



# Mitel (Aastra) 6873i Phone

## Quick Reference Guide

Green Platform



Available features may vary. Particular feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

### Call Handling Basics

#### Answer a call

Lift the handset or press the speaker key.

#### Place a call

Lift the handset or press the speaker key then dial the extension or phone number. Alternately, dial the destination number then lift the handset to send the call. No 8, 9, or 1 before the telephone number.

#### End a call

Hang up the handset or press the Goodbye key.

#### Mute

Press the Mute key to mute your audio while on a call. Press again to disengage.

#### Hold

Press the Hold key to place the selected call on hold. To resume, press the corresponding **Line Key**. Hold places the call on hold on your line only.

### Advanced Call Handling

#### Blind Transfer (Unannounced)

Blind transfers pass through the caller ID of the originating caller to the third party.

- Tap the **Xfer** soft key to place the first call on hold.
- Input the destination extension or phone number.
- Tap the **Xfer** soft key to complete the transfer.

Transfer directly to an internal voicemail box by dialing 7 plus the extension as the destination number

#### Announced Transfer

- Tap the **Xfer** soft key to place the first call on hold.
- Input the destination extension or phone number then press the **Dial** soft key. Remain on the line while the second call connects.
- To complete the transfer after talking to the third party, hang up or tap the **Xfer** soft key.
- To cancel the transfer and go back to the original caller, tap the **Drop** soft key.

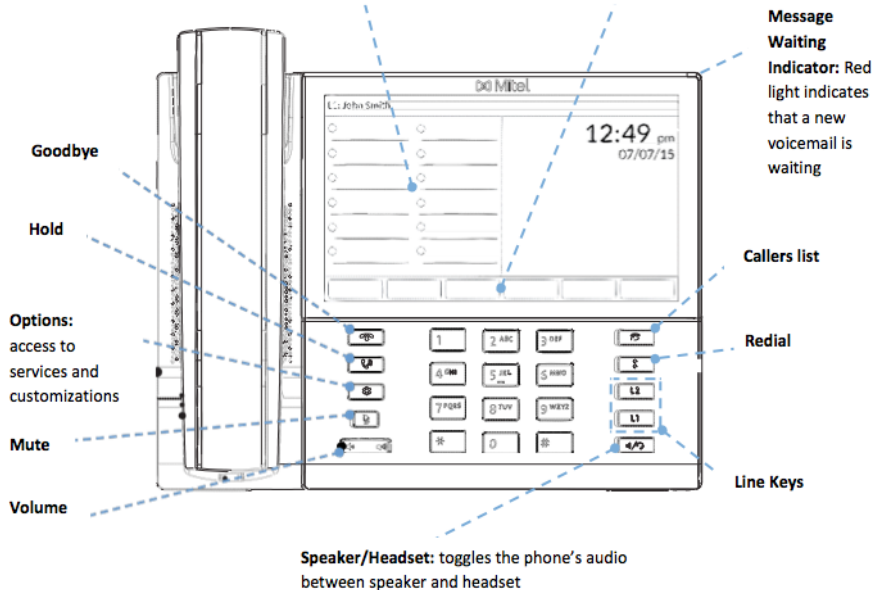
#### Conference (Three Way) Call

- Tap the **Conf** soft key to place the first call on hold.
- Input the phone number or extension then press the Dial soft key. Remain on the line while the second call connects.
- Tap the **Conf** soft key to join the calls.

While on a conference call, hang up your phone to remove all parties from the conference. Alternately, press the **Leave** soft key to hang up your line but keep the others intact.

**Top Soft keys:** 12 programmable touchscreen keys that support up to 48 functions

**Bottom Soft keys:** 6 programmable/state-based touchscreen keys that support up to 30 functions



## Advanced Features

### Voicemail

Tap the **Voicemail** key to access voicemail from your phone.

To access voicemail from outside the office, call your direct number then press \* during the voicemail greeting.

Accessing the voicemail system allows you to setup the account, check messages, change greetings, and so on. Simply follow the voice prompts.

### Directory

Tap the **Directory** key to access a company directory that stores up to 200 company extensions. Use the up and down navigation keys to move between the entries.

### Pickup

Tap the **Pickup** key to retrieve a call ringing to another user in your pickup group. Pickup groups are configured by account administrators.

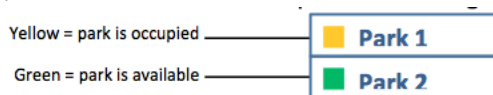
### Do Not Disturb

Press the top **DND** (Do Not Disturb) key to turn feature on/off. When engaged, all direct calls go to the extension's voicemail box. Outbound calls may be made normally.

### Park

Park is a 'shared' hold. A parked call can be seen and accessed by all desk phones at the site.

- To park a call, press one of the available **Park** keys. This transfers the call to that parking orbit and illuminates the key's light.
- To retrieve a parked call, from any of the site's desk phones, tap the appropriate park button.



### Page

Tap the Page key to initiate, speak the message over the handset, then hang up.

### Intercom

Tap the **Intercom** key followed by an extension to initiate an intercom-type call. Intercom calls are auto-answered at the receiving phone as long as it is not already in use.

### Redial

Press the (redial) key once to access a list of the 100 most recent calls received. Use the navigation keys to review the list as well as to call back recently dialed calls.

### Callers List

Tap the (callers list) key once to access a list of the 200 most recently received calls. Use the navigation keys to review the list as well as to call back recent callers.

### Forward

Call forwarding of your line/extension may be enabled from the phone.

- To enable, dial \*72 plus the 10 digit phone number or extension to which all direct calls should be forwarded then pick up the handset to send the command. The phone will emit a stutter tone then hang up.
- To disable, dial \*73 then pick up the handset to send the command. The phone will emit a stutter tone then hang up.