

# 6863i SIP IP Phone for Clearspan<sup>®</sup>

RELEASE# 4.2.0 SP2

USER GUIDE



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## **6863i SIP IP Phone User Guide for Clearspan**

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## INTRODUCTION

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 BaseT 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.

## ABOUT THIS GUIDE

This guide explains how to use your new 6863i phone. Not all features listed are available by default. Contact your System Administrator to find out which features and services are available on your system. Your System Administrator also 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

The *Mitel 6863i SIP IP Phone Installation Guide* contains installation and set-up instructions, general features and functions, and a basic list of configuration options. The Installation Guide can be downloaded from <http://edocs.mitel.com>.

The *Mitel 6863i IP Phones Quick Reference Guide for Clearspan* contains information about how to use some of the most common features on the phone.

## PHONE FEATURES

- LCD screen
- Built-in-two-port, 10/100 Fast Ethernet switch - lets you share a connection with your computer
- Three programmable keys
- Press-and-hold speeddial key configuration feature
- Supports up to two call lines with LEDs
- Wideband handset
- Wideband, full-duplex speakerphone for handsfree calls
- AC power adapter (sold separately)
- Set paging\*

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

## REQUIREMENTS

- SIP-based IP PBX system or network installed and running with a SIP account created for the 6863i 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).
- Category 5/5e straight-through cabling.
- Power source:
  - For Ethernet networks that supply inline power to the phone (IEEE 802.3af) 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).
  - 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 6863i phone, please refer to the *Mitel 6863i Installation Guide* for basic installation and physical setup.

## GETTING STARTED

The 6863i must be set up and 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 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.



**Note:** Some start up screens only appear the first time you connect your phone, or if your phone has been factory defaulted.

The phone displays the following startup screens:

Mitel 6863i

Mitel 6863i

LLDP

Mitel 6863i

DHCP

Initializing  
network

During the first start up, the 6863i phone attempts to contact the **Redirection and Configuration Server** (rcs.aastra.com) for current server information. No personal information is transmitted from the phone during this process.

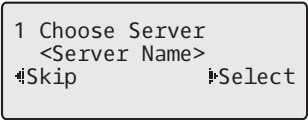
Contacting  
Redirector

The 6863i phone may also look for configuration servers on your local network (press ► **Skip** to continue without checking for servers).

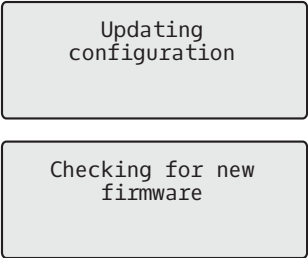
Auto Discovery

►Skip

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.

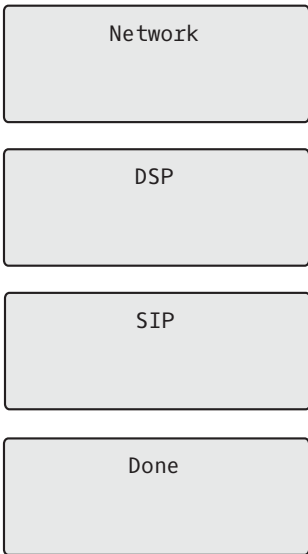


**Note:** New updates to your phone can be automatically scheduled from the server. This is set up on the phone system by your System Administrator and should be scheduled during non-business hours or slow call periods.



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

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

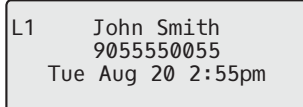


## AUTO INSTALL PROCESS

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.

## IDLE SCREENS

When the phone has successfully updated the configuration and connected to the network, the phone displays the idle state screen:



```
L1      John Smith
        9055550055
        Tue Aug 20 2:55pm
```

The idle state screen lists your name (SIP screen name), extension (or phone number), and the date and time. This screen is shown whenever your phone is not in use. The **L1** in the upper corner in the previous example indicates the idle screen for the first line appearance. You can use the ◀ and ▶ arrow keys to scroll through the idle screens for both line appearances on the 6863i.

The second display line shows the following temporary messages if the event occurs:

- No Service
- DHCP Failed
- Restarting
- New IP Obtained
- Network Disconnected/Connected



**Note:** Since Network Disconnected/Connected displays on two lines, the date and time does not show if this event displays.

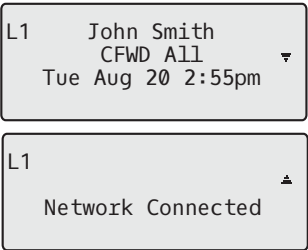
The second line can also display the following status messages, listed in order of display priority:

- Call Forward status
- DND (Do Not Disturb) On
- Number of missed calls

When more than one status message displays, the ▼ is shown after the message to indicate that you can use the ▼ and ▲ navigation keys to scroll through the remaining messages.

## INCOMPLETE CONFIGURATION

If your phone displays an **Incomplete Config** message without any extension or user name 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.



## NO SERVICE

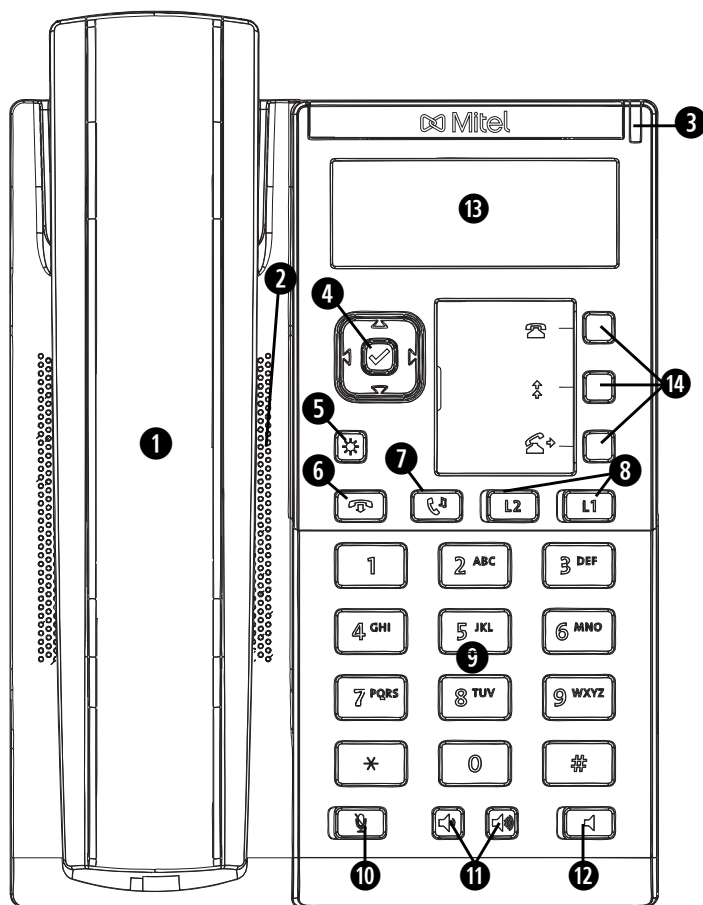
When the phone is not properly connected to the network, or the account has not been configured by the Network Administrator, the **No Service** or **Network Disconnected** prompt appears on the display and the telephone status light turns ON. Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when the connection is reconnected and display the **Network Connected** prompt temporarily.

If changes have been made to your phone settings, you may need to restart your phone. For more information on restarting your phone, see [“Restart Phone”](#) on [page 22](#).

For more information about connecting your phone, refer to the *Mitel 6863i Installation Guide* or check with your System Administrator for assistance.

## KEY PANEL











The following sections describe the various 6863i phone key functions and how they help you make and manage your calls and caller information.



<b>1</b>	6863i Handset	<b>8</b>	Line/Call Appearance Keys
<b>2</b>	High Quality Speakerphone	<b>9</b>	Keypad
<b>3</b>	Message Waiting Indicator Light	<b>10</b>	Mute Key
<b>4</b>	Navigation Keys/Select Button	<b>11</b>	Volume Control
<b>5</b>	Options Key	<b>12</b>	Speaker Key
<b>6</b>	Goodbye/Hangup Key	<b>13</b>	LCD Screen
<b>7</b>	Hold Key	<b>14</b>	Programmable Keys

KEY DESCRIPTION

The following table identifies the keys on the key panel of your 6863i IP phone that you can use for handling calls.

KEY	DESCRIPTION
	<p><b>Navigation/Select Keys</b> - Pressing the ▼ and ▲ keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options list.</p> <p>Pressing the ◀ and ▶ keys lets you view the different line/call appearances. While in the Options list, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the ◀ key erases the character on the left; pressing the ▶ key sets the option. Alternatively, pressing the center  key sets the option as well on specific screens.</p>
	<p><b>Options Key</b> - 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 the options.</p>
	<p><b>Goodbye Key</b> - Ends an active call. The Goodbye key also exits an open list, such as the Options list, without saving changes.</p>
	<p><b>Hold Key</b> - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.</p>
	<p><b>Line/Call Appearance Keys</b> - Connects you to a line or call. The Mitel 6863i IP phone supports two line keys, each with LED indicator lights.</p>
	<p><b>Mute Key</b> - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).</p>
	<p><b>Volume Controls</b> - Adjusts the volume for the handset, ringer, and handsfree speaker.</p>
	<p><b>Speaker Key</b> - Transfers the active call to the speaker, allowing handsfree use of the phone.</p>
	<p><b>Programmable Keys</b> - When programmed, allows you to easily perform up to three specific functions and access enhanced services provided by third parties (e.g. XML applications).</p>



## KEYPAD KEYS

The 6863i has a keypad with digits from 0 through 9, a \* key, and a # key. Keys 2 through 9 contain the letters of the alphabet. The 6863i phone keypad includes the following:


KEYPAD 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 <b>A</b> with one press, <b>B</b> with two presses, and <b>C</b> with three presses
3 DEF	Dials 3 When entering text, this key enters <b>D</b> with one press, <b>E</b> with two presses, and <b>F</b> with three presses
4 GHI	Dials 4 When entering text, this key enters <b>G</b> with one press, <b>H</b> with two presses, and <b>I</b> with three presses
5 JKL	Dials 5 When entering text, this key enters <b>J</b> with one press, <b>K</b> with two presses, and <b>L</b> with three presses
6 MNO	Dials 6 When entering text, this key enters <b>M</b> with one press, <b>N</b> with two presses, and <b>O</b> with three presses
7 P QRS	Dials 7 When entering text, this key enters <b>P</b> with one press, <b>Q</b> with two presses, <b>R</b> with three presses, and <b>S</b> with four presses
8 TUV	Dials 8 When entering text, this key enters <b>T</b> with one press, <b>U</b> with two presses, and <b>V</b> with three presses
9 WXYZ	Dials 9 When entering text, this key enters <b>W</b> with one press, <b>X</b> with two presses, <b>Y</b> with three presses, and <b>Z</b> with four presses
* and #	The * is called the star key. The # is called the number sign, pound key, or hash 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 6863i 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 key.

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

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 keypad the phone automatically selects the next available line, go off-hook and dial as digits are pressed.

### CALLING A DIRECTORY ENTRY

Follow these steps to call a number in the corporate directory.

1. Press the **Directory** softkey, if one is available. 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.
4. Press **Dial** to call the selected entry in the list.
5. To exit the Directory, press **Back** and **Cancel**.




### CALLING A SPEEDDIAL 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.

## USING HANDSFREE SPEAKERPHONE

The handsfree feature allows you to speak to someone without using the handset.

- To dial using hands free, 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 key. Lift the handset to switch from handsfree to the handset.
- When the handset is on hook, press  to disconnect the call.



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


## RECEIVING CALLS

When a call is ringing at your extension, you see the inbound call screen. The line/call appearance LED flashes quickly for the incoming call.



For information about automatically rejecting or redirecting incoming calls, refer to “[Call Forward](#)” on [page 16](#) and “[Do Not Disturb \(DND\)](#)” on [page 34](#).

## ANSWERING AN INCOMING CALL


For handsfree operation, press  or the line/call appearance key for the incoming call.  
or  
Lift the handset for handset operation.

If the phone is already connected to a call, pressing the line/call appearance key 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 key for that call.




If you cannot answer the call, the caller goes to voicemail (if 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. If you are already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon (  ) along with the number of waiting messages, if you have unheard messages (example:  x4).

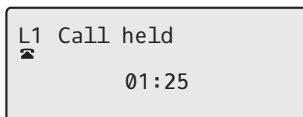
## HANDLING CALLS

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


### 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.

When a call is on hold, the icon displays on-hook as follows.



For on-hold calls, the timer displays as running and the Line and Message Waiting Indicator (MWI) LEDs flash.

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

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. The screen displays  with the line number the call is held at the phone.





**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 callers 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 flashes to indicate that you are still connected.







### AUTOMATIC HOLD


When juggling between calls, you do not have to press the  key 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 key. If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance key where that call is being held. Press  to disconnect the call.

## RETRIEVING A HELD CALL





If you have more than one call on hold, you can scroll through the held call information by pressing ◀ and ▶ navigation keys. To reconnect to a call press the line/call appearance key where that call is being held. If you press the call/line appearance key again, you disconnect from the call.

If an attempt to retrieve a held call fails, the 6863i displays a "Server Error" message and error reason code on screen (e.g. "Server Error: 408" for a Request Timeout or "Server Error: 503" for a Service Unavailable). You can disconnect the call on hold by pressing the  key in certain circumstances. A call on hold can be disconnected by pressing the  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 pressing the line/call appearance key where that call is being held and the  key.
- 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  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  key after a failed retrieval attempt (that meets the above


## 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 (for example, if your caller is on hold). Press  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.**

These options allow you to access information about your phone and customize certain phone settings. You might not have access to all of the following Options, depending on how your phone is configured.

OPTION NUMBER	OPTION
------------------	--------

1

Call Forward

1. All
2. Busy
3. No Answer
4. All Off
5. All On

2

Preferences

1. Tones
  - Ring Tone
  - Tone Set
2. Display
  - Contrast Level
3. Speed Dial Edit
4. Live Dialpad
5. Set Audio
  - Audio Mode
  - Headset Mic Vol
6. Time and Date
  - Time Format
  - Daylight Savings
  - Date Format
  - Time Zone
  - Time Server 1
  - Time Server 2
  - Time Server 3
  - Set Time
  - Set Date
7. Language












The phone is set to the English Language by Default

OPTION NUMBER	OPTION
3	Phone Status 1. IP&MAC Addresses 2. LAN Port 3. PC Port 4. Firmware Info 5. Error Messages 6. Copyright
4	Password
5	Admin Menu (Password Protected)*
6	Restart Phone
8	Credentials (available only if certain features are configured by your Administrator)
9	Directory 1. Display Name Order 2. Sorting Preferences 3. External Sources (available only if external directory sources are configured by your Administrator)
7	Phone Lock



**Note:** \*The Administrator Menu 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.

## ACCESSING THE IP PHONE OPTIONS

1. Press the  key on the phone to enter the Options list.
2. Press the  and  keys to view the different options.
3. Press the  key, the  **Enter** key, or press the number of the corresponding option to select an option.
4. Change the selected option if required.
5. Press the  key or the  **Set** or  **Done** key to save the change.
6. Press the  key, the  navigation key, or the  key at any time to exit without saving 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 28](#).



## PREFERENCES




### RING TONES AND TONE SETS

You can configure ring tones and ring tone sets on the IP phone. There are several distinct ring tones you 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 configuration method:

CONFIGURATION METHOD	VALID VALUES	DEFAULT VALUE
IP Phone UI	Global Tone 1 to 15 Silent Custom Ring Tone 1 to 8	Global Setting: Tone 1
Lines 1 to 2	Per-Line Setting: Global Tone 1 to 15 Silent Custom Ring Tone 1 to 8	Per-Line Setting: Global



Use the following procedures to configure ring tones and tone sets on the IP phone.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Tones**.
4. Select **Ring Tone**.
5. Select the type of ring tone.
6. Press the  key or select **►Set**.
7. Select **Tone Set**.
8. Press the  key or select **►Set**.

The ring tone and tone set you select is immediately applied to the IP phone.

### CONTRAST LEVEL


The **Contrast Level** option on the IP phone allows you to set the amount of contrast on the LCD display.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Display**.
4. Select **Contrast Level**.
5. Use the ◀ and ▶ keys to increase or decrease the amount of contrast on the screen.
6. Press the  key or **►Set** to save your selection.

## SPEED DIAL EDIT



You can use the Options menu to set speed dial edits. For more information, refer to “[Speedial Key](#)” on page 38.

## 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 6863i IP phone automatically dials out and turns on handsfree mode as soon as a dialpad/keypad key or programmable key 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.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Live Dialpad**.
4. Use the ▲ and ▼ navigation keys to navigate to ON or OFF.
5. Press the  key or select ► **Set** to save your selection.



## SET AUDIO MODE

The 6863i allows you to use a handset or speaker (handsfree) mode to handle incoming and outgoing calls. In speaker audio mode, pressing the  key on the phone switches to the hands free speakerphone. To switch to the handset, simply lift the handset from its cradle.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Set Audio**.
4. Select **Audio Mode**.
5. Select the audio mode you want to use on your phone.
6. Press the  key or select ► **Set** to save your selection.

## SET HEADSET MIC VOLUME

The **Headset Mic Volume** option allows you to set the volume level for the headset microphone.




1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Set Audio**.
4. Select **Headset Mic Volume**.
5. Select the Low, Medium, or High volume level. Default is Medium.
6. Press the  key or select ► **Set** to save your selection.

## TIME AND DATE



On the IP phones, you can configure the following:

- Time and date
- Time and date format
- Time zone
- Daylight savings time
- Time servers

### *Configuring Time and Time Format*

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Time and Date**.
4. Select **Set Time**.
5. Using the keys on the keypad, enter a time to set on the IP phone. Use the \* key to set either AM or PM.
6. Press the  key or select ▼**Done** to save the time setting.
7. Select **Time Format**.
8. Using the ▲ and ▼ navigation keys, set the Time Format to either a 12 hour format or a 24 hour format. Default is **12 Hour**.
9. Press the  key or select ►**Set** to save the Time Format you selected.



### *Configuring Date and Date Format*

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Time and Date**.
4. Select **Set Date**.
5. Using the keys on the keypad, enter a date to set on the IP phone.
6. Press the  key or select ▼ **Done** to save the date setting.
7. Select **Date Format**.
8. Select a date format from the list of options. 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

9. Press the  key or select ► **Set** to save the Date Format setting.

#### *Configuring the Time Zone*


1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Time and Date**.
4. Select **Time Zone**. A list of Time Zones display for different areas of the world.
5. Select a Time Zone that applies to your area by using the navigation keys.
6. The default Time Zone is **US-Eastern**.
7. Press the  key or select ► **Set** to save the Time Zone setting.

#### *Configuring Daylight Savings Time*

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Time and Date**.
4. Select **Daylight Savings**.
5. Select a Daylight Savings time from the list of options. Valid values are:
  - OFF
  - 30 min summertime
  - 1 h summertime
  - **Automatic** (Default)
6. Press the  key or select ► **Set** to save the Daylight Savings setting.

#### *Configuring Time Servers*

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. Select **Preferences**.
3. Select **Time and Date**.
4. Select from **Time Server 1**, **Time Server 2**, or **Time Server 3**.

5. Enter an IP address or domain name for the time server.





**Note:** Time Servers are enabled by default.

6. Press the  key or select ► **Set** to save the time server setting.

## LANGUAGE

You can change the Input Language used on your phone. The Screen Language is set to English.


1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Language**.
4. Select **Input Language**.
5. Select a language to use for character input.
6. Press the  key or select ► **Set** to save the language you selected.

## PHONE STATUS

The **Phone 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:

- Network status including your phone's IP and MAC addresses
- Local Area Network (LAN) port information
- PC Port information (if PC link exists)
- Firmware information
- Error messages from the last reboot or startup
- Copyright information

1. Press  on the phone to enter the Options list.
2. Select **Phone Status**.
3. Select the option you want to view:
  - IP&MAC Address
  - LAN Port
  - PC Port
  - Firmware Info
  - Error Messages
  - Copyright





The option you select displays to the screen. Use the ▼ and ▲ keys to scroll through the content displayed on screen.

## USER PASSWORD

You can 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.



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


1. Press  on the phone to enter the Options list.
2. Select **Password**.
3. At the **Current Password** prompt, enter the current user password and press the  key or select **▼Done**.
4. At the **New Password** prompt, enter the new user password and press the  key or select **▼Done**.
5. At the **Enter Again** prompt, re-enter the new user password and press the  key or select **▼Done**.

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

If you forget your password, contact your System Administrator for assistance.

## RESTART PHONE

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.

1. Press the  key on the phone to enter the Options list.
2. Select **Restart Phone**.
3. Press **# Confirm** to confirm the restart of the phone. If you do not wish to restart your phone, press the **◀ Cancel** key to cancel.



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

## DIRECTORY




You can configure directory entries to display using the contact's first name and then last name or vice versa. Moreover, the option to sort contact's using either their first name or last name. If external Directory sources are configured, you can enable/disable the respective Directory sources as well as rename Directory folder labels in this menu.



**Note:** For more information on Directory functionality, see [“Directory” on page 22](#).

You can configure directory entries to display using the contact's first name and then last name or vice versa. You can also sort contacts by first name or last name. If external Directory sources are configured, you can enable or disable them as well as rename their labels in this menu.




## CONFIGURING DIRECTORY DISPLAY AND SORTING OPTIONS

1. Press  on the phone to enter the Options List.
2. Select **Directory**.
3. Navigate to **Display Name Order** and select ► **Enter**.
4. Use the ▲ and ▼ keys to and choose the desired display name order and press the  button or select ► **Set**.  
The display name order you selected is immediately applied to the phone.
5. Navigate to **Sorting Preferences** and select ► **Enter**.
6. Use the ▲ and ▼ keys to and choose the desired sorting preference and press the  button or select ► **Set**.  
The sorting preference you selected is immediately applied to the phone.

## ENABLING/DISABLING DIRECTORIES AND RENAMING LABELS




**Note:** This option is only available if external Directory sources have been configured by your Administrator.

1. Press  on the phone to enter the Options List.
2. Select **Directory**.
3. Navigate to **External Sources** and select ► **Enter**.
4. Use the ▲ and ▼ keys to navigate through the list of Directory sources and select ► **Enter**.
5. Navigate to **State** and press the ► **Enter** key.
6. Use the ▲ and ▼ keys to and choose the desired state and press the  button or select ► **Set**.  
The state you selected is immediately applied to the phone.
7. Navigate to **Label** and press the ► **Enter** key.
8. Using the dialpad keys, enter in the new label and press the  button or select ► **Set** when finished.  
The new label is immediately applied to the phone.

## PHONE LOCK

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using the Options menu or using a configured softkey on the phone.



### LOCK THE PHONE

1. Press  on the phone to enter the Options list.
2. Select **Phone Lock**.
3. At the **Lock the phone?** prompt select ► **Yes**. The message **Phone is locked** displays.



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

### UNLOCK THE PHONE

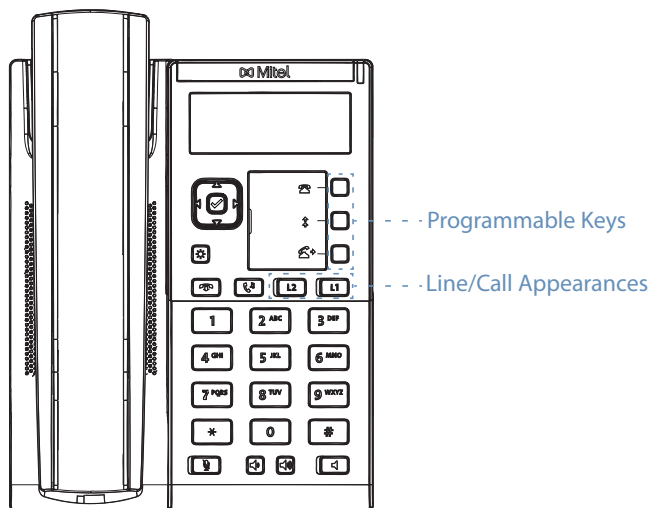
1. Press  on the phone to enter the Options list (or press a configured **Lock** programmable key).
2. At the prompt **Password:**, enter your user password and press the  key or select ► **Enter**.

The phone unlocks.



## LINE KEYS AND PROGRAMMABLE KEYS

This section describes the Multiple Line/Call Appearance Keys (L1 and L2) and the customizable programmable keys located under the phone's LCD screen.



## MULTIPLE LINE AND CALL APPEARANCE KEYS

The 6863i has two hard line/call appearance keys each with a corresponding status light. These line/call appearance keys 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 key, 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 use the ◀ and ▶ navigation keys to scroll left and right to the different call screens. The display shows which line the call information is referring to (L1 or L2), the Caller ID information (name and number, if available), the call status and the timer specific to that call.

## PROGRAMMABLE KEYS

There are three multi-functional keys on the 6863i phone that are programmable. Your System Administrator can assign the following functions to the programmable keys and softkeys on the phone.

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



**Note:** Keys can also be set up to quickly to access features such as call return (\*69) or voicemail. Quick access features like call return and voicemail must first be configured on your PBX in order to work on your phone. See your System Administrator for more information.

## ACD (AUTO CALL DISTRIBUTION) KEYS

The ACD softkeys provide Clearspan Call Center agents with quick access to Auto Call Distribution functions. Your System Administrator can configure softkeys for activating ACD Sign In, ACD Sign Out, ACD Available, and ACD Unavailable. The administrator can also have the softkeys play an audio prompt indicating the agent's new state.

## 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.

Example: A Supervisor configures BLFs on his phone for monitoring the status of a worker's phone use (busy or idle). When the worker picks up his phone to make a call, a busy indicator on the Supervisor's phone shows that the worker's phone is in use and busy.

The busy and idle indicators show on the IP phone screen display next to the key programmed for BLF functionality. When the monitored user is idle, an icon with the handset on-hook shows next to the BLF key. When the monitored user is on an active call, a small telephone icon is shown with the handset off-hook.

## 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 the Clearspan web portal. Your System Administrator configures the BLF/List Key.



**Note:** Your System Administrator must have BLF/List enabled on the Clearspan Server. Contact your System Administrator for more information.

In addition to monitoring the idle and busy state, the BLF/List feature also supports the ringing state. When the monitored user is idle, there is a small telephone icon shown with the handset on-hook. When the monitored user is on an active call, a small telephone icon is shown with the handset off-hook.

Example: A receptionist has a 6863i running Clearspan firmware that subscribes to a list of extensions from the Clearspan Application Server. On the phone, the key LEDs illuminate either flashing, solid, or turn off depending on the state of those extensions.



**Note:** 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.

## 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 Xfer key's functionality together allowing the user to transfer calls or use BLF with one key. You can use this key to perform the BLF function as well as use it as a transfer key to transfer calls.



**Note:** 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 50](#).

- **BLF/Xfer and BLF:** A BLF/Xfer key can be configured to subscribe 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 an LED/icon.
- **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.

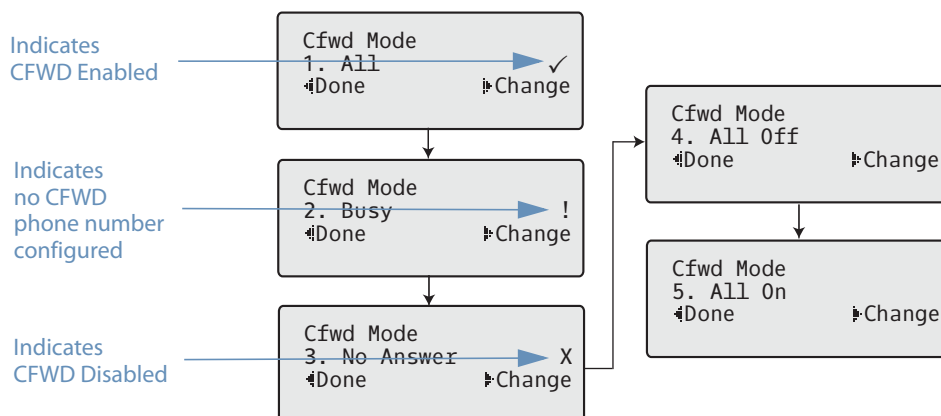
If transferring a call to an extension fails, a message “Transfer Failed” displays on the phone, and you can reconnect the call (get the call back) by pressing the line key again.

- **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.

## CALL FORWARD KEY

Your System Administrator can configure the Call Forward function on a programmable key. You can also access the CFWD menus by selecting **Call Forward** from the phone's **Options** menu. Use call forwarding when you want incoming calls to be forwarded to another number when your phone is in the busy state, in the no answer state, or always. When the phone is set to forward calls, the Message Waiting Indicator (MWI) and Call Forward softkey lights are on.

1. Press the **Call Forward** softkey, or press on the phone and select **Call Forward**. The Call Forward menu displays. Use the ▼ and ▲ keys to scroll through each mode.



In this example, **CFWD All** is enabled as indicated by a check mark (✓), **CFWD Busy** is enabled but no call forward phone number is configured as indicated by a !, and CFWD No Answer is disabled, as indicated by an X.

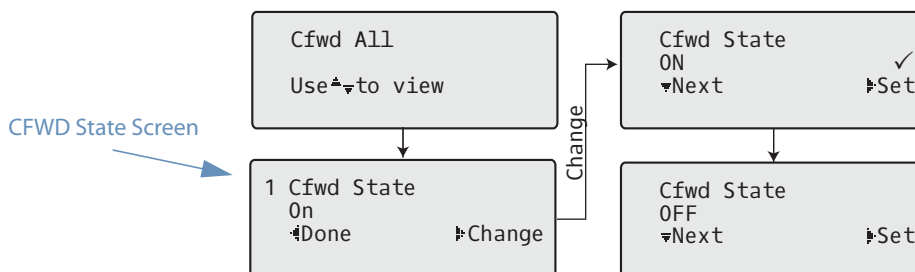
2. Select a state using the ▼ and ▲ navigation keys. You can enable/disable any or all of the following states:
  - All: Forwards all incoming calls.
  - Busy: Forwards incoming calls to a specified number if DND has been enabled OR if the phone is currently engaged in another call.
  - No Answer: Forwards incoming calls to a specified number if the call has not been answered for the specified number of rings.



**Note:** If CFWD All, CFWD Busy, and CFWD No Answer are all enabled (and/or if DND is enabled), the CFWD All settings take precedence over CFWD Busy and CFWD No Answer.

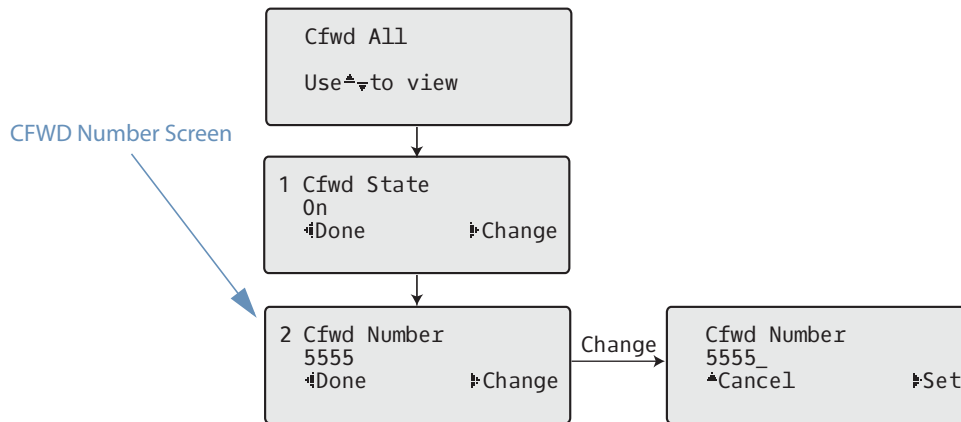
You can also use the following keys if required:

- All Off: Disables all CFWD states
  - All On: Enables all CFWD states
3. Press the ► **Change** navigation key for the state you selected in Step 3. Scroll to the CFWD State screen. This displays the current state of the mode you selected. In the following example, the CFWD All state is ON.



4. Press the ► **Change** navigation key in the CFWD State screen. Press ▼ to toggle the state of the CFWD mode ON or OFF. In the example in Step 4, you press ▼ to change the option to OFF.
5. Press ► **Set** to save the change.

- In the CFWD State screen, press the ▼ navigation keys to scroll to the CFWD Number screen and press ► **Change**.



- Enter a phone number to apply to the current state in focus. When the phone is in the state you specified, and a call comes into the phone, it forwards the call to the number you specify.
- Press ► **Set** to save the change.

## CALL PARK/PICKUP

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

- During an active call, press the **Park** softkey.
- Dial the number where you want to park the call plus the # key, or dial # to park the call on your own extension.
- Hang up or press the **Goodbye** key.
- To pick up the parked call, lift the handset on any phone, and press the **Pickup** key.
- 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 6863i 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.

## CALLERS LIST



The Callers List is a stored log of your incoming calls. The 6863i IP phone stores information for up to 200 incoming calls in the Callers List. Your phone logs the number and name (if available) of the caller, when they last called, and the number of times they tried to reach you.

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 programmable key or the Directory, the Callers List displays the name and number.

You can view, scroll, and delete line items in the Callers List from the IP phone UI. You can also directly dial from a displayed line item in the Callers List.

### *Callers List Icons*

ICON	DESCRIPTION
	Indicates an unanswered call in the Callers List.
	Indicates an answered call in the Callers List.

## ACCESSING THE CALLERS LIST

1. Press the programmed **Callers List** key. Press ▼ and ▲ to move through the Callers List. Press ▼ to see the most recent call, or ▲ to see the oldest call on your list.
2. To dial the displayed number just press , lift the handset, or press any **Line** keys.
3. Press the  key to cancel.

## DELETING AN ENTRY IN THE CALLERS LIST

1. Press the programmed **Callers List** key.
2. Press ▼ and ▲ to find the item you want to delete.
3. Press the programmed **Delete** key.

DELETE again to  
erase this item

4. Press the programmed **Delete** key again at the prompt to erase the item.

## DELETING ALL ENTRIES IN THE CALLERS LIST

1. Press the programmed **Callers List** key.
2. Press the programmed **Delete** key.

DELETE again to  
erase all items

3. Press the programmed **Delete** key again at the prompt to erase all items.

Callers List is  
empty

## MISSED CALLS INDICATOR

The IP phone has a missed calls indicator that increments the number of missed calls to the phone. This feature is accessible from the IP phone UI only.

The number of calls that have not been answered increment on the phone's idle screen as **# Missed Calls**. As the number of unanswered calls increment, the phone numbers associated with the calls are stored in the Callers List. You can access the Callers List and clear the call from the list. Once you access the Callers List, the **# Missed Calls** on the idle screen is cleared.

## ACCESSING AND CLEARING MISSED CALLS

1. Press programmed **Callers List** key on the phone.
2. Use the ▼ and ▲ keys to scroll through the line items in the Callers List. The 📞 icon indicates a missed call.
3. To clear a line item from the Callers List, select the line item you want to delete and press the programmed **Delete** key twice. The line item is deleted from the Callers List.

## CONFERENCE KEY


The 6863i allows you to create multiple conferences with unlimited participants (depending on your server limitations) when your administrator enables conferencing.

Your administrator can configure conferencing globally on all lines or on specific lines. Although, for the global setting to work, you must configure the lines with the applicable phone number.

## SETTING UP A CONFERENCE AND ADDING MULTIPLE PARTIES



**Note:** You can have an unlimited number of parties in a conference (dependent on the limitations of the server).


1. When you begin a conference, you are the first party in the conference (Party 1). Pick up the handset or press the  key.
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 Conference 1.
4. Press the programmed **Conference** key.
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 1.



7. Press the programmed **Conference** key again to add Party 3 to Conference 1. You, Party 2, and Party 3 are all connected to Conference 1.
8. Press an available Line key (or answer an incoming call on an available line). If calling out, call Party 4.
9. Wait for Party 4 to answer. When Party 4 answers, you can consult with them before adding them to the conference.
10. Press the programmed **Conference** key to add Party 4 to Conference 1.
11. Press the Line key that has Conference 1.
12. Press the programmed **Conference** key to join all parties (Parties 1 through 4) on Conference 1.
13. To add more parties, repeat steps 8 through 12.

## JOINING ADDITIONAL PARTIES TO ACTIVE CONFERENCES

In centralized conferencing, you can join multiple incoming or outgoing calls to active conferences. Before following this procedure, at least one active conference must exist on your phone.

1. As Party 1, pickup the handset or press the  key.
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 programmed **Conference** key.
5. Press the Line key that has the active conference.
6. Press the programmed **Conference** key again to join the parties to the active conference.

## DIRECTORY KEY

Your System Administrator can assign the Directory key to any softkey on the phone. The 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 **Directory** key. 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.
4. Press **Dial** to call the selected entry in the list. You can also press **Display** to search for additional numbers available for the selected name, or **Speed Dial** to add the number to your Speed Dial.
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 when pressed allows you to toggle on/off the Discreet Ringing feature. When the Discreet Ringing feature is enabled, if a call is incoming, the phone will play the configured ring tone once only. All applicable visual indicators (LED for the corresponding Line key, Message Waiting Indicator [MWI], etc...) will 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)

The IP phones have a feature your System Administrator can enable called Do Not Disturb (DND). The DND function allows you to turn DND ON and 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. The second line on the screen of the IP phone shows when DND is set.

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

When DND is enabled with CFWD, any incoming calls can be call forwarded to voicemail or another number.

Your System Administrator can set DND for the phone and configure a DND key (for the phone). Once DND is enabled, *DND On* displays on the LCD.

L1	John Smith
	DND On
	Tue Aug 20 2:55pm

## EMPTY

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 3) after any hard-coded keys have been added. If a particular key is not defined (set to None), it is ignored.

## ENTERPRISE DIRECTORY AND PERSONAL CONTACTS

The 6863i IP phone supports enhanced Directory functionality allowing for interoperability with multiple directory sources (i.e. Local Directory, Corporate and Personal CSV directories, LDAP, Microsoft Exchange).

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

The following external Directory sources may be configured on your phone:

- Two CSV-based directories.
- Lightweight Directory Access Protocol (LDAP) Directory.
- Microsoft Exchange contacts (Exchange 2007 SP1 or greater interface supported).

When any of these external Directory sources are configured, the contacts from the respective sources will be loaded into your Directory. From the Directory List, you will be able to search for any external Directory source contacts, dial out to the contacts, or simply view the external Directory source contact's details (e.g. title, company name, numbers, work and home addresses, e-mail addresses, etc.).

For more information about Directory settings, see [“Directory”](#) on [page 22](#).

## EXECFILACT AND EXECFILDEACT



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.

## FLASH

Your System Administrator can set a key to generate a flash event when it is pressed on the phone 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)

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

1. Press the **Icom** key.
2. Enter the extension number of the person you wish 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.

Your System Administrator can set specific incoming Intercom call features on the 6863i IP phone. For more information about the incoming Intercom features and for procedures on setting these features, see [“Goodbye Key Cancels Incoming Calls”](#) on [page 44](#).

## 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 pressed, initiates an outgoing multicast RTP session. This is called 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 5 listening multicast addresses. For more information about Group Paging and how it works, and to specify multicast addresses, see “Group Paging” on [page 45](#).

The following procedure for using the **Paging** key on the IP phone assumes the **Paging** key has already been configured by your System Administrator.



**Notes:** Recipients of a Paging call can set a global Do Not Disturb (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 programmable key 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 idle screen.

## PARK/PICKUP KEYS

The 6863i phone has a park and pickup call feature that allows you to park a call and pick up 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.

### 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.



## REDIAL LIST

Your System Administrator can assign the **Redial** key to any programmable key on the phone. Pressing the **Redial** key displays the Redial List. The 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 the line used. You can view, scroll, and delete line items in the Redial List from the IP phone UI as well as copy selected entries to the Directory. You can also dial out directly using a displayed entry in the Redial List.

### ACCESSING THE REDIAL LIST

1. Press the configured **Redial** key to access the Redial List. The information for your most recent call is displayed.

To redial the last called number, press the Redial key again.

2. Use ▼ and ▲ to scroll through the list to view the other numbers.
3. To dial the displayed number press , or lift the handset, or press any line keys.
4. Press the  key to cancel.

### DELETING AN ITEM FROM THE REDIAL LIST

1. Press the configured **Redial** key.
2. Press ▼ and ▲ to find the item you want to delete.
3. Press the configured **Delete** Key.

DELETE again to  
erase this item  
▶Delete All

4. Press the **Delete** key again at the prompt to erase the item.

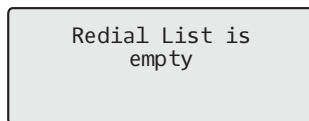
Item is erased

### DELETE ALL ITEMS

1. Press the configured **Redial** key.
2. Press the configured **Delete** key.

DELETE again to  
erase this item  
▶Delete All

3. Press the ► **Delete All** key at the prompt to erase all items from the Redial List.



## SPEEDDIAL KEY

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 6863i to speed dial outside numbers, dial directly to another person's line or extension, or set it up to 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 and holding a programmable key or keypad key
- Using the IP phone UI at **Options > Preferences > Speed Dial Edit**

## SPEED DIAL PREFIX

The speed dial feature also allows your System Administrator 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.

For example, if you had the following speed dial configuration:

### Key 1

Type: Speeddial

Value: 1234567+

Line: 2

Then, after you press key 1 on the phone, the prefix number displays on the phone screen. The phone proceeds to dial the prefix number automatically and pauses for you to enter the remaining phone number using the keypad on the phone.

## PRESS-AND-HOLD TO CREATE A SPEED DIAL

Pressing and holding down a programmable key, softkey, or keypad key on the phone initiates a speed dial feature that is only saved locally on the phone.



**Note:** When creating a speed dial for a key on the IP phone, you must select a key that has no preassigned function (key must be set to **None**).

1. Press and hold a programmable key or a number key on the keypad for three seconds. A screen displays with the prompt, **Enter Number>**.

Speeddial  
Enter Number>

2. Enter a phone number or extension to assign to that speed dial key.

The following example illustrates the screen display:

333\_  
▲Cancel      ▶Save

3. Press **▶Save** to save the number as a speed dial key.


By default, the phone automatically assigns the speed dial key to line 1 if available. To select a different line, use the ▼ and ▲ navigation keys.

Line:1  
▲▼Change  
▲Cancel      ▶Save

4. Press **▶Save** to save the speed dial key to the line specified.

## CREATING OR EDITING A SPEED DIAL USING THE SPEED DIAL EDIT OPTION

You can use the IP phone UI at the path, **Options > Preferences > Speed Dial Edit**, to create a speed dial key.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Speed Dial Edit**. The *Press SD button* prompt displays.



**Note:** If you select a key that is currently set as a speed dial key, the speed dial information displays for you to edit.

4. Press an unconfigured programmable key or keypad key.

Speeddial  
Enter Number>



**Note:** If a number on the keypad is set up as a speed dial key, pressing the applicable number in the speed dial editing process also displays the speed dial edit screen. The edit screen allows you to change the **Speed Dial Number** and **Line** setting.

**Note:** If you press a key that is NOT set up as a speed dial key, the phone displays an **Invalid Key** message. However, if you press an empty keypad key or programmable key that is set to **None**, it initiates the Add a Speed Dial Key process allowing you to setup a new speed dial key.

5. Enter a phone number or extension to assign to that speed dial key.


A screenshot of a speed dial edit screen. At the top, the text '333\_' is displayed. Below it, there are two buttons: 'Cancel' on the left and 'Save' on the right.

6. Press ► **Save** to save the number as a speed dial key.

By default, the phone automatically assigns the speed dial key to line 1 if available. To select a different line, use the ▼ and ▲ navigation keys.

A screenshot of a speed dial edit screen. At the top, the text 'Line:1' is displayed. Below it, there are three buttons: 'Change' on the left, 'Cancel' in the middle, and 'Save' on the right.



**Note:** You can cancel out of the speed dial editing process at any time without saving, by pressing the  key.

**Note:** On the 6863i, you can remove the speed dial key by erasing the speed dial number digits (leaving the speed dial value blank) and then pressing ► **Save**. Use the ◀ key to delete the digits.

7. Press ► **Save** to save the speed dial key to the line specified.

## SPEEDDIAL/XFER

The Speeddial 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 **Speeddial/Xfer** key combines the **Speed dial** and **Transfer** key's functionality together allowing you to transfer calls or use speed dial with one key.



**Note:** It is recommended that you enable the Switch UI Focus to Ringing Line parameter when using the Speeddial/Xfer feature. For more information about this parameter, see [“Switch UI Focus to Ringing Line” on page 50](#).

The **Speeddial/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 **Speeddial/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 **Speeddial/Xfer** key forwards the call to the predefined extension.

## SPRECODE KEY

You can set a programmable key to automatically activate specific services offered by the server. For example, if the sprecode value of \*82 is configured, then by pressing the Sprecode key, \*82 automatically activates a service provided by the server. Contact your System Administrator for information about available services.

## TRANSFER KEY

The **Transfer** or **Xfer** key allows you to perform a blind or consultative transfer of an active call to another phone number.

### 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, 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 6863i 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 **Transfer** key 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 programmed **Transfer** key.
3. Enter the extension number (or the outside number) to Party 2. This is the Party for which you want to transfer Party 1.

To cancel the transfer press the  key, or hangup the handset.

You can edit the destination number by pressing the ◀ navigation key, which acts as a Backspace key.

4. Complete either a blind or consultative transfer:
  - To complete a blind transfer, press the programmed **Transfer** key again before the receiving end answers.
  - To complete a consultative transfer, press ▶**Dial** to dial out and remain on the line to speak with the Party 2, before either pressing the programmed **Transfer** key or  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).
2. Press the ◀ or ▶ navigation keys to scroll to the party to whom you wish to transfer the active call.
3. Press programmed **Transfer** key.

The active call will be transferred.

### TRANSFERRING A CALL TO A CONTACT IN THE DIRECTORY

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the programmed **Transfer** key.
3. Press the programmed **Directory** key and select a contact.
4. To complete a blind transfer, press the programmed **Transfer** 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 programmed **Transfer** key again to transfer Party 1 to Party 2.

To cancel the transfer, press the  key.

### 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 is the Call Transferred screen on the 6863i phone:



L1 Call Transferred

## VOICEMAIL

The Voicemail feature on the 6863i phone allows you to use a line, configured with a phone number for dialing out, to connect to a voicemail server.

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

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.

Your System Administrator configures the XML key.

After an **XML** key is configured, you can use the IP phone UI to access the XML applications.



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

1. Press the **XML** key on the 6863i phone. A **Custom Features** screen displays, or the title specified.
2. Use the ▲ and ▼ to scroll through the 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 programmable key. For user input services, follow the prompts as appropriate.
4. To exit from the **Custom Features** screen, press the **XML** key again.

## ADDITIONAL FEATURES

This section describes additional features your System Administrator can set up for your 6863i 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 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

Your System Administrator can configure a feature that allows DTMF (dual-tone multi-frequency) digits to display to the phone when using the keypad to dial, or when dialing from a softkey, programmable 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 touch-tone 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 your System Administrator enables the **Display DTMF Digits** parameter, the digits you are dialing from the keypad or from a programmable key display to the IP phone's LCD display. This parameter is disabled by default (no digits display when dialing).

### GOODBYE KEY CANCELS INCOMING CALLS

Your System Administrator can configure the phone so that the **Goodbye** key drops a second incoming call. If your System Administrator enables this parameter, which is the default, pressing the **Goodbye** key rejects calls coming into the phone while you are on an active call.

If this feature is disabled, and you receive another call when an active call is already in progress, the phone allows you to **Answer** or **Ignore** the second incoming call. When this parameter is disabled, pressing the **Goodbye** 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 6863i 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 46](#).) 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.

## INTERCOM CALLS

By default, the IP phone allows incoming intercom calls to be automatically answered without having to set up an **Icom** key on your phone. Your System Administrator can enable outgoing intercom calls on your phone. If enabled, you must configure an Icom key on your phone to use for outgoing intercom calls. You must configure a programmable key with the function, **Icom**.

Your System Administrator can change the behavior of how the phone handles incoming intercom calls by enabling/disabling specific 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 your System Administrator to enable or disable 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. If you want to mute the intercom call, you enable this feature. If you want to unmute (or hear the intercom call), you disable this feature. **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 you enable this parameter, 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 you disable this parameter, 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 voice mail is pending on line 2. If the MWI LED is configured for all lines, the LED illuminates if a voice mail is pending on any line on the phone.

## PLAY CALL WAITING TONE

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

## PREFERRED LINE AND PREFERRED LINE TIMEOUT

The phone has two available features called **Preferred Line** and **Preferred Line Timeout**. If your System Administrator enables the preferred line parameter on your phone, after a call ends (incoming or outgoing), the display switches back to the preferred line. Then the next time you go off-hook to make another call, you pick up on the preferred line. Your administrator can also set a preferred timeout that specifies the number of seconds it takes for the phone to switch back to the preferred line.

The following table provides the behavior of the preferred line focus feature with other features on the phone.

PHONE FEATURE	PREFERRED LINE BEHAVIOR
Caller ID	If the Switch UI Focus To Ringing Line parameter is disabled, you can see the Caller ID when the phone switches the focus to the ringing line.
Conference	For incoming calls, the phone switches back immediately after the call ends.
Dialing	For incomplete dialing on a non-preferred line, the focus does not change if some digits are entered. If no digits are entered or digits were cleared, the focus changes to preferred line after the time out has passed without activities.
Factory Default	Factory default and recovery mode clears the preferred line and preferred line timeout parameters, and the phone operates in a non-preferred line mode.
Last Call Return	The phone switches back to the focused line immediately after the call ends.
Park	The phone switches back immediately after the call ends.
Redial	The phone switches back immediately after the call ends.
Speeddial	The line is already specified when the speed dial is created. The phone switches back immediately after the call ends.
Transfer	For incoming or outgoing calls, the current behavior is that the same line used to transfer the call does not change. For incoming calls, the phone switches back immediately after the call transfers.
Voicemail	The phone switches back immediately after the call ends.



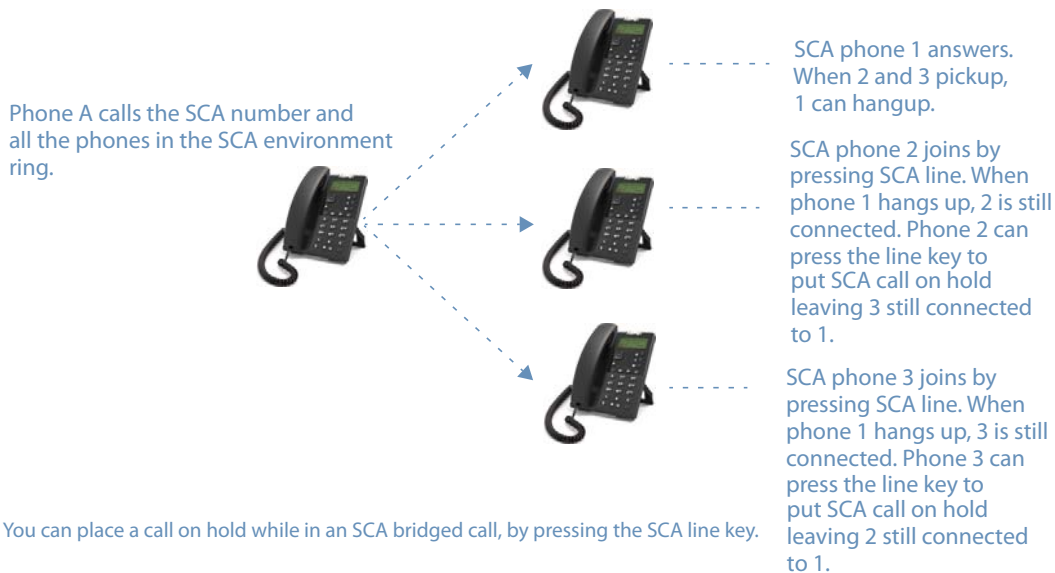
**Notes:** If you specify a value of 0 for the **Preferred Line** parameter, it disables the preferred line focus feature.

If you specify a value of 0 for the **Preferred Line Timeout** parameter, the phone returns the line to the preferred line immediately.

## 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 key on the secretary's phone. Calls can be transferred between two phones with the same extension key 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 servers 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:



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 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 behavior in an SCA bridge call for users involved in an SCA call and users not involved in the SCA call.



## LINE KEYS AND IDLE SCREENS

STATE	LINE LED FOR LOCAL	CALLER ID FOR REMOTE	LINE LED FOR REMOTE	CALLER ID FOR REMOTE
Idle	Off	N/A	Off	N/A
Seized	Solid Green	None	Solid Red	None
Progressing (outgoing call)	Solid Green	Called Party	Solid Red	None
Alerting (incoming call)	Flashing Red	N/A	N/A	N/A
Active	Solid Green	Far-end	Solid Red	Far-end
Held	Slow Flashing Green	Far-end	Slow Flashing Red	Far-end
Hold private	Slow Flashing Green	Far-end	Solid Red	Far-end
Bridge-active	Solid Green	Far-end	Solid Red	Far-end
Bridge-held	Slow Flashing Green	Far-end	Solid Red	Far-end

## LINE KEY PHONE BEHAVIOR

STATE	LOCAL LINE KEY PRESSED	REMOTE LINE KEY PRESSED
Idle	N/A	Attempt to seize the line
Seized	Hang up	Ignore
Progressing	Hang up	Ignore
Alerting	Answer	N/A
Active	Hold	Bridge
Held	Retrieve	Bridge
Hold private	Retrieve	Ignore
Bridge-active	Hold	Bridge
Bridge-held	Retrieve	Bridge

## STAR CODES

All of the main call handling and extension management features using star codes can be set on your phone by your Administrator. If these have not been set up, you can dial any star code commands on the 6863i phone the same way you would on a regular telephone. Refer to [“Clearspan Feature Access Codes”](#) on [page 52](#) for a list of star codes. Contact your System Administrator for more information.

## 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 6863i 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 you to see who is calling. Your System 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.

## TROUBLESHOOTING SOLUTIONS

### WHY IS MY DISPLAY BLANK?

Ensure that power is being provided to your phone. See the *Connecting to the Network and to Power* section in the *Mitel 6863i Installation Guide* for details.

### 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 6863i Installation Guide* provided with your phone.

### 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 section *Connecting a Handset* in the *Mitel 6863i Installation Guide* for information.

### HOW DO I FIND THE IP ADDRESS OF MY PHONE?

Instructions on where to find the IP address of your phone can be found in this guide in the section, [“User Password”](#) on [page 22](#).

### 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	<p>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.</p> <p>The Call Bridge FAC becomes visible when one or more of the following services are authorized (service provider or group) or assigned (user):</p> <ul style="list-style-type: none"> <li>Clearspan Anywhere</li> <li>Shared Call Appearance</li> <li>Shared Call Appearance 5</li> <li>Shared Call Appearance 10</li> <li>Shared Call Appearance 15</li> <li>Shared Call Appearance 20</li> <li>Shared Call Appearance 25</li> <li>Shared Call Appearance 30</li> <li>Shared Call Appearance 35</li> </ul>

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. 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 2 two 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 is 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.

