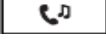# Mitel Handset Phone Quick Reference User Guide

Make a call: dial number, use **DIAL** option or key to send digits.

Ending a call: Hang up handset or use

Last number Redial: Use [key] key to access redial list, use arrows up and down to search.

Holding a Call: Use [key] key to place a call on hold and press again to retrieve.

Transfer a call: On larger display phones (6869i or 6867i) use **XFER** option on screen – Press **XFER**, dial transfer destination, press **XFER** or hang up to complete transfer.

On smaller 6865i phone use [key] key instead of **XFER** option

To retrieve a transfer, use **Cancel** option before you have attempted transfer or use **Pick Up** option after transfer has been attempted.

Call Park (where applicable): Using pre-programmed key, press key labelled **PARK** This will place the caller on hold and add the call to a 'Park List'

To Retrieve Parked call – Press pre-programmed key labelled **PARK PICK UP** If there is only one call in the 'Park List' the call will be automatically retrieved. If there is more than one call in the 'Park List', the list will be displayed on the screen. Select required call to pick up.

DND: To set device to a Do Not Disturb setting, users should use their Presence options.

Presence: To access presence settings, use the softkey configured at the bottom of screen. From this menu select the presence status you require. There are set amount of default options and bespoke options can also be added during system configuration.

Call History: to access call history menu use ☎ key. Use navigation keys to search details. Or use the Call Log softkey that has been configured at bottom of screen.

Directory: to access directory, depending on the model of phone either use 📖 key or use directory softkey configured at the bottom of screen. Enter required name and Press **SELECT** key to dial required number.

Call FWD: Use the feature code *21* to activate a call forward

Code to **SET** call forward = *21*(forward phone number)# - you will hear prompt advising feature code is activated

Code to **CANCEL** call forward = #21# - you will hear prompt advising feature code is de-activated

Conference Call: (3 way conference call): Use the softkey configured at bottom of the screen to set up conference. Ensure you are on active call with one of the parties with whom you wish to create a conference.
Press conf softkey
Dial number or select contact of required user
When additional party answers press softkey again.

Personal Voicemail: When a voicemail has been left, light at top right of phone will flash red and a voicemail icon will appear on top right of screen. To access messages that have been left, press the Voicemail softkey that has been configured on bottom of screen. Enter PIN code and # when prompted (default is 2580).

Note: For group voicemail there will be a specific key configured on your phone for accessing voicemails left in group mailboxes.

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