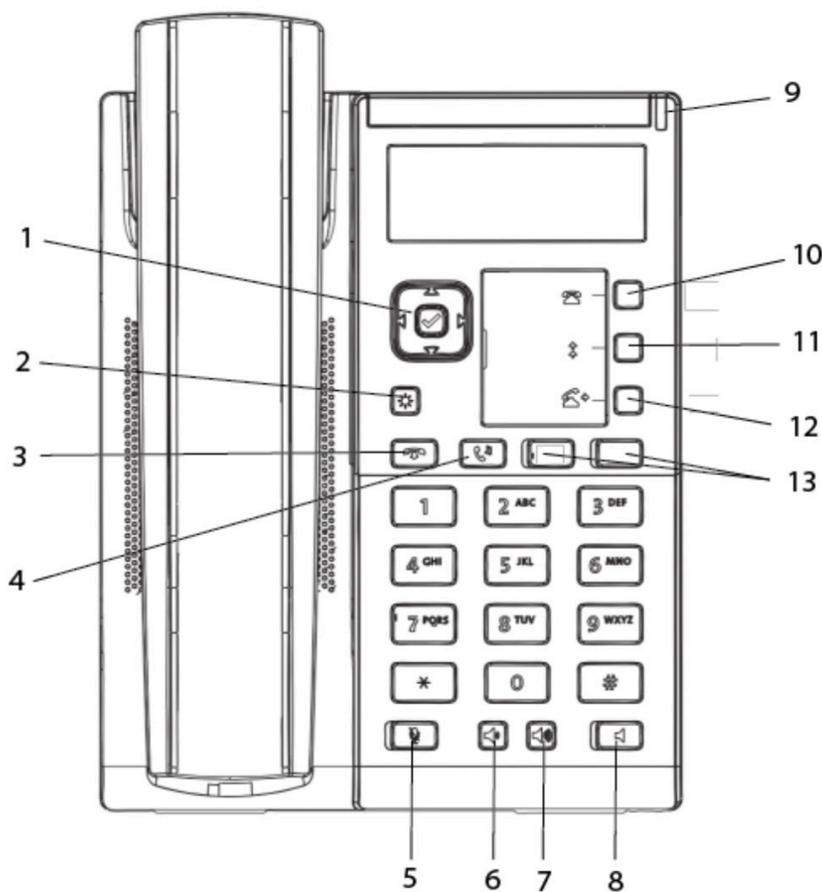


# MITEL 6863i

The Mitel 6863i delivers exceptional value in an enterprise grade SIP desktop phone. With a sleek and thin modern design, the 6863i rivals other higher priced SIP products in its class on its features, flexibility and value. This 2-line SIP phone with its 2.75" 128x48 pixel monochrome LCD display, programmable hard keys, and smaller desktop footprint is an ideal option for professional workers in business environments that have light telephone use requirements.

Featuring a true HD handset and speakerphone, the 6863i offers remarkable wideband audio quality. Dual 100 Base-T Ethernet ports with a hardware-based Ethernet switch, advanced XML capabilities for configuration and custom applications, and a PoE class 1 rating are just some of the many features this very affordable SIP phone has to offer.



## KEYS

- 1 Navigator
- 2 Settings
- 3 Voicemail
- 4 On-hold
- 5 Mute
- 6 Volume Down
- 7 Volume Up
- 8 Answer with headset or speakerphone
- 9 Indicator
- 10 L-key
- 11 Navigate (L-key)
- 12 Transfer (L-key)
- 13 S-key

In order to access the desk phone and its features, please make sure that the desk phone is provisioned to the users account or organisation as a free seating phone. When provisioned, the user has to be logged in order to access the phones features.

Short keys, i.e., S-keys and speed dial keys are preassigned and configured in the organisation's Self-service portal. Please note that assigning Short keys has to be done in the portal, in order for the configurations to apply after reboot.

# CALL HANDLING

## To call:

Dial the number using the numpad.  
Press any preassigned shortcut key.  
Press and hold any quick dial key.  
Select a contact in your contact list.  
Search for any contact in the directory.

## To answer:

Either lift the handset or press the **Answer** button to answer via speaker or headset.

## To check for missed calls:

Press the **S-key** mapping to the Call log.  
Navigate and select Missed Calls.  
Check the missed calls on the display.

## To call from the call log:

Press the **S-key** representing to the Call log.  
Navigate and select Incoming Calls, please press enter to proceed.  
Navigate and select the contact to call, please press enter to proceed.

## To call from S-key:

Press the preassigned **S-key** representing the number that you want to dial.

## To dial from speed dial key:

Press and hold the preassigned numpad key (1-9) representing the number that you want to dial.

## To do attended transfer:

When making a call, press **Transfer**, the call is now put on hold.  
Press the number to the third party, please press **Dial** to proceed.  
When the call is answered, you may speak to the third party, please press **Transfer** to proceed.

## To do blind transfer:

When making a call, press **Transfer**, the call is now put on hold.  
Press the number to the third party, please press **Transfer** to proceed.

## To hold a call:

Press **On-hold** to put call on hold and play hold on music.  
Press **On-hold** to resume the call.

## To do conference call:

Call the first party member, please wait for the party member to answer before proceeding.  
Press **Settings**, then navigate to Services and then Conference.  
Call the third-party member, please wait for the party member to answer before proceeding.  
Press **Settings**, then navigate to Services and then Conference.  
The conference call is now established.

## To set presence:

Press **Settings**.  
Navigate to the Presence Menu.  
Select the preferred Presence, please press enter for the settings to apply.

## To record a call:

Press the **S-key** to toggle between Recording ON and Recording OFF.

## To move call to another device:

Press \*6\*# (asterisk, six, asterisk, square) on the device.

## To do common pick up:

Press \*5\*# (asterisk, six, asterisk, square) on the device.

## To initiate intercom call:

Press the intercom S-key.

## To answer intercom call:

An intercom call is automatically answered, please note that you initially cannot speak to the initiator.  
By pressing the **Mute** button, the user may now speak to the initiator.

## To listen to voicemail:

Press the **Voicemail** key or the **S-key**.

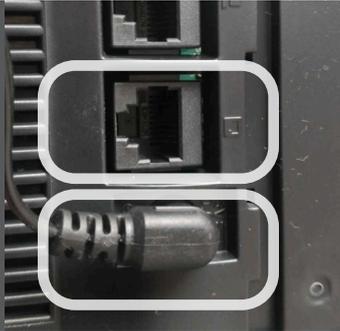
## To display favourites:

Press the preassigned **S-key** mapping to your Favourites.

## To search for contact:

Press the preassigned **S-key** mapping to your Directory Search.  
Enter the search information, please press enter to proceed.  
User may now select their contact.

# SETTING UP YOUR DEVICE



## CONNECTING YOUR DEVICE

Please make sure that your device is connected to a power adapter as well as connecting your ethernet cable to the right source.

The 6863i 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 start-up screens:



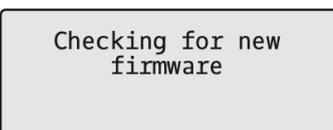
During the first start up, the 6863i phone attempts to contact the Redirection and Configuration Server for current server information. No personal information is transmitted from the phone during this process. The 6863i phone may also look for configuration servers on your local network (press **Skip** to continue without checking for servers).



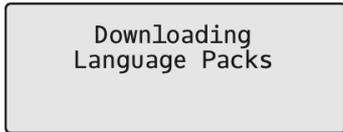
If appropriate servers are found they are listed for you to select from by scrolling down to view the complete list. (Press **Skip** to continue without selecting a server.)



The 6863i phone then checks settings and looks for new configuration and firmware updates from a server. If a new update is found, the phone displays the message Updating Configuration. This may take a few moments while the phone downloads the latest updates.



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



When the configuration update is complete, the phone displays the following screens:



When the phone has successfully updated the configuration and connected to the network, the phone displays the Idle State screen:



#### INCOMPLETE CONFIGURATION

If your phone displays an Incomplete Config message without any extension or username at the end of the start-up sequence instead of an Idle state screen, this indicates the phone configuration that was downloaded from the configuration server is not complete or correct. Contact your System Administrator for assistance.