

# Configuring Mitel 6800 and 6900 SIP Phones for the multi-line/multi-CCO function

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USER GUIDE



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# 1 ABOUT THIS DOCUMENT

## 1.1 PURPOSE OF THIS DOCUMENT

This document describes, for MiVoice 5000, the configuration which allows the management of multi-line and multi-CCO calls on 6800 and 6900 SIP Phones. It applies as of MiV5000 R6.1 (R6.4 for 6900 SIP Phones).

## 1.2 DOCUMENT AUDIENCE

This document is intended for installers and contains the following information:

The configuration for managing multi-line and multi-CCO calls on Mitel 6000 SIP Phones in an architecture without MiVoice 5000 Manager

The configuration for managing multi-line and multi-CCO calls on Mitel 6000 SIP Phones in an architecture with MiVoice 5000 Manager.

### 1.2.1 SCOPE OF THIS DOCUMENT

This document applies to Mitel 6800 and 6900 SIP Phones within the scope of the MiVoice 5000 solution.



**Note:** The following terminals are not concerned by this document version:

- **Mitel 6700i SIP phones (6730 SIP, 6731 SIP, 6735 SIP, 6737i, 6739i, 6753 SIP, 6755 SIP, 6757 SIP phones)**
- **BluStar 8000i**
- **Mitel BluStar Client softphone**
- **Mitel SIP DECT phones**
- **AMC.**

**For these terminals, refer to Version AMT/PTD/PBX/0129/2/3 of this same document.**

## **2 MULTI-LINE AND MULTI-CCO CONFIGURATION ON MITEL 6800 AND 6900 SIP PHONES**

### **2.1 FUNCTIONS OFFERED ON MITEL 6000 SIP PHONES IN A MULTI-LINE AND MULTI-CCO CONFIGURATION**

MiVoice 5000 offers multi-line and multi-CCO call management on Mitel 6000 SIP Phones.

The following features are supported by Mitel 6000 SIP Phones:

- Indication of a waiting call when an incoming call is presented on a terminal already engaged in a call
- Management of several simultaneous calls on the same line
- Several lines on the same Mitel 6000 SIP Phone with only one SIP licence
- Combining multi-line and multi-CCO configurations
- Possibility for a Mitel 6000 SIP Phone to be part of an association of N managers and M assistants and to be programmed as manager and/or assistant terminal
- One Mitel 6000 SIP Phone can be part of several hunt groups (one line per hunt group).
- Line-based MiVoice 5000 functions are available for Mitel 6000 SIP Phones.
- When the XML menu is viewed on Mitel 6000 SIP Phones, the phone is seen as available.
- The multi-line/multi-CCO configuration is managed via CTI on a Mitel 6000 SIP Phone.
- A Mitel 6000 SIP Phone can be used together with Mitel 5000 Web Attendant.

## 2.2 MANAGING CALLS IN A SINGLE-LINE CONFIGURATION ON A MITEL 6000 SIP PHONE

In a single-line configuration, only one directory number is associated with the MiVoice 5000 subscription.

Several cases are possible, depending on the configuration of the subscription in MiVoice 5000:

- Managing calls in a single-line configuration without CCO
- Managing calls in a single-line configuration without CCO, with the function **Protection against waiting calls** enabled
- Managing calls in a single-line configuration with number of CCO > 2.



**Note:** A CCO key corresponds to a programmed key with the monitor my number function.

### 2.2.1 MANAGING CALLS IN A SINGLE-LINE CONFIGURATION WITHOUT CCO

In a single-line configuration without CCO, no CCO key is programmed on the corresponding MiVoice 5000 subscription.

At most two simultaneous incoming calls can be processed in a single-line configuration without CCO.

- If the Mitel 6000 SIP Phone is already engaged in a (CCO) call, any new incoming call is accepted just like any outgoing call (to allow transfer).
- If Mitel 6000 SIP Phone is already engaged in two (CCO) calls, any new incoming call is rejected but any outgoing call is accepted (to allow transfer).

**ATTENTION :** This default configuration does not require any CCO keys to be programmed in the iPBX.

### 2.2.2 MANAGING CALLS IN A SINGLE-LINE CONFIGURATION WITHOUT CCO, WITH THE FUNCTION PROTECTION AGAINST WAITING CALLS ENABLED

For a single-line configuration without CCO, with the function **Protection against waiting calls** enabled, no CCO key is programmed on the corresponding MiVoice 5000 subscription.

In a single-line configuration without CCO with the function **Protection against waiting calls** enabled, a maximum of one incoming call can be handled:

- If the Mitel 6000 SIP Phone is already engaged in a (CCO) call, any new incoming call is rejected but any outgoing call is accepted (to allow transfer).

**ATTENTION :** This configuration does not require any CCO keys to be programmed in the iPBX.

### 2.2.3 MANAGING CALLS IN A SINGLE-LINE CONFIGURATION WITH N CCO (N > 2)

In a single-line configuration with n CCO (n>2), n CCO keys are programmed on the corresponding MiVoice 5000 subscription.

A maximum of  $n$  simultaneous incoming calls can be processed in a single-line configuration with  $n$  CCO ( $n > 2$ ):

- The Mitel 6000 SIP Phone can handle  $n$  simultaneous calls (incoming and/or outgoing calls).
- If the Mitel 6000 SIP Phone is already engaged in an  $n$  ( $n > 2$ ) call, any new incoming call is rejected but any outgoing call is accepted (to allow transfer).

**Note :** The maximum number of CCO keys depends on the Mitel 6000 SIP Phone model (refer to the chapter [General principle of Mitel 6800 and 6900 SIP Phone](#)).

**ATTENTION :** This single-line configuration with  $n$  CCO ( $n > 2$ ) requires  $n$  CCO ( $n > 2$ ) keys to be programmed in the iPBX (via Web Admin or via the subscriber management menu of MiVoice 5000 Manager).

## 2.3 MANAGING CALLS IN A MULTI-LINE CONFIGURATION ON A MITEL 6000 SIP PHONE

In a multi-line configuration, a main directory number is associated with the MiVoice 5000 subscription as well as n secondary numbers.

The multi-line configuration requires at least one CCO key to be programmed on the main line and the n secondary numbers.

**Note :** A CCO key corresponds to a programmed key with the Monitor my number function.

### 2.3.1 MANAGING CALLS IN A MULTI-LINE CONFIGURATION WITH N CCO ON THE MAIN LINE AND SECONDARY LINES

A maximum of n simultaneous incoming calls can be processed on the main line and secondary lines in a multi-line configuration with n CCO:

- The Mitel 6000 SIP Phone can generally handle n simultaneous calls on the main line and secondary lines (incoming and/or outgoing calls).
- If the Mitel 6000 SIP Phone is already engaged in n calls on the main line and secondary lines, any new incoming call is rejected but any outgoing call is accepted (to allow transfer).

**Note :** The maximum number of CCO keys depends on the Mitel 6000 SIP Phone model (refer to Chapter [General principle of Mitel 6800 and 6900 SIP Phone](#)).

**ATTENTION :** This multi-line configuration with n CCO requires n CCO keys to be programmed in the iPBX (via WebAdmin or via the subscriber management menu of MiVoice 5000 Manager).



## 2.4 GENERAL PRINCIPLE OF KEY PROGRAMMING SERVICE ON MITEL 6000 SIP PHONES

As of R6.1, the general principle of key programming service (CCO, BLF, Dialling, Forwarding, Filtering, etc.) is as follows:

This service is either hosted in MiVoice 5000 Manager or embedded in a MiVoice 5000 iPBX.

This service is activated by default:

- On a new installation,
- After a software update.

It may be deactivated or activated by the administrator only and can be configured from the parameter **Programmable keys** in Menu **Telephony service>Subscribers>Terminals and Applications>Terminals 6xxxi>6xxxi parameters**:

**NOTE :** This service should not be deactivated by the administrator. In this case, even if this system is managed by a MiVoice 5000 Manager, the programming of Mitel 6000 SIP Phone keys from MiVoice 5000 Manager would not work.

## 2.5 GENERAL PRINCIPLE OF MITEL 6800 AND 6900 SIP PHONE CONFIGURATION FOR THE MULTI-CCO FUNCTION

The general principle of Mitel 6800 and 6900 SIP Phone configuration for the multi-CCO function is as follows:

- The terminal key programming service is **activated by default**.
- For each CCO key programmed in the MiVoice 5000 subscription, a line and a CCO key associated with that line are automatically programmed in the terminal by the system (Cluster Server, MiVoice 5000 Server, AX Series) when the terminal is registered on it.

The lines and CCO keys of the terminals are automatically updated:

- After a manual login (terminal registration)
- After a manual logout
- During a free-seating operation (from the same terminal, manual logout on Subscription A, followed by manual login on Subscription B)
- When the keys associated with the main and secondary lines are individually or globally updated from Web Admin
- When the keys associated with the main line and secondary lines are individually or globally updated from the telephone subscriber management menu of MiVoice 5000 Manager (adding/deleting a CCO, adding/deleting a line)
- When the keys associated with the main line are individually or globally updated from the MiVoice 5000 User Portal by the end-user (adding/deleting a CCO)

The maximum number of CCOs managed by a terminal depends on the terminal model:

Terminal	6863 SIP 6905	6865 SIP 6910	6867 SIP 6869 SIP	6873 SIP	6920	6930	6940	6970	6905	6910
Maximum number of CCOs	2	6 (see note)	9	9	6	10	10	10	2	6
Number of hard keys	2	2	2	2						

### Concerning 6800 SIP Phones

**Note :** On a 6865 SIP Phone, the maximum number of CCOs on the terminal alone is 4. By adding an expansion module (M680 or M685), the maximum number can be increased to 6.

- For 6800 SIP Phones, the CCO key associated with the line is as follows, in the order of priority:
  - One "hard key"
  - or
  - One programmable "line" key if all the "hard keys" are used
- By default, each "hard key" of the Mitel 6800 SIP Phone is associated with a line:
  - L1 is associated with line 1.
  - L2 is associated with line 2.

### Concerning 6900 SIP Phones

These phones do not have any hard keys. **Your line monitoring** type programming can be carried out from the keys located on the phone and on the extension(s) (M695).

## 2.6 **GENERAL PRINCIPLE OF MITEL 6800 AND 6900 SIP PHONE CONFIGURATION FOR THE MULTI-CCO AND MULTI-LINE FUNCTION**

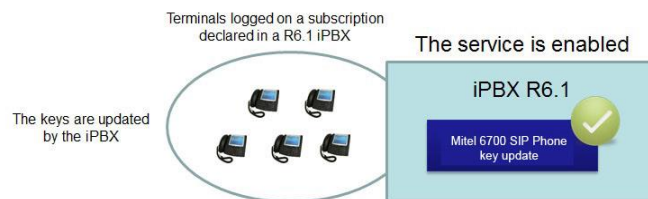
The principle described in the previous chapter applies both to a single-line and a multi-line configuration.

In a multi-line configuration, line programming in the terminal follows a particular algorithm:

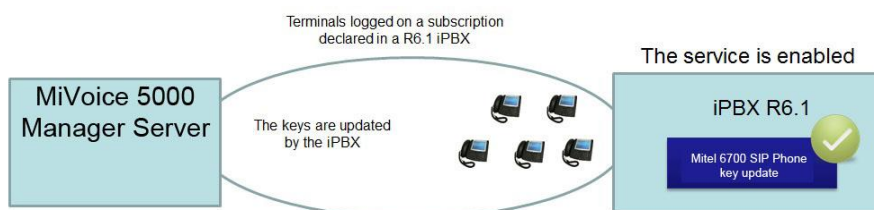
- Line 1 is automatically assigned to the first CCO of the main line.
- The first CCO of each secondary line is assigned to the next lines in ascending order of the secondary line directory number.
- For the other CCOs, the lines are programmed in the order of CCO programming in the MiVoice 5000 subscription.

## 2.7 MANAGING MULTI-CCO/MULTI-LINE MITEL 6800 AND 6900 SIP PHONES ACCORDING TO THE ARCHITECTURE USED

- Single site or multi-site configuration without MiVoice 5000 Manager



- Multi-site configuration managed via a MiVoice 5000 Manager



Both configurations offer the following functions:

- Automatic line programming in the terminal by the iPBX
- Automatic CCO key programming in the terminal by the iPBX
- The free-seating function is offered.
- The lines and CCO keys of the terminals are automatically updated:
  - After a manual login operation
  - After a manual logout operation
- During a free-seating operation (from the same terminal, manual logout on Subscription A, followed by manual login on Subscription B)
- When the keys associated with the main line and secondary lines are individually or globally updated from WebAdmin (adding/deleting a CCO, adding/deleting a line)
- When the keys associated with the main line and secondary lines are individually or globally updated from the telephone subscriber management menu of MiVoice 5000 Manager (adding/deleting a CCO, adding/deleting a line)
- When the keys associated with the main line are individually or globally updated from the MiVoice 5000 User Portal by the end-user (adding/deleting a CCO)

## 2.8 CONFIGURING FROM WEBADMIN WITHOUT MIVoice 5000 MANAGER

### 2.8.1 CONFIGURING A SINGLE LINE MULTI-CCO TERMINAL

To configure a single-line, multi-CCO terminal (**number of CCO > 2**) in a single-site configuration, proceed as follows:

#### 2.8.1.1 Check the activation of the key programming service in WebAdmin

- Log on to WebAdmin
- Menu **Telephony service>Subscribers>Terminals and Applications>Terminals 6xxxi>6xxxi parameters**
- Check that the parameter **Programmed keys** has been ticked.

**Note :** The key programming service is activated by default.

#### 2.8.1.2 Programming CCO keys via WebAdmin

Menu **Telephony service>Subscribers>Subscriptions>Characteristics**

- Enter the directory number.
- In the **Keys** tab:
  - Select the CCO key to be programmed.
  - Select the programming type: **Your number monitoring (CCO)**
  - Enter the parameter **Associated label**.
  - Click the **Programming validation** button.
- Repeat this operation for each CCO key.

Subscriptions: 400023  
Telephony service>Subscribers>Subscriptions>Characteristics (1/2/3)

By directory number: 400023

Number	Label	Programming
01	CCO1	MONITORING YOUR NUMBER 400023
02	CCO2	MONITORING YOUR NUMBER 400023
03	CCO3	MONITORING YOUR NUMBER 400023
04		THIS KEY IS NOT PROGRAMMED
05		THIS KEY IS NOT PROGRAMMED
06		THIS KEY IS NOT PROGRAMMED
07		THIS KEY IS NOT PROGRAMMED
08		THIS KEY IS NOT PROGRAMMED
09		THIS KEY IS NOT PROGRAMMED
10		THIS KEY IS NOT PROGRAMMED
11		THIS KEY IS NOT PROGRAMMED
12		THIS KEY IS NOT PROGRAMMED
13		THIS KEY IS NOT PROGRAMMED
14		THIS KEY IS NOT PROGRAMMED
15		THIS KEY IS NOT PROGRAMMED
16		THIS KEY IS NOT PROGRAMMED
17		THIS KEY IS NOT PROGRAMMED
18		THIS KEY IS NOT PROGRAMMED
19		THIS KEY IS NOT PROGRAMMED
20		THIS KEY IS NOT PROGRAMMED
21		THIS KEY IS NOT PROGRAMMED
22		THIS KEY IS NOT PROGRAMMED
23		THIS KEY IS NOT PROGRAMMED
24		THIS KEY IS NOT PROGRAMMED
25		THIS KEY IS NOT PROGRAMMED
26		THIS KEY IS NOT PROGRAMMED
27		THIS KEY IS NOT PROGRAMMED
28		THIS KEY IS NOT PROGRAMMED
29		THIS KEY IS NOT PROGRAMMED
30		THIS KEY IS NOT PROGRAMMED
31		THIS KEY IS NOT PROGRAMMED
32		THIS KEY IS NOT PROGRAMMED
33		THIS KEY IS NOT PROGRAMMED

SIP sets updating

Programming type: Monitoring your number (CCO)

Protected key: ☐

Associated label: CCO3

Programming validation

**Note :** The Update SIP phones button allows you to update all the keys on the phone registered to this subscription.

### 2.8.1.3 *Registering the phone*

- Manually log on the phone to the previously programmed MiVoice 5000 subscription.

**Note :** The lines and keys on the phone are automatically configured by the iPBX during manual login.

## 2.8.2 CONFIGURING A MULTI-LINE MULTI-CCO TERMINAL

To configure a multi-line multi-CCO terminal in a single-site configuration, proceed as follows:

### 2.8.2.1 *Check the activation of the key programming service in Web Admin*

- Log on to Web Admin
- Menu **Telephony service>Subscribers>Terminals and Applications>Terminals 6xxxi>6xxxi parameters**
- Check that the parameter **Programmed keys** is ticked.

**Note :** The key programming service is activated by default.

### 2.8.2.2 *Programming multiple lines via Web Admin*

- Log on to Web Admin
- Menu **Telephony service>Subscribers>Subscriptions>Characteristics**
- Enter the main directory number.
- In the **Multi-lines** tab:
  - Enter the secondary directory number(s).

### 2.8.2.3 *Programming CCO keys on each line via Web Admin*

- Log on to Web Admin
- Menu **Telephony service>Subscribers>Subscriptions>Characteristics**
- Enter the main directory number.
- In the **Keys** tab:
  - Select the CCO key to be programmed.
  - Select the main or secondary line: **number assigned to key**.
  - Select programming type: **Your number monitoring (CCO)**
  - Enter the parameter **Associated label**.
  - Click the **Programming validation** button.
- Repeat this operation for each CCO key.

Subscriptions: 400023  
Telephony service>Subscribers>Subscriptions>Characteristics (1,2,3)

By directory number: 400023

Characteristics		Directory	Terminals	Keys	Forwards	Home automation	Phone book	Multi-lines	Functions
Number	Label	Programming							
01	CCO1	MONITORING YOUR NUMBER 400023							
02	CCO2	MONITORING YOUR NUMBER 400023							
03	CCO3	MONITORING YOUR NUMBER 400023							
04	CCO1	MONITORING YOUR NUMBER 410023							
05	CCO2	MONITORING YOUR NUMBER 410023							
06	CCO3	MONITORING YOUR NUMBER 410023							
07		THIS KEY IS NOT PROGRAMMED							
08		THIS KEY IS NOT PROGRAMMED							
09		THIS KEY IS NOT PROGRAMMED							
10		THIS KEY IS NOT PROGRAMMED							
11		THIS KEY IS NOT PROGRAMMED							
12		THIS KEY IS NOT PROGRAMMED							
13		THIS KEY IS NOT PROGRAMMED							
14		THIS KEY IS NOT PROGRAMMED							
15		THIS KEY IS NOT PROGRAMMED							
16		THIS KEY IS NOT PROGRAMMED							
17		THIS KEY IS NOT PROGRAMMED							
18		THIS KEY IS NOT PROGRAMMED							
19		THIS KEY IS NOT PROGRAMMED							
20		THIS KEY IS NOT PROGRAMMED							
21		THIS KEY IS NOT PROGRAMMED							
22		THIS KEY IS NOT PROGRAMMED							
23		THIS KEY IS NOT PROGRAMMED							
24		THIS KEY IS NOT PROGRAMMED							
25		THIS KEY IS NOT PROGRAMMED							
26		THIS KEY IS NOT PROGRAMMED							
27		THIS KEY IS NOT PROGRAMMED							
28		THIS KEY IS NOT PROGRAMMED							
29		THIS KEY IS NOT PROGRAMMED							
30		THIS KEY IS NOT PROGRAMMED							
31		THIS KEY IS NOT PROGRAMMED							
32		THIS KEY IS NOT PROGRAMMED							

Number assigned to key: 410023

Programming type: Monitoring your number (CCO)

Protected key: ☐

Associated label: CCO3

**Note :** The Update SIP phones button allows you to update all the keys on the Mitel 6000 SIP Phone registered for this subscription.

#### 2.8.2.4 Registering the Mitel 6000 SIP Phone

- Manually log on the Mitel 6000 SIP Phone to the previously programmed MiVoice 5000 main subscription number.

**Note :** The lines and keys on the Mitel 6000 SIP Phone are automatically configured by the iPBX during manual login.

## 2.9 MULTI-SITE CONFIGURATION WITH MIVOICE 5000 MANAGER

### 2.9.1 CONFIGURING A MITEL 6000 SIP PHONE

To configure a single-line, multi-CCO Mitel 6000 SIP Phone (**number of CCO > 2**) in a multi-site configuration managed by a MiVoice 5000 Manager, proceed as follows:

#### 2.9.1.1 *Check the activation of the key programming service in WebAdmin*

- Log on to WebAdmin
- Menu **Telephony service>Subscribers>Terminals and Applications>Terminals 6xxxi>6xxxi parameters**
- Check that the parameter **Programmed keys** is ticked.

**Note :** The key programming service is activated by default.

#### 2.9.1.2 *Programming CCO keys in MiVoice 5000 Manager*

- Log on to MiVoice 5000 Manager
- Menu **Telephony>Subscriber management>Search**
- Click the **Search** button.
- Double-click the subscription to be configured.
- In the **Keys** menu, program n CCO keys:
  - Select the CCO key to be programmed.
  - Select the programming type: **Your number monitoring**
  - Fill in the **Label** field of the key.
  - Click **Validate** then **Apply**.
- Repeat this operation for each CCO key.

**Note :** The key labels in the LDAP database of MiVoice 5000 Manager are automatically copied to the iPBX during login.

#### 2.9.1.3 *Registering the Mitel 6000 SIP Phone*

- Manually log on the Mitel 6000 SIP Phone to the previously programmed MiVoice 5000 subscription.

**Note :** The lines and keys on the Mitel 6000 SIP Phone are automatically configured by the iPBX during manual login.

### 2.9.2 CONFIGURING A MULTI-LINE MULTI-CCO MITEL 6000 SIP PHONE

To configure a multi-line, multi-CCO Mitel 6000 SIP Phone in a multi-site configuration managed by a MiVoice 5000 Manager, proceed as follows:



### 2.9.2.1 *Check the activation of the key programming service in WebAdmin*

- Log on to WebAdmin
- Menu **Telephony service>Subscribers>Terminals and Applications>Terminals 6xxxi>6xxxi parameters**
- Check that the parameter **Programmed keys** is ticked.

**Note :** The key programming service is activated by default.

### 2.9.2.2 *Programming CCO lines and keys in MiVoice 5000 Manager*

- Log on to MiVoice 5000 Manager
- Menu **Telephony>Subscriber management>Search**
- Click the **Search** button.
- Double-click the subscription to be configured.
- Select the main technical record. Click **Add second.** to add a secondary line.
- Click **Add number.** Enter the number, then click **OK.**
- Click **Next**, then **Terminate**, then **Program** then **Finish.**
- In the **Keys** menu, program n CCO keys:
  - Select the CCO key to be programmed.
  - Select the main or secondary **number** on which the CCO must be programmed.
  - Select the programming type: **Your number monitoring**
  - Fill in the **Label** field of the key.
  - Click **Validate** then **Apply.**
- Repeat this operation for each CCO key.

**Note :** The labels in the LDAP database of MiVoice 5000 Manager are automatically copied to the iPBX during R6.1 site identification.

### 2.9.2.3 *Programming the directory record of secondary numbers in MiVoice 5000 Manager*

- Log on to MiVoice 5000 Manager
- Menu **Telephony>Subscriber management>Search**
- Click the **Search** button.
- Double-click the subscription to be configured.
- Fill in the **Label** field of the secondary technical record.

### 2.9.2.4 *Registering the Mitel 6000 SIP Phone*

- Manually log on the Mitel 6000 SIP Phone to the previously programmed MiVoice 5000 main subscription number.

**Note :** The lines and keys on the phone are automatically configured by the iPBX during manual login.

## 2.10 RESTRICTIONS AND LIMITATIONS

For MiVoice 5000 the restrictions or limitations on Mitel 6000 SIP Phones in a multi-line multi-CCO configuration are:

- Up to 64 programmable keys can be managed (via WebAdmin, User Portal or MiVoice 5000 Manager).
- An expansion module is necessary for 6865 SIP phones in order to reach the maximum number of CCOs that can be used on this model (6).
- It is highly advisable to program the CCO keys (except the "hard keys") and BLF keys in such a way that they are immediately visible, either on the first screen of the terminal, or on an expansion module.

**Note :** **BLF (Busy Lamp Field), busy lamp programmed in CCO on this subscription.**

- It is not allowed to use expansion modules M680i and M685i on a 6800 SIP Phone.
- 6900 SIP Phones are compatible with expansion module M695 only.

## 2.11 KEY PROGRAMMING SEQUENCE

There is a special programming sequence for keys with an expansion module, to make these keys directly visible (without taking any action on the phone).

See the table below:

	Phone 1 <sup>st</sup> page	Phone 2 <sup>nd</sup> page	Phone 3 <sup>rd</sup> page	Phone 4 <sup>th</sup> page	1 <sup>st</sup> Ext 1 <sup>st</sup> page	1 <sup>st</sup> Ext 2 <sup>nd</sup> page	1 <sup>st</sup> Ext 3 <sup>rd</sup> page	2 <sup>nd</sup> Ext 1 <sup>st</sup> page	3 <sup>rd</sup> Ext 1 <sup>st</sup> page
6865i	1-4								
6865i+1 M680i	1-4				5-20				
6865i+2 M680i	1-4				5-20			21-36	
6865i+3 M680i	1-4				5-20			21-36	37-52
6865i+1 M685i	1-4				5-32				
6865i+2 M685i	1-4				5-32			33-60	
6865i+3 M685i	1-4				5-32			33-60	61-64
6867i	1-5	5-10	11-15	16-20					
6867i+1 M680i	1-5	22-26	27-31	32-36	6-21				
6867i+2 M680i	1-5	38-42	43-47	48-52	6-21			22-37	
6867i+3 M680i	1-5	54-58	59-63	64-64	6-21			22-37	38-53
6867i+1 M685i	1-5	34-38			6-33	39-64			
6867i+2 M685i	1-5	62-64			6-33			34-61	
6867i+3 M685i	1-5				6-33			34-61	62-64
6869i	1-11	12-22	23-33	34-44					
6869i+1 M680i	1-11	28-38	39-49	50-60	12-27				
6869i+2 M680i	1-11	44-54	55-64		12-27			28-43	
6869i+3 M680i	1-11	60-64			12-27			28-43	44-59
6869i+1 M685i	1-11	40-50			12-39	51-64			
6869i+2 /3 M685i	1-11				12-39			40-64	
6873i	1-12	13-24	25-36	37-48					
6873i +1 M680i	1-12	29-40	40-51	51-62	13-28				

6873i + 2 M680i	1-12	45-56	57-64		13-28			29-44	
6873i + 3 M680i	1-12	61-64			13-28			29-44	45-60
6873i + 1 M685i	1-12	41-52			13-40	53-64			
6873i + 2/3 M685i	1-12				13-40			41-64	
6910	1-4								
6910 + 1 M695	1-4				5-32				
6910 + 2 M695	1-4				5-32			33-60	
6910 + 3 M695	1-4				5-32			33-60	61-64
6920	1-5	6-10	11-15	16-20					
6920 + 1 M695	1-5	34-38			6-33	39-64			
6920 + 2 M695	1-5	62-64			6-33			34-61	
6920 + 3 M695	1-5				6-33			34-61	62-64
6930	1-11	12-22	23-33	34-44					
6930 + 1 M695	1-11	40-50			12-39	51-64			
6930 + 2/3 M695	1-11				12-39			40-64	
6940	1-12	13-24	25-36	37-48					
6940 + 1 M695	1-12	41-52			13-40	53-64			
6940 + 2/3 M695	1-12				13-40			41-64	
6970	1-12	13-24	25-36	37-48					

## 2.12 APPENDIX 1: DEFAULT SYSTEM KEY PROGRAMMING FOR MITEL 6800 AND 6900 SIP PHONES

The system keys of the Mitel 6000 SIP Phones programmed by default appear in Menu **Telephony service>Subscribers>Terminals and Applications>6xxxi terminals>6xxxi keys**.

The maximum number of system keys which can be used according to terminal model is indicated when this menu is opened.

Examples:

**6863 SIP:** 3 system keys

Touche du modèle 6863i  
Service téléphonique>Abonnés>Terminals et Applications>Terminals 6xxxi>Touches 6xxxi (1,9,1,2)

Touche transfert	<input checked="" type="checkbox"/>	SYSTEME ▾
- type		3
- numéro		
Touche conférence	<input type="checkbox"/>	
Touche menu/ident	<input checked="" type="checkbox"/>	SYSTEME ▾
- type		1
- numéro		
Touche liste appelants	<input type="checkbox"/>	
Touche appel par le nom	<input checked="" type="checkbox"/>	SYSTEME ▾
- type		2
- numéro		
Touche lecture directe boîte vocale	<input type="checkbox"/>	
Touche renvoi sur messagerie vocale	<input type="checkbox"/>	
Touche annulation renvoi messagerie	<input type="checkbox"/>	
Touche bis	<input type="checkbox"/>	


**6863 SIP**

CANONIC CONFIG	
1	Menu
2	ABC
3	Transfer


**6865 SIP:** 4 system keys and 4 programmable keys (excluding the expansion modules)

Touche du modèle 6865i  
Service téléphonique>Abonnés>Terminals et Applications>Terminals 6xxxi>Touches 6xxxi (1,9,1,2)

Touche menu/ident	<input checked="" type="checkbox"/>	SYSTEME ▾
- type		1
- numéro		
Touche services	<input type="checkbox"/>	
Touche annuaire personnel	<input checked="" type="checkbox"/>	SYSTEME ▾
- type		4
- numéro		
Touche appel par le nom	<input checked="" type="checkbox"/>	SYSTEME ▾
- type		2
- numéro		
Touche lecture directe boîte vocale	<input checked="" type="checkbox"/>	SYSTEME ▾
- type		3
- numéro		
Touche renvoi sur messagerie vocale	<input type="checkbox"/>	
Touche annulation renvoi messagerie	<input type="checkbox"/>	

Programmable keys 1 and 2 are configured by default on the terminal with the memory and deletion functions.

**Note :** If programmable keys 1 and 2 are programmed with some CCOs, the two programmable keys 1 and 2 retain their initial programming (memory and deletion) and "hard keys" L1 and L2 are then associated with the 2 CCOs.



prgkey

**6865 SIP**

CANONIC CONFIG

①	Menu	Save	1
②	ABC	Delete	2
③	Call Mevo		3
④	Directory		4

**6867 SIP:** 6 system keys and 20 programmable keys (excluding the expansion modules)

Touches du modèle 6867i  
Service téléphone-Abonnés/Terminaux et Applications/Terminaux 6xxx-Touches 6xxx (2.9.1.2)

Touche menu/ident

- type: SYSTEME

- numéro: 1

Touche appel par le nom

- type: SYSTEME

- numéro: 2

- libellé:

Touche lecture directe boîte vocale

- type: SYSTEME

- numéro: 4

- libellé:

Touche renvoi sur messagerie vocale: ☐

Touche annulation renvoi messagerie: ☐

Touche fonctions en communication (rappel automatique, trace et parking)

- type: SYSTEME

- numéro: 3

☒ SYSTEME


☒ SYSTEME

☒ SYSTEME

☐

☐

☒ SYSTEME



topsoftkeys

softkey

**6867 SIP**

CANONIC CONFIG

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
0000					0000					0000					0000			0000	

① menu
② ABC?
③ In comm
④ Call Mevo

5
6
6
more

**6869 SIP:** 6 system keys and 44 programmable keys (excluding the expansion modules)

Touche du modèle 6869i  
Service intégré au clavier/Terminal et Applications/Terminal des Touches (base 5.3.1.2)

Touche menu/départ  
- type: SYSTEME  
- numéro: 2

Touche annuaire personnel  
- type: SYSTEME  
- numéro: 5

Touche appel par le nom  
- type: SYSTEME  
- numéro: 2

Touche lecture directe boîte vocale  
- type: SYSTEME  
- numéro: 4

Touche renvoi sur messagerie vocale

Touche annulation renvoi messagerie

Touche fonctions en communication (appel automatique, trace et parking)  
- type: SYSTEME  
- numéro: 3

**CANONIC CONFIG**

topsoftkeys

softkey

**6839 SIP**

1	7	12	18	23	29	34	40
2	8	13	19	24	30	35	
3	9	14	20	25	31	36	
4	10	15	21	26	32	37	
5	11	16	22	27	33	38	
6	None	17	None	28	None	39	None

① menu ② ABC? ③ In comm ④ Call Memo ⑤ Directory

**Note :** The 3 expansion modules M680i are used to manage up to 48 additional programmable keys.

**Note :** The 3 expansion modules M685i are used to manage up to 64 additional programmable keys.

**CAUTION:** Expansion modules M680i and M685i cannot be used together on the same terminal.



## 2.13 APPENDIX 2: PROGRAMMING THE KEYS OF MITEL 6000 SIP PHONES IN A MANAGER/ASSISTANT CONFIGURATION

The following can be programmed on the manager's terminal, in a manager/assistant configuration:

- An activate/deactivate key, which shows him/her the current filtering status,
- A restricted intercom key, with the assistant's number, enabling him/her to:
  - call his/her assistant
  - view his/her status (free/busy)
  - pick up his/her own calls when his/her assistant fails to answer.

The following can be programmed on the assistant's terminal:

- An activate/deactivate key
- An intercom key with the manager's number, enabling him/her to
  - call the manager
  - know his/her status
  - take the manager's calls if filtering is deactivated.

The manager and assistant must have the relevant individual rights:

- Manager: immediate forwarding allowed
- Assistant: assistant forwarding allowed.

### 2.13.1 EXAMPLE OF PROGRAMMING VIA WEBADMIN OR MIVOICE 5000 MANAGER

The assistant has the number 3100.

The manager has the number 3000.

Via WebAdmin or MiVoice 5000 Manager, program 2 keys on Subscription 3000 (manager's terminal):

- An activate/deactivate filtering key: **Forward all calls, 3100**
- A restricted intercom key: **Your calls forwarded to, 3100**

Via WebAdmin or MiVoice 5000 Manager, program 2 keys on Subscription 3100 (assistant's terminal):

- An activate/deactivate filtering key: **Filtering, 3000**
- An intercom key: **For call monitoring, 3000**

**Note :** Lines and keys are automatically programmed on Mitel 6000 SIP Phone by the iPBX.

