QUICK REFERENCE GUIDE

6873i IP PHONE FOR CLEARSPAN®

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. Swipe up and down to scroll through the entries, select the entry to redial, and press the **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

Press the [ ] key to mute the handset, headset, and speakerphone. The light next to the mute button flashes when mute is activated.

ADJUSTING THE VOLUME

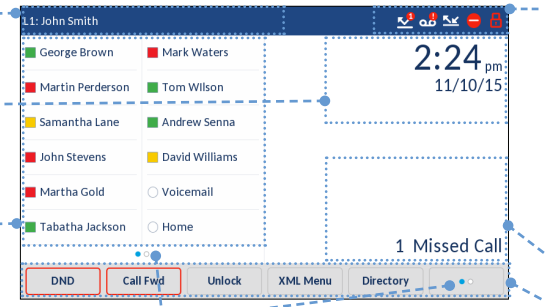
Press the [ ] buttons during a call to change the volume at which you hear the other parties in the call.

Press the [ ] buttons when you are not on a call to change the volume of the phone's ringer.

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

Phone/Line Status Indicators:

- Missed Calls
- Voicemail
- Call Forward
- Do Not Disturb
- Phone Locked

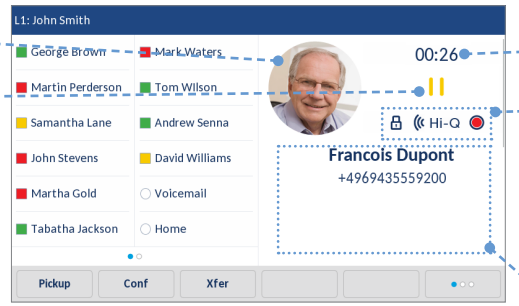
Status Messages

Bottom Softkeys

More Softkeys:
Dots indicate the number of softkey "pages" and their relative position.
Press the "More" bottom softkey to switch bottom softkey pages.
Swipe left and right in the top softkey area to switch top softkey pages.

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

Note:
No icon indicates that the call is active.

Call Timer

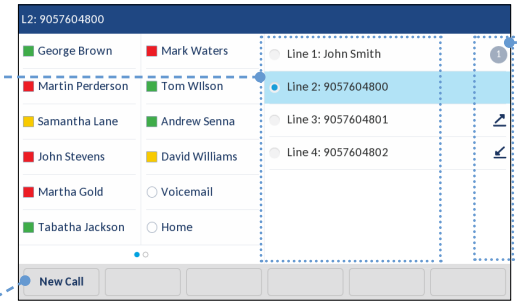
Call Feature Indicators:

- TLS/SRTP Encryption
- Hi-Q Mitel Hi-Q™
- Active VoIP Recording

Caller ID

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 *Touchscreen UI Navigation* for more details.

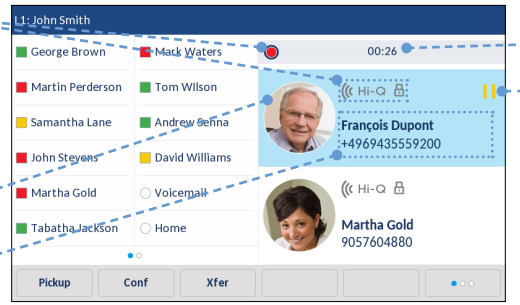
Line Usage Indicators:
Indicates the number of connected calls on the respective line or if the line is in an incoming/outgoing ringing state.

- Incoming Call
- Outgoing Call

New Call Key:
When a line is not in use, a New Call key is available allowing you to dial out using the selected line.

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

Call Timer

Call Status Indicators:

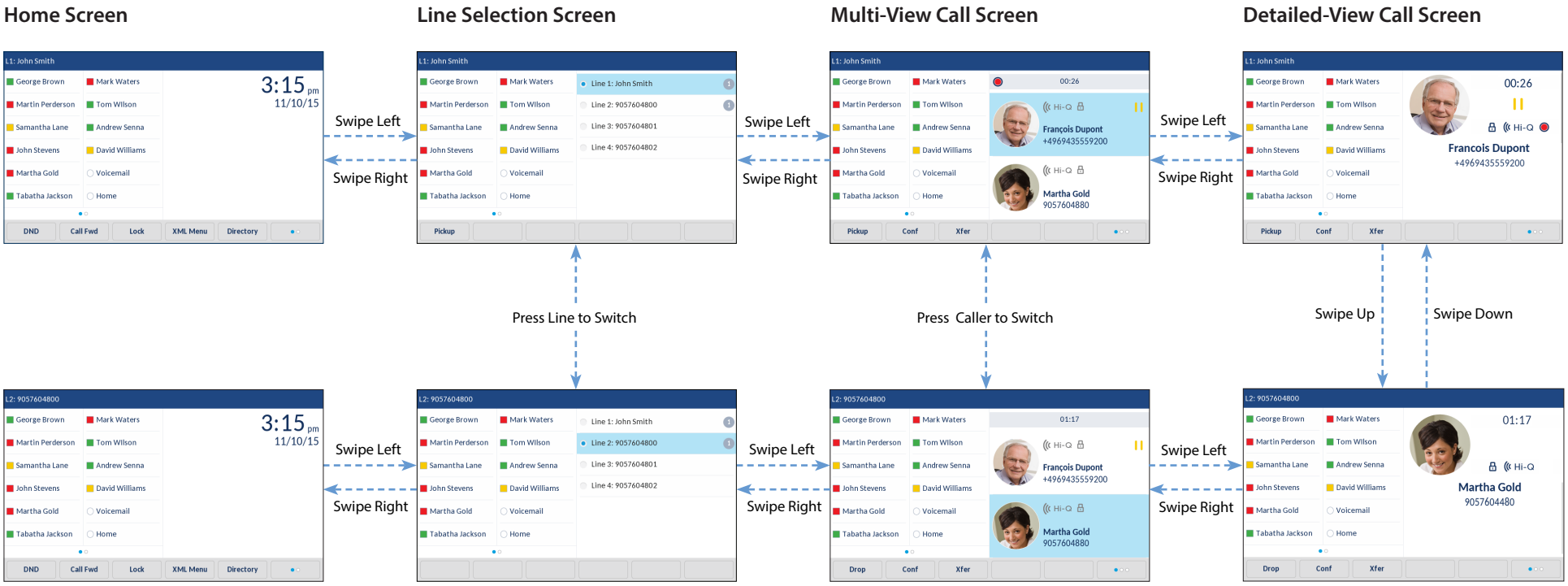
- On Hold
- Incoming Call
- Outgoing Call
- Conference Call

Note:
No icon indicates that the call is active.

Touchscreen UI Navigation

UI navigation is easily performed using the LCD touchscreen. Swipe left and right in the top softkey area to switch softkey pages. Swipe left and right on the area to the right of the top softkeys to switch to the line and call screens, and swipe up and down to scroll through the different lines or calls on the respective screen. To select a line, call, or any other item, simply press the item on the screen.

NOTE: The Detailed-View Call Screen is only accessible when at least one call is in a ringing or connected state. The Multi-View Call Screen is only accessible when more than one call is in a ringing or connected state.



ADVANCED CALL HANDLING

The 6873i 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 an active call with the party you wish to transfer.
2. If you are already connected to the transfer recipient, press the recipient on screen and then 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 Fwd** softkey. The Call Forward screen displays.
2. Use the touchscreen to select the options for All, Busy, or No Answer call forwarding.
3. Press **Save**.

DIRECTORY LOOKUP

Directory Lookup allows you to search an LDAP or Outlook directory.

1. Press the softkey configured 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. Use the **Page Up** and **Page Down** softkeys to scroll through the entries.
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 **Cancel**.

CALL LOG

The Call Log contains the call history stored on the server.

1. Press the programmed **Call Log** softkey.
2. Select **Dialed**, **Received**, or **Missed**.
3. Use the **Page Up** and **Page Down** softkeys 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 SpeedDial**.

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 swiping up or down. If you would like to view additional contact details, press the contact on screen and press the **Details** softkey.
4. Press the **Dial** softkey to place a call to the entry.

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