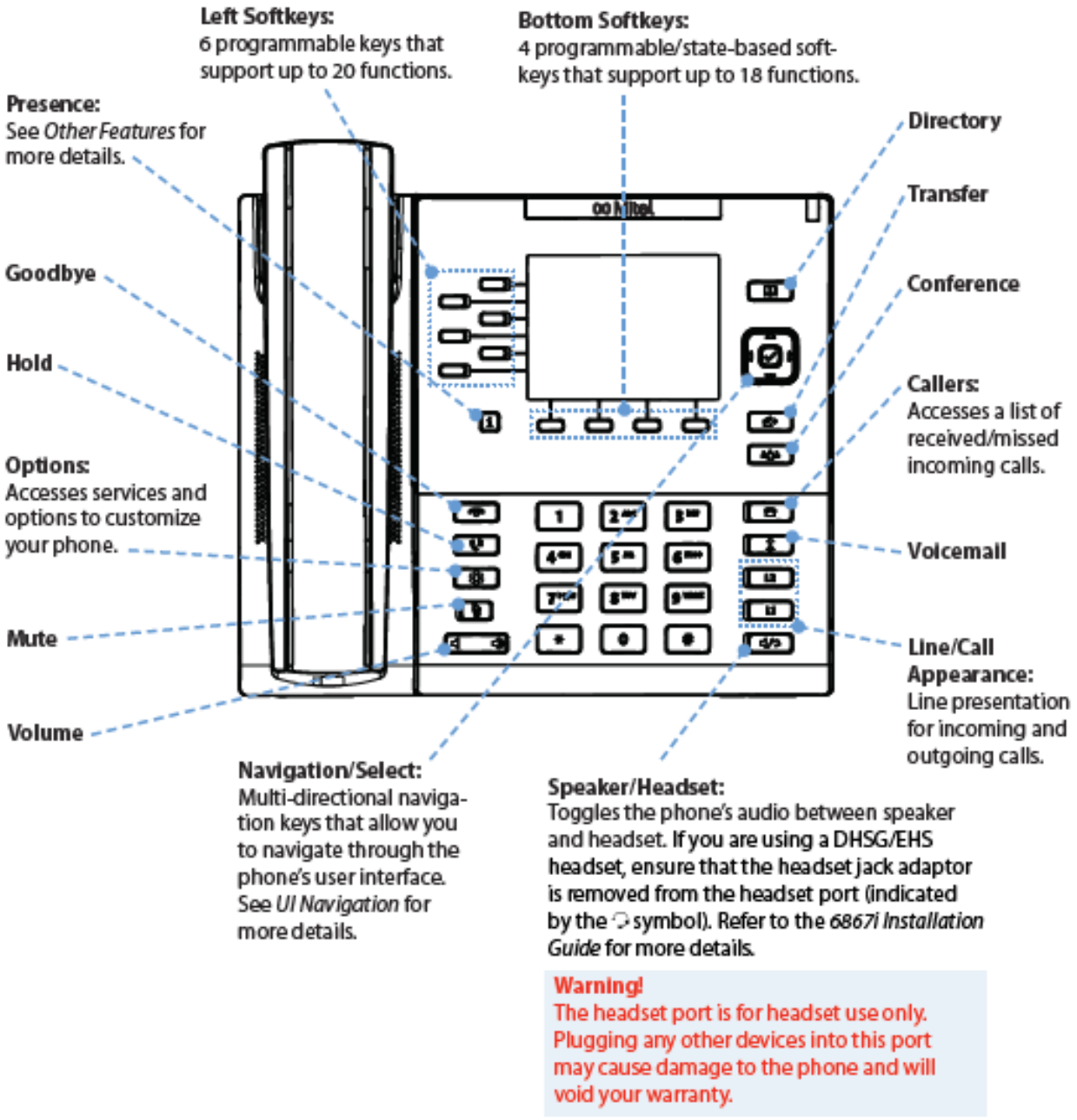
VoIP 101

Welcome to your new Mitel 6867i phone.

The “67i” is the default VoIP (Voice over Internet Protocol) phone for IUP. It comes with 2 call appearances of your phone number (buttons L1 and L2), speakerphone, call transfer, forwarding, conferencing, voicemail, and many other capabilities. Please explore the buttons on your phone (as shown below) and see what will be useful for you.


Left Softkeys:
6 programmable keys that support up to 20 functions.
Bottom Softkeys:
4 programmable/state-based soft-keys that support up to 18 functions.
Presence:
See *Other Features* for more details.
Directory
Transfer
Goodbye
Conference
Hold
Callers:
Accesses a list of received/missed incoming calls.
Options:
Accesses services and options to customize your phone.
Voicemail
Mute
Line/Call Appearance:
Line presentation for incoming and outgoing calls.
Volume
Navigation/Select:
Multi-directional navigation keys that allow you to navigate through the phone's user interface. See *UI Navigation* for more details.
Speaker/Headset:
Toggles the phone's audio between speaker and headset. If you are using a DHSG/EHS headset, ensure that the headset jack adaptor is removed from the headset port (indicated by the symbol). Refer to the *6867i Installation Guide* for more details.
Warning!
The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

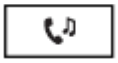
1. **Placing a Call**
    a. Take the phone off-hook by either lifting the handset, pressing the L1 or L2 button, or by pressing the green **Speakerphone** button at the bottom right of the phone.
        i. When using the hands-free **Speakerphone**, you can dial either by pressing the number or first pressing the **Speakerphone** button, and then dialing the number once you hear the dial tone.
    b. Enter the phone number to be dialed
        i. 7 + the 4-digit extension of another IUP VoIP phone
        ii. 9 + a 10-digit number if making a call to a non-VoIP phone at IUP or to an off-campus number
    c. Your call should be ringing.

2. **Answering a Call**
    a. Lift the handset or press the blinking L1 or L2 button or press the **Speakerphone** button for handsfree operation.

3. **Ending a Call**
    a. Place the handset on its cradle or press the red **Goodbye** button in the lower left set of keys.

4. **Ignoring a Call**
    a. Press the red **Goodbye** button or the **Ignore** softkey (below the display) when the phone is ringing.

5. **Muting a Call**
    a. Press the **Mute** button in the bottom left set of keys.
    b. Press the **Mute** button again to unmute the call.

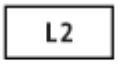
6. **Placing a Call on Hold**
    a. During a call, press the **Hold** button  on the lower left set of buttons.

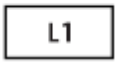
b. While a call is on Hold, a timer on the display will start, and the Line and Message Waiting Indicator lights will flash evenly.
c. To resume the call, press the Hold or the flashing Line button.

7. Volume

a. You can adjust the volume of a call you are on by using the **Rocker Switch** in the bottom left set of keys.
b. You can adjust the volume of the ringer by using the **Rocker Switch** when you are not on a call.

8. **Call Appearances**

a. There are 2 **Call Appearance** buttons on the phone, labeled L1 and L2 



. These buttons enable you to be in a conversation on one line while receiving another call at the same number. You will hear a sound when the second call begins and will be able to see who is calling on the display. If you wish to take the second call, place the first caller on **Hold** by pressing the blinking Line button.

9. Message Waiting Indicator Light

a. The **Message Waiting Indicator Light (MWI)** is located at the top right of the phone.
b. A slow flash of the **MWI** indicates that you have a new message.
c. A rapid flash of the **MWI** indicates an incoming call.
d. An even flash indicates that you have one or more calls on hold.

10.Softkeys

a. There are 10 softkeys on the phone; 6 to the left of the display and 4 below the display. 3 of the softkeys below the display have been programmed as follows:

Call Forward	Do Not Disturb	Speed 100	

11. **Navigation**

a. User interface navigation on the 67i can be performed by using the multi-directional navigation control located to the right of the display.

b. The left and right directions are used to switch between different screens, while the up and down directions are used to highlight and scroll through lines on the respective screens. Pressing the center **Select** button activates selected options and performs actions (such as dialing out from the Directory or received callers list).

12. Callers List

a. You can view a list of up to 200 incoming calls received on your line by pressing the Callers List button (looks like a phone) on the lower right side of the phone. The list provides the calling number, the caller's name (if known), and the date/time the call was received. Viewing the Callers List will clear your display of the **Missed Calls** notice. The **Missed Calls** notice on the display when incoming calls have not been answered. The number in the red circle indicates the number of calls that have been missed. Use the up and down arrows on the **Navigation** tool to scroll through the list of received calls. To dial a caller from the list, browse to the call and then press the **Select** button, lift the handset, press the green **Speakerphone** button, or press a line button.

13. Transferring Calls

a. While on an active call, press the **Transfer** button below the Navigation control.

b. Enter the number of the party you wish to transfer the call to – the call will automatically dial.
    i. For a "blind" transfer, press the **Transfer** button again before the receiving party answers.
    ii. For a "consultative" transfer, remain on the line to speak with the called party to let them know that you are transferring a call to them, then press the **Transfer** button again.

14.Conference Calls

a. You can create a conference call with up to 15 participants on the 67i.
    i. Connect to the first party.
    ii. Press the **Conference** button (below the **Transfer** button) then dial the number of the next party to be added to the call.
    iii. Wait for the new party to answer then announce the conference.
    iv. Press the **Conference** button to connect the three parties.
    v. To add more participants, repeat steps i – iv.

15.Call Forwarding

a. Use the configured **Call Forward** softkey on your phone to automatically forward incoming calls to another number. Press the softkey, then use the **Navigation** up or down arrows to select options for *All Calls*, *Busy*, or *No Answer*.
b. Enter telephone numbers using the dialpad for any of the following states:
    i. *All*: forwards all incoming calls to the specified number.
    ii. *Busy*: forwards incoming calls to the specified number if the line is currently being used for another call.
    iii. *No Answer*: forwards incoming calls to the specified number if the call is not answered in a specified number of rings. In this state, navigate to the "No. Rings" field and press the left or right arrows to select the desired number of rings.

c. Using the down arrow navigation, move to the “On” checkbox beside the respective **Call Forward** mode(s) and press the select button to enable that mode.
d. Press the “Save” softkey to save your changes.

16.Do Not Disturb

a. Press the programmed **DND** softkey to turn on the **Do Not Disturb** function. When this is turned on the phone will not ring or receive incoming calls. Incoming calls will be directed to your voicemail.
b. Press the **DND** softkey again to turn off the function.

17.Speed Dial

a. **Speed 100** is a programmed softkey on your phone. This enables you to program up to 100 speed dial numbers that can be accessed with fewer button presses.
b. Start by pressing the **Speed 100** softkey and selecting the “Options” softkey.
c. Select the “Add” function, then follow the screen choices.
    i. Enter a 2-digit code between 00 and 99.
    ii. Enter a phone number for that code (no spaces or hyphens, just numbers).
    iii. Enter a name for the phone number.
        1. Spell out the name by pressing a number button one, two, three, or four times for each letter in the name.
        2. Use the softkey to put spaces in the name.
    iv. When the entire name has been entered, select “Done”.
d. Once a name has been added to **Speed 100** it will appear in a list when you press **Speed 100**.
    i. Navigate to the name in the list you wish to call, then press the “Dial” softkey.

18.Directory

a. The Directory button on the upper right side of the 67i enables you to look up the phone number for anyone at IUP.

i. Press the **Directory** button and begin to enter either the first or last name of the person you would like to find.
    1. Spell out the name by pressing a number button one, two, three, or four times for each letter in the name.
    2. Use the softkey to put spaces in the name.
    3. Partial names can also be entered.
ii. Use the "Lookup" softkey or **Navigation** select key to start the search.
iii. When the search is complete, use the **Navigation** up or down arrows to select the person you are looking for.
iv. Use the "Dial" softkey to call the person you have selected.

19. Options

a. The **Options** button in the lower left set of buttons allows you to customize certain features on your phone such as ring tones and display settings. After pressing the **Options** button, use the **Navigation** up or down arrows to view options and select choices.
    i. **Call Forward**: works the same way as the softkey described above.
    ii. Preferences:
        1. Ring Tones
        2. Display
        3. Speed Dial Edit
        4. Dialpad
        5. Audio
        6. Date and Time
        7. Language
    iii. Phone Status
    iv. Password
    v. Admin Menu
    vi. Restart Phone
    vii. Lock Phone

20.Voicemail

a. You can access **Voicemail** by pressing the **Voicemail** button ∞ in the lower right set of buttons on your phone or by dialing **724-357-1287** if you are away from your phone.
b. The first time you enter the **Voicemail** system you should enter the default passcode of **701798** when prompted. You will then be asked to change the passcode and to record your name. Your new passcode must be between 6 and 12 numeric characters and cannot include your extension/phone number.
c. It is recommended that you record Busy and No Answer Greetings immediately, as shown below in **Access Voice Messages**.
d. In the **Voicemail** system, choose from the following options:
    i. Access Voice Messages – press 1
        1. Press 1 to listen to messages
            a. Press # to save the message
            b. Press 7 to delete the message
            c. Press 2 to repeat the message
            d. Press 5 to hear the Message Envelope (information about the call date, time, and caller)
            e. Press 9 for additional options
                i. Press 1 to reply to the message
                ii. Press 2 to forward the message
        2. Press 2 to access the **Busy Greeting** menu
            a. Press 1 to record a new Busy Greeting
            b. Press 2 to listen to the current Busy Greeting

c. Press 3 to revert to the default Busy Greeting
d. Press # to repeat the options
e. Press * to return to the previous menu

3. Press 3 to access the **No Answer Greeting** menu
    a. Press 1 to record a new No Answer Greeting
    b. Press 2 to listen to the current No Answer Greeting
    c. Press 3 to revert to the default No Answer Greeting
    d. Press # to repeat the options
    e. Press * to return to the previous menu
4. Press 4 to access the **Extended Away Greeting** menu
    a. Press 3 to record a new Extended Away Greeting
    b. Press # to repeat the options
    c. Press * to return to the previous menu

Note: Extended Away is a special type of No Answer Greeting that (when activated) automatically deactivates the No Answer Greeting. When the Extended Away Greeting is deactivated, it automatically activates the No Answer Greeting.

5. Press 5 to access the **Compose New Message** menu
    a. Press 3 to send a message to a specific person(s)
    b. Press 1 to change the current message
    c. Press 2 to listen to the current message
    d. Press 6 to set or clear an Urgent Indicator

e. Press 7 to set or clear a Confidential Indicator
f. Press # to repeat the options
g. Press * to return to the previous menu

6. Press 7 to delete all messages
7. Press # to repeat the options
8. Press * to return to the previous menu

ii. Record Greetings – press 3

1. Press 1 to record your **Name**
    a. Press 1 to record your name
    b. Press 2 to play current recording
    c. Press # to repeat the options
    d. Press * to return to the previous menu
2. Press 2 to record a **Conference Greeting**
    a. Press 1 to activate the Conference Greeting
    b. Press 2 to deactivate the Conference Greeting
    c. Press 3 to record a new Conference Greeting
    d. Press 4 to listen to the current Conference Greeting
    e. Press # to repeat the options
    f. Press * to return to the previous menu
3. Press # to repeat the options
4. Press * to return to the previous menu

iii. Record Announcements – press 5

1. Press 1 to record an **Audio Announcement**
    a. Press 1 to accept the recording

b. Press 2 to reject and re-record the announcement
c. Press # to repeat the options
d. Press * to return to the previous menu

2. Press # to repeat the options
3. Press * to return to the previous menu

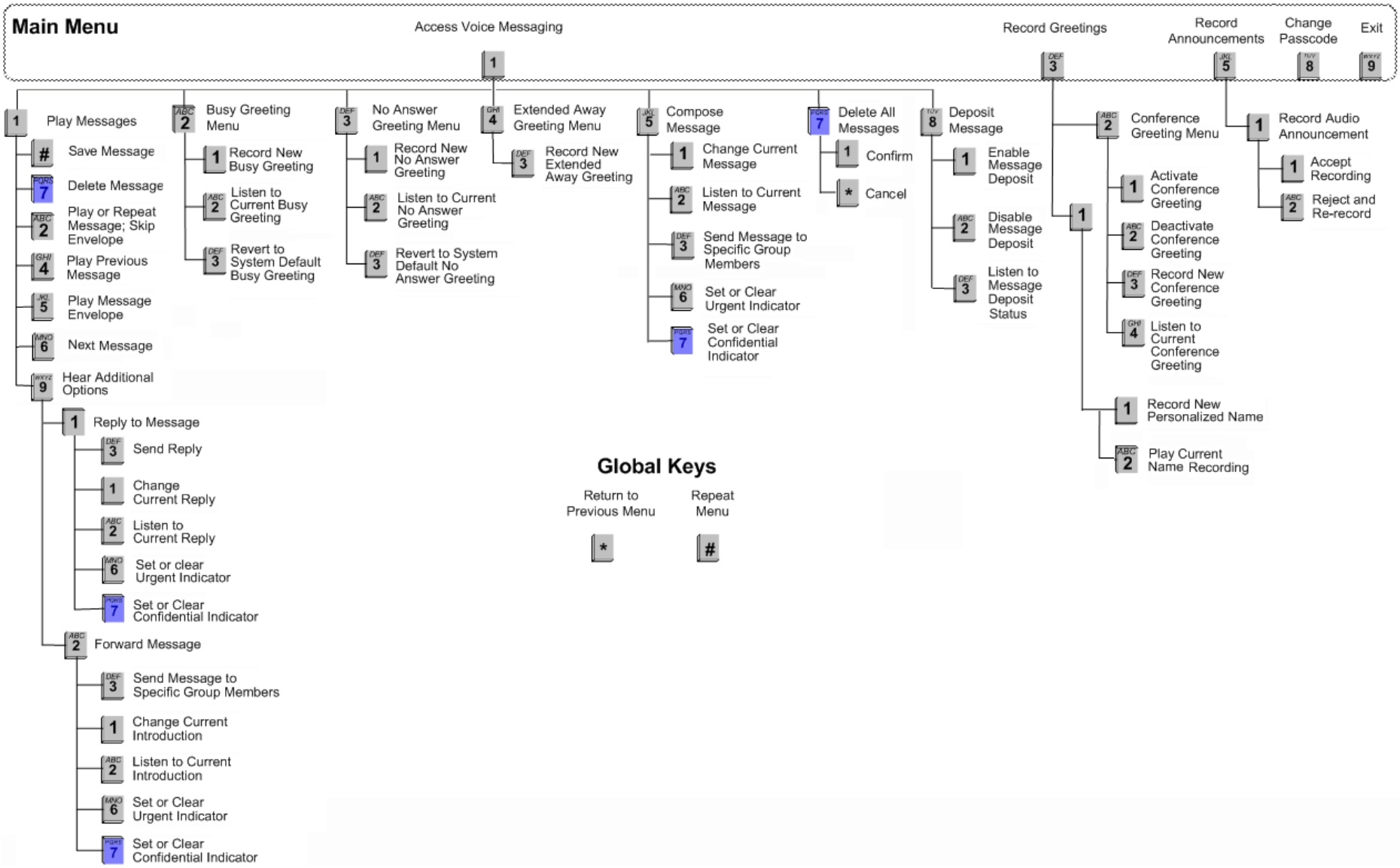
iv. Change Passcode – press 8

1. Press # to enter a new passcode (followed by #)
2. Press * to return to the previous menu

v. Exit the Voice Portal – press 9

vi. Repeat the Menu – press #

Note: When a voicemail is left in your mailbox you will also receive an email notification to alert you to the voicemail.


Main Menu
Access Voice Messaging
1
Record Greetings
3
Record Announcements
5
Change Passcode
8
Exit
9
1 Play Messages
Save Message
7 Delete Message
2 Play or Repeat Message; Skip Envelope
4 Play Previous Message
5 Play Message Envelope
6 Next Message
9 Hear Additional Options
1 Reply to Message
3 Send Reply
1 Change Current Reply
2 Listen to Current Reply
6 Set or clear Urgent Indicator
7 Set or Clear Confidential Indicator
2 Forward Message
3 Send Message to Specific Group Members
1 Change Current Introduction
2 Listen to Current Introduction
6 Set or Clear Urgent Indicator
7 Set or Clear Confidential Indicator
2 Busy Greeting Menu
1 Record New Busy Greeting
2 Listen to Current Busy Greeting
3 Revert to System Default Busy Greeting
3 No Answer Greeting Menu
1 Record New No Answer Greeting
2 Listen to Current No Answer Greeting
3 Revert to System Default No Answer Greeting
4 Extended Away Greeting Menu
3 Record New Extended Away Greeting
5 Compose Message
1 Change Current Message
2 Listen to Current Message
3 Send Message to Specific Group Members
6 Set or Clear Urgent Indicator
7 Set or Clear Confidential Indicator
7 Delete All Messages
1 Confirm
* Cancel
8 Deposit Message
1 Enable Message Deposit
2 Disable Message Deposit
3 Listen to Message Deposit Status
2 Conference Greeting Menu
1 Activate Conference Greeting
2 Deactivate Conference Greeting
3 Record New Conference Greeting
4 Listen to Current Conference Greeting
1
1 Record New Personalized Name
2 Play Current Name Recording
5 Record Audio Announcement
1 Accept Recording
2 Reject and Re-record
Global Keys
Return to Previous Menu
*
Repeat Menu
#