6869i IP PHONE FOR CLEARSPAN®

Presence
Goodbye/Hangup
Hold
Options
Mute
Volume

Message Waiting Indicator (MWI)
Top Softkeys
Bottom Softkeys
Navigation/Select
Callers List
Redial
Line/Call Appearance
Speaker/Headset

PLACING A CALL

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

ENDING A CALL

Place the handset on its cradle or press the ☎ key.

ANSWERING A CALL

Lift the handset for handset operation or press the Line key or ⊲/⌒ key for handsfree operation.

IGNORING A CALL

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

LINE/CALL APPEARANCE LIGHTS

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

MWI LIGHT

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

SPEAKER/HEADSET LIGHT

On Solid	Speaker Mode
Slow Flash	Headset Mode

REDIALING

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

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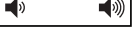
1. To place a call on hold, press the ☏ key when connected to the call.
2. To resume the call, press the ☏ key again or press the Line key corresponding to the line where the call is being held.

MUTING

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

ADJUSTING THE VOLUME

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

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

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USER INTERFACE (UI) OVERVIEW

HOME SCREEN

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

Line/Screen Name Indicator

Date and Time

Top Softkeys

Status Messages

Bottom Softkeys

L1: John Smith
George Brown
Martin Perde...
Samantha La...
John Stevens
Martha Gold
Tabatha Jack...
3:21 pm
11/12/15
Mark Waters
Tom Wilson
Directory
Voicemail
Home
1 Missed Call
DND   Call Fwd   Lock   XML Menu

Phone/Line Status Indicators:

🔒 Phone Locked

⊖ Do Not Disturb

Call Forward

Missed Calls

Voicemail

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

LINE SELECTION SCREEN

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

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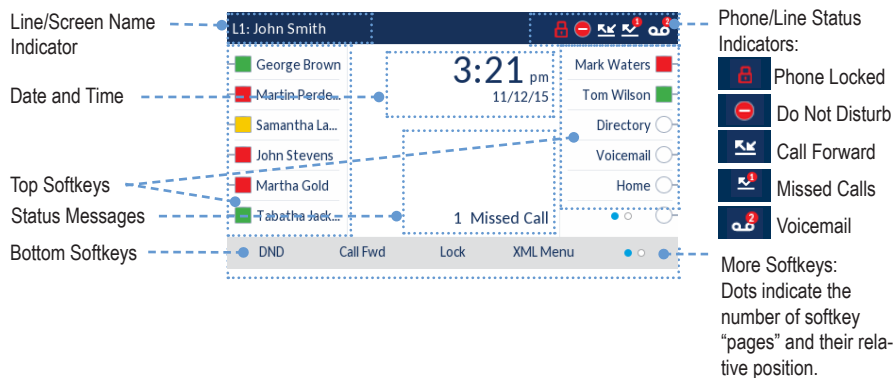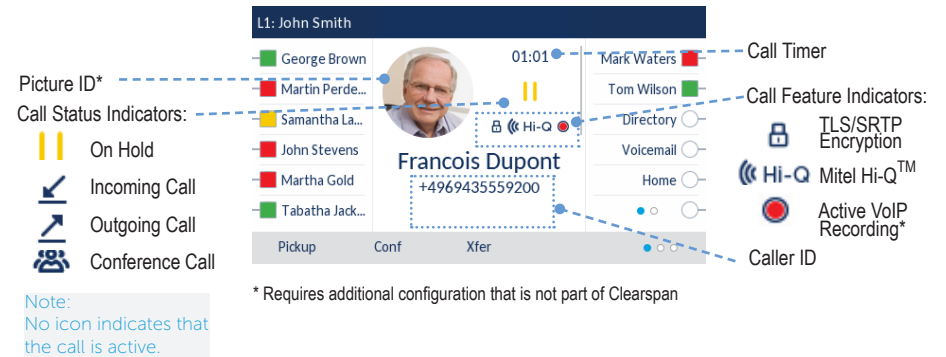
New Call Button

L2: 9055704800
George Brown
Martin Perde...
Samantha La...
John Stevens
Martha Gold
Tabatha Jack...
Line 1: John Smith
Line 2: 9055704800
Line 3: 9055704801
Line 4: 9055704802
Mark Waters
Tom Wilson
Directory
Voicemail
Home
New Call

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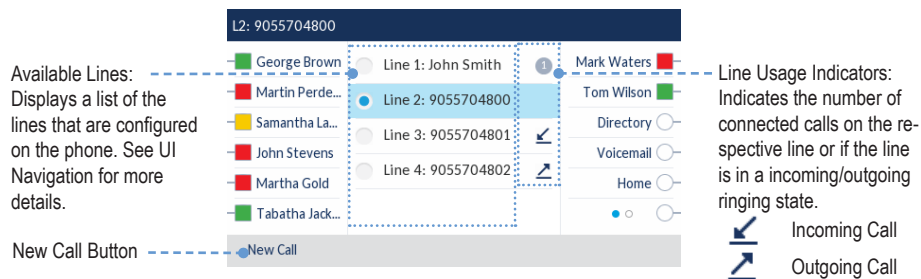
Incoming Call

Outgoing Call

DETAILED-VIEW CALL SCREEN

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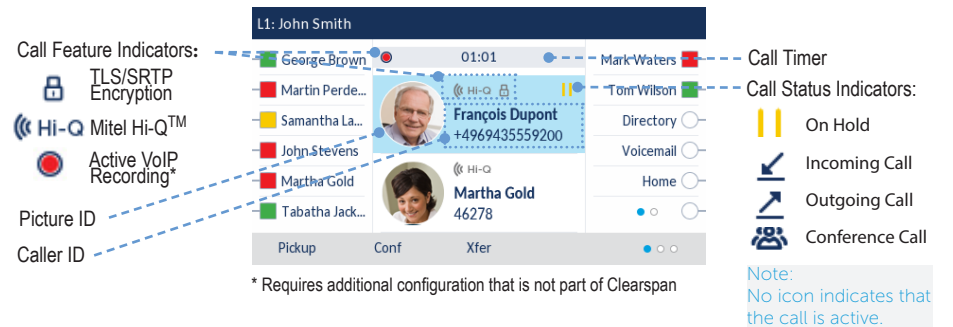
Picture ID*
Call Status Indicators:

On Hold

Incoming Call

Outgoing Call

Conference Call

L1: John Smith
George Brown
Martin Perde...
Samantha La...
John Stevens
Martha Gold
Tabatha Jack...
01:01
François Dupont
+4969435559200
Mark Waters
Tom Wilson
Directory
Voicemail
Home
Pickup   Conf   Xfer

Call Timer

Call Feature Indicators:

🔒 TLS/SRTP Encryption

Hi-Q Mitel Hi-Q™

Active VoIP Recording*

Caller ID

Note: No icon indicates that the call is active.

* Requires additional configuration that is not part of Clearspan

MULTI-VIEW CALL SCREEN

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

Call Feature Indicators:

🔒 TLS/SRTP Encryption

Hi-Q Mitel Hi-Q™

Active VoIP Recording*

Picture ID

Caller ID

L1: John Smith
George Brown
Martin Perde...
Samantha La...
John Stevens
Martha Gold
Tabatha Jack...
01:01
François Dupont
+4969435559200
Martha Gold
46278
Mark Waters
Tom Wilson
Directory
Voicemail
Home
Pickup   Conf   Xfer

Call Timer

Call Status Indicators:

On Hold

Incoming Call

Outgoing Call

Conference Call

Note: No icon indicates that the call is active.

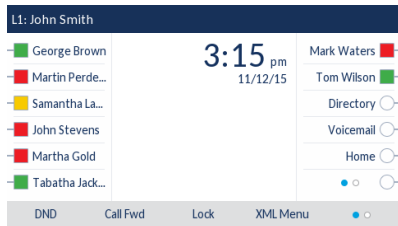* Requires additional configuration that is not part of Clearspan

UI NAVIGATION

UI navigation is easily performed using the navigation buttons located to the right of the LCD screen. The ◄ and ► navigation buttons are used to switch to the different screens and the ▲ and ▼ buttons are used to highlight and scroll through the different lines/calls on the respective screen. The ☑ button is used to activate a selection. The figure below provides a visual representation of the different screens and the UI behavior when a navigation button is pressed.
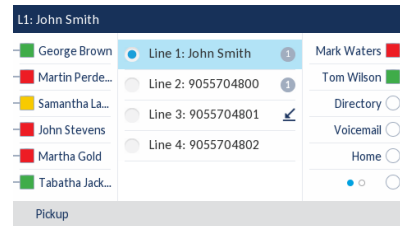
NOTE: The Detailed-View Call Screen is only accessible when at least one call is in a ringing or connected state. Moreover, the Multi-View Call Screen is only accessible when more than one call is a ringing or connected state.
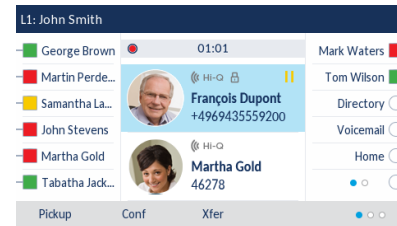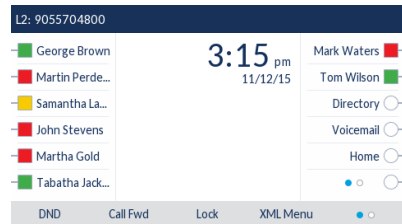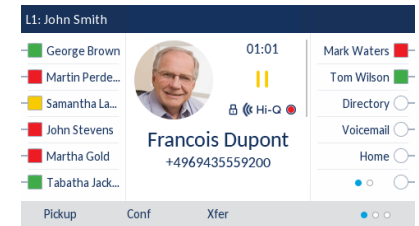
HOME SCREEN

L1: John Smith		
■ George Brown	3:15 pm	Mark Waters ■
■ Martin Perde...	11/12/15	Tom Wilson ■
■ Samantha La...		Directory
■ John Stevens		Voicemail
■ Martha Gold		Home
■ Tabatha Jack...		● ○
DND	Call Fwd	Lock	XML Menu	● ○

Press ►
Press ◄

L2: 9055704800		
■ George Brown	3:15 pm	Mark Waters ■
■ Martin Perde...	11/12/15	Tom Wilson ■
■ Samantha La...		Directory
■ John Stevens		Voicemail
■ Martha Gold		Home
■ Tabatha Jack...		● ○
DND	Call Fwd	Lock	XML Menu	● ○

LINE SELECTION SCREEN

L1: John Smith		
■ George Brown	Line 1: John Smith	Mark Waters ■
■ Martin Perde...	Line 2: 9055704800	Tom Wilson ■
■ Samantha La...	Line 3: 9055704801	Directory
■ John Stevens	Line 4: 9055704802	Voicemail
■ Martha Gold		Home
■ Tabatha Jack...		● ○
Pickup		

Press ►
Press ◄

Press ▲   Press ▼

L2: 9055704800		
■ George Brown	Line 1: John Smith	Mark Waters ■
■ Martin Perde...	Line 2: 9055704800	Tom Wilson ■
■ Samantha La...	Line 3: 9055704801	Directory
■ John Stevens	Line 4: 9055704802	Voicemail
■ Martha Gold		Home
■ Tabatha Jack...		● ○

MULTI-VIEW CALL SCREEN

L1: John Smith		
■ George Brown	01:01	Mark Waters ■
■ Martin Perde...	Hi-Q	Tom Wilson ■
■ Samantha La...	François Dupont +4969435559200	Directory
■ John Stevens	Hi-Q	Voicemail
■ Martha Gold	Martha Gold 46278	Home
■ Tabatha Jack...		● ○ ○
Pickup	Conf	Xfer	● ○ ○

Press ►
Press ◄

Press ▲   Press ▼

L2: 9055704800		
■ George Brown	00:14	Mark Waters ■
■ Martin Perde...	Hi-Q	Tom Wilson ■
■ Samantha La...	François Dupont +4969435559200	Directory
■ John Stevens	Hi-Q	Voicemail
■ Martha Gold	Martha Gold 46278	Home
■ Tabatha Jack...		● ○ ○
Drop	Conf	Xfer	● ○ ○

DETAILED-VIEW CALL SCREEN

L1: John Smith		
■ George Brown	01:01	Mark Waters ■
■ Martin Perde...		Tom Wilson ■
■ Samantha La...	Hi-Q	Directory
■ John Stevens	Francois Dupont	Voicemail
■ Martha Gold	+4969435559200	Home
■ Tabatha Jack...		● ○ ○
Pickup	Conf	Xfer	● ○ ○

Press ►
Press ◄

Press ▲   Press ▼

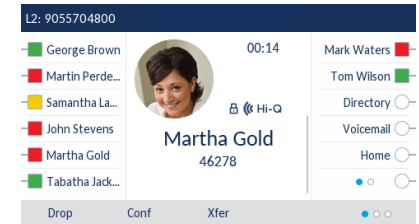| L2: 9055704800		
■ George Brown	00:14	Mark Waters ■
■ Martin Perde...		Tom Wilson ■
■ Samantha La...	Hi-Q	Directory
■ John Stevens	Martha Gold	Voicemail
■ Martha Gold	46278	Home
■ Tabatha Jack...		● ○ ○
Drop	Conf	Xfer	● ○ ○

ADVANCED CALL HANDLING

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

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

TRANSFERRING CALLS

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

   OR

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

CONFERENCING

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

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

FORWARDING CALLS

You can use the Call Forward feature to automatically forward incoming calls to another number.
1. Press the **Call Forward** softkey. The Call Forward screen displays.
2. Use the ▲ and ▼ navigation buttons to select the options for All, Busy, or No Answer call forwarding.
3. Press **Save**.

PRESENCE KEY

The Presence key is used to access the contact information screens, which provide detailed information about respective Busy Lamp Field (BLF) or Speed Dial contacts.
1. On the Home Screen, press the [i] key.
2. Press a top softkey that is configured with BLF or Speed Dial functionality. The contact information screen will be displayed.

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

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

DIRECTORY LOOKUP

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

CALL LOGS

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

CALLERS LIST

You can access a call history stored on the phone.
1. Press the [☎] key to access the Callers List.
2. Select All, Missed, Outgoing, or Received.
3. Scroll through the list by pressing ▶ and then the ▲ and ▼ navigation buttons. If you would like to view additional entry details, press the ▶ navigation button. Press the ☑ button to place a call to the entry.