

# SIP Phones

SIP Phones

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## Table of Contents

<b>1</b>	<b>About this guide .....</b>	<b>9</b>
<b>2</b>	<b>Mitel Deskphones.....</b>	<b>10</b>
2.1	General information about Mitel deskphones.....	10
2.1.1	Supported deskphone models.....	10
2.1.2	Supported expansion models .....	12
2.1.2.1	Keys.....	12
2.2	Mitel Deskphone 6863.....	13
2.2.1	Quick Reference guide .....	13
2.2.1.1	Getting started .....	14
2.2.1.2	Move call.....	17
2.3	Mitel Deskphone 6865.....	19
2.3.1	Quick Reference Guide.....	19
2.3.1.1	Getting started .....	19
2.3.1.2	Record a call .....	23
2.3.2	Advanced call handling.....	23
2.3.2.1	Extensions .....	23
2.4	Mitel Deskphone 6867.....	26
2.4.1	Quick Reference Guide.....	26
2.4.1.1	Getting started .....	26
2.4.1.2	Prerequisites .....	26
2.4.1.3	Logging in or logging off from free seating phone .....	26
2.4.1.4	Navigating the Phone .....	27
2.4.2	Basic call handling .....	29
2.4.2.1	Calling a user .....	29
2.4.2.2	Answering an Incoming Call .....	29
2.4.2.3	Missed Calls .....	29
2.4.2.4	Outgoing Calls .....	29
2.4.2.5	Transferring calls.....	30
2.4.2.6	Holding calls.....	30
2.4.2.7	Conference .....	30
2.4.2.8	Presence .....	31
2.4.2.9	Recording .....	31

2.4.2.10	Move call.....	31
2.4.3	Advanced call handling.....	31
2.4.3.1	Extensions .....	31
2.4.3.2	Intercom .....	33
2.4.3.3	Voicemail .....	33
2.4.3.4	Group Voicemail.....	33
2.4.3.5	Directories (Contacts) .....	34
2.5	Mitel Deskphone 6869.....	34
2.5.1	Quick Reference Guide.....	34
2.5.1.1	Getting started .....	34
2.5.1.2	Prerequisites .....	34
2.5.1.3	Logging in or logging off from free seating phone .....	34
2.5.1.4	Navigating the phone .....	35
2.5.1.5	Calling a user .....	37
2.5.1.6	Answering an Incoming Call .....	37
2.5.1.7	Missed Calls .....	37
2.5.1.8	Outgoing Calls .....	37
2.5.1.9	Transferring calls.....	38
2.5.1.10	Holding and resume calls .....	38
2.5.1.11	Parking and picking up calls.....	38
2.5.1.12	Conference .....	38
2.5.1.13	Presence .....	39
2.5.1.14	Recording .....	39
2.5.1.15	Move call.....	39
2.5.2	Advanced call handling.....	39
2.5.2.1	Extensions .....	39
2.5.2.2	Intercom .....	41
2.5.2.3	Voicemail .....	41
2.5.2.4	Group Voicemail.....	41
2.5.2.5	Directories (Contacts) .....	42
2.6	Mitel Deskphone 6873.....	42
2.6.1	Quick Reference Guide.....	42
2.6.1.1	Getting started .....	42
2.6.1.2	Prerequisites .....	42
2.6.1.3	Logging in or logging off from free seating phone .....	42

2.6.1.4	Navigating the Phone .....	43
2.6.1.5	Calling a user .....	45
2.6.1.6	Answering an Incoming Call .....	45
2.6.1.7	Missed Calls .....	45
2.6.1.8	Outgoing Calls .....	45
2.6.1.9	Transferring calls.....	46
2.6.1.10	Holding and resume calls .....	46
2.6.1.11	Parking and picking up calls.....	46
2.6.1.12	Conference .....	46
2.6.1.13	Presence .....	47
2.6.1.14	Recording .....	47
2.6.1.15	Move call.....	47
2.6.2	Advanced call handling.....	48
2.6.2.1	Extensions .....	48
2.6.2.2	Intercom .....	49
2.6.2.3	Voicemail .....	49
2.6.2.4	Group Voicemail.....	49
2.6.2.5	Directories (Contacts) .....	50
2.7	MiVoice Deskphone 6920 .....	50
2.7.1	Quick Reference Guide.....	50
2.7.1.1	Getting started .....	50
2.7.1.2	Prerequisites .....	50
2.7.1.3	Navigating the Phone .....	50
2.7.2	Basic call handling .....	53
2.7.2.1	Calling a user .....	53
2.7.2.2	Answering an Incoming Call .....	53
2.7.2.3	Missed Calls .....	53
2.7.2.4	Outgoing Calls .....	54
2.7.2.5	Transferring calls.....	54
2.7.2.6	Holding calls.....	54
2.7.2.7	Conference .....	54
2.7.2.8	Presence .....	54
2.7.2.9	Recording .....	55
2.7.2.10	Move call.....	55
2.7.3	Advanced call handling.....	55

2.7.3.1	Extensions .....	55
2.7.3.2	Intercom .....	56
2.7.3.3	Voicemail .....	56
2.7.3.4	Group Voicemail.....	56
2.7.3.5	Directories (Contacts) .....	57
2.8	<b>MiVoice Deskphone 6930 .....</b>	<b>57</b>
2.8.1	Quick Reference Guide.....	57
2.8.1.1	Getting started .....	57
2.8.1.2	Prerequisites .....	57
2.8.1.3	Navigating the phone .....	58
2.8.1.4	Logging in or logging off from free seating phone .....	59
2.8.2	Basic call handling .....	60
2.8.2.1	Calling a user .....	60
2.8.2.2	Answering an Incoming Call .....	60
2.8.2.3	Missed Calls .....	60
2.8.2.4	Outgoing Calls .....	60
2.8.2.5	Transferring calls.....	61
2.8.2.6	Holding and resume calls .....	61
2.8.2.7	Parking and picking up calls.....	61
2.8.2.8	Conference .....	61
2.8.2.9	Presence .....	61
2.8.2.10	Recording .....	61
2.8.2.11	Move call.....	62
2.8.3	Advanced call handling.....	62
2.8.3.1	Extensions .....	62
2.8.3.2	Intercom .....	62
2.8.3.3	Voicemail .....	63
2.8.3.4	Group Voicemail.....	63
2.8.3.5	Directories (Contacts) .....	63
2.9	<b>MiVoice Deskphone 6940 .....</b>	<b>64</b>
2.9.1	Quick Reference Guide.....	64
2.9.1.1	Getting started .....	64
2.9.1.2	Prerequisites .....	64
2.9.1.3	Navigating the Phone .....	64
2.9.1.4	Logging in or logging off from free seating phone .....	66

2.9.2	Basic call handling .....	66
2.9.2.1	Calling a user .....	66
2.9.2.2	Answering an Incoming Call .....	66
2.9.2.3	Missed Calls .....	66
2.9.2.4	Outgoing Calls .....	67
2.9.2.5	Transferring calls.....	67
2.9.2.6	Holding and resume calls .....	67
2.9.2.7	Parking and picking up calls.....	67
2.9.2.8	Conference .....	67
2.9.2.9	Presence .....	68
2.9.2.10	Recording .....	68
2.9.2.11	Move call.....	68
2.9.3	Advanced call handling.....	68
2.9.3.1	Extensions .....	68
2.9.3.2	Intercom .....	69
2.9.3.3	Voicemail .....	69
2.9.3.4	Group Voicemail.....	69
2.9.3.5	Directories (Contacts) .....	70
2.10	68xx and 69xx Administration Guide.....	70
<b>3</b>	<b>Snom Desk phones .....</b>	<b>71</b>
3.1	Supported Snom phones.....	71
3.2	Snom Deskphone - logging in and out.....	72
3.2.1	Quick Reference guide .....	72
3.2.1.1	Getting started .....	72
3.3	Snom Deskphone - Calling.....	73
3.3.1	Quick Reference Guide.....	73
3.3.1.1	Calling sessions .....	73
3.4	Snom Deskphone - Call Monitoring and Pickup .....	75
3.4.1	Quick Reference Guide.....	75
3.5	Snom Deskphone - Presence Settings .....	76
3.5.1	Quick Reference Guide.....	76
3.5.1.1	Setting your presence .....	76
3.5.1.2	Recording .....	76
3.5.1.3	Shortcut keys.....	76

3.6	Snom Deskphone - Recording.....	77
3.6.1	Quick Reference Guide.....	77
3.7	Snom Deskphone - Shortcut Keys.....	78
3.7.1	Quick Reference Guide.....	78
3.7.1.1	Speed dial .....	78
3.7.1.2	Extensions .....	79
3.7.1.3	Line .....	79
3.8	Snom Deskphone - Change Ringtones.....	79
3.8.1	Quick Reference Guide.....	79
3.8.1.1	To change the ringtone on a Snom 320 .....	79
3.8.1.2	To change the ringtone on a Snom 360 or 370 .....	80
3.8.1.3	To change the ringtone on a Snom 7xx or 8xx .....	80
<b>4</b>	<b>MiVoice Conference and Video Phone .....</b>	<b>81</b>
4.1	Quick Reference guide .....	81
4.1.1	Getting started .....	81
4.1.1.1	Conference Call .....	81
<b>5</b>	<b>SIP Deskphone Product Specification .....</b>	<b>83</b>
<b>6</b>	<b>Mitel Deskphone Feature List.....</b>	<b>84</b>

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Nov 08, 2019 12:38 | SIP Phones guide

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# 1 About this guide

This guide describes the functionality in the SIP phones for end users. This guide is applicable for:

- Mitel desk phones
- Snom desk phones
- MiVoice Conference and Video Phone

The following documents are relevant to the information contained in this guide:

- Compatibility information
- Feature list
- Release notes


 System administrators, please see *SIP Deskphone Product Specification* for more information.


## 2 Mitel Deskphones

### 2.1 General information about Mitel deskphones

For general information about Mitel Deskphones, please visit <http://edocs.mitel.com/>.

#### 2.1.1 Supported deskphone models

Deskphone model






**Deskphone model**

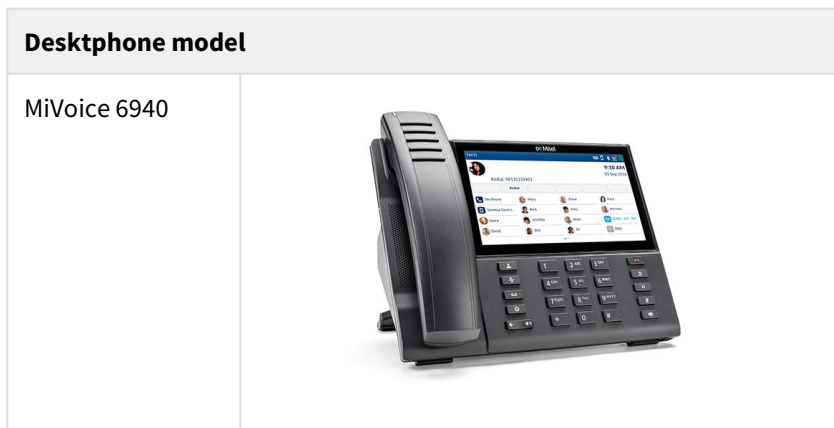


MiVoice 6920




MiVoice 6930






## 2.1.2 Supported expansion models

Expansion models	
M680i	with 68xx series
M685i	with 68xx series
M695	with 69xx series

 The Mitel 68 series consists of handset, screen, navigation/select key, numpad, option keys and softkeys.

## Using the phone

 An administrator can configure the function of the keys on your phone. Ask your administrator which function keys are configured on your phone.

### 2.1.2.1 Keys


Every function key or soft key has its own row; the columns are used to define the functionality. In the first column, the type of function is set. In the second column, a value related to the type is set. Searches for users are done in the third column, if appropriate.

**Line-key 1 (L1) and Line-key 2 (L2):**

- **L1** is always the primary user for the phone that all other settings on the phone or codes configured apply to
- **L2** should not be configured.

**Soft keys** (S-keys) are configured accordingly:

- **Line** - a line for a user
- **Phone number** - phone number that will be dialed. This could be toaster or a feature code, for example.
- **Extension** - lets the user monitor and answer incoming calls to the extension. It is not possible to call from the contact. The function key indicator will blink when there are incoming calls, and have a steady light if the line is in call.
- **Intercom** - oneway intercom channel to the configured user.
- **Voice recorder** - records the active calls (for 6867i, this can be assigned only for bottom soft keys).
- **Presence shortcut** - sets a specific presence state to the primary user (the available presence states are configured by your system administrator)
- **Call log** - displays your call log
- **Directory search** - opens the directory search
- **Favourites** - shows your contact list
- **Menu** - menu to access all features
- **Presence menu** - menu to set your presence state
- **Voice mail** - calls your voice mail number
- **Log off** - Log off from free seating
- **Speed Dial Keys** - press and hold a num pad key to dial a number

 If the phone is a free seating phone, one soft key is always configured as either a log off key or a menu key.

## 2.2 Mitel Deskphone 6863

### 2.2.1 Quick Reference guide

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## 2.2.1.1 Getting started

We recommend using the phone's user guide. For more information on handling the phone, please visit <http://edocs.mitel.com/>.

### Prerequisites

Your deskphone must be provisioned to your account, or to your organization as a free seating phone.

### Logging in or logging off from free seating phone

#### Log in

1. Enter the short number (Alias).
2. Press **Done**.
3. Enter PIN code.

Your username is displayed on the screen when the login is successful.

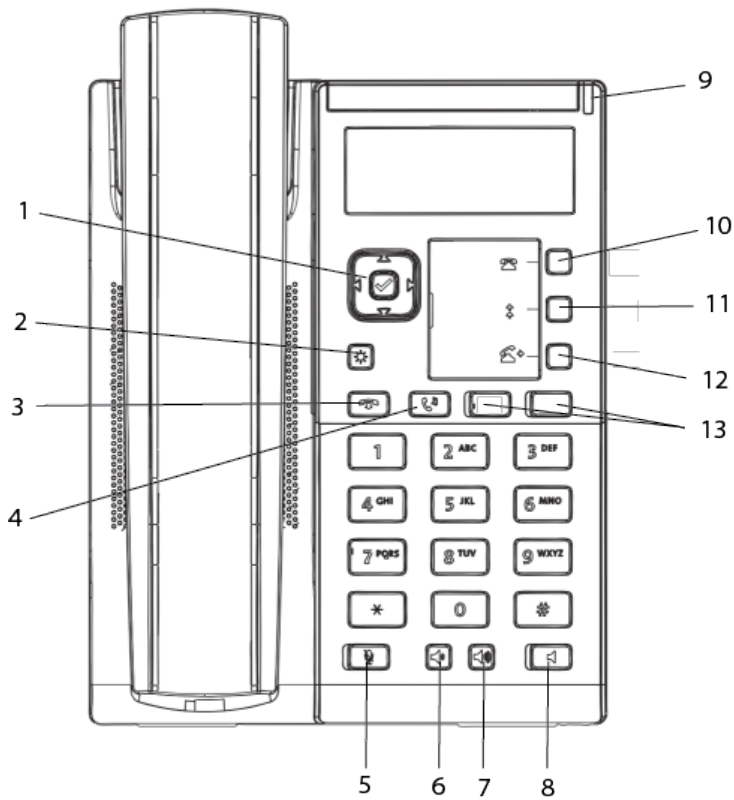
#### Log off

1. Press the **Menu** key and select **Log off all users**.
2. Press **Done**.

### Navigating the phone

The Mitel 6863 consists of handset, screen, navigation/select key, numpad, option keys, Line keys (L-keys) and Soft keys (S-keys).

L-keys and S-keys can be configured with additional functions.



Keys			
1	Navigator	8	Answer with headset or speakerphone
2	Settings	9	Indicator
3	Voicemail	10	L-key
4	On-hold	11	Navigate (L-key)
5	Mute	12	Transfer (L-key)
6	Volume Down	13	S-key
7	Volume Up		

## Basic handling

### Answering an Incoming Call

#### Answer an incoming call

1. Lift your handset or press the **Answer** button.

## Calling a user

You can call a user in many ways:

- dial the number
- press the shortcut key
- press and hold a quick dial key
- select the contact in your contact list
- search for the contact in the directory and the call

## Missed Calls

Missed calls are indicated by the **Missed Call** text on the display.

### Check missed calls

1. Press the **Menu** key and select **Call log**.
2. Navigate with the up and down key and select **Missed calls**.
3. Press **Enter**. A menu with missed calls is displayed.
4. Select the missed call with the up and down key.

## Outgoing Calls

### Make an internal call

1. Enter the number and press **Dial**.

### Make an external call

1. Enter the full number and press **Dial**.

### Dial from call log

1. Press the key. A menu is displayed.
2. Navigate with the up and down key and select **Incoming calls**.
3. Press **Enter**. A menu with incoming calls is displayed.
4. Navigate with the up and down key and select the contact to call.
5. Press **Enter**. The contact is dialled.

### Dial by S-key

1. Press the S-key that is assigned to a number you want to dial.

### Dial by speed Dial key

1. Press and hold the keypad key (1-9). The number associated with the key is called.

## Transferring calls

### Attended transfer

1. During your call, press **Transfer**. This places the call on hold.
2. Type the number to the 3rd part and press **Dial**.
3. Wait until answer.
4. Ask the 3rd party if you should transfer the call.
5. Transfer the call by pressing **Transfer**.

### Blind transfer

1. During your ongoing call, press **Transfer**.



2. Type the number to the 3rd party and press **Transfer**.

#### Holding calls


1. Press **On-Hold Music** key to put the call on hold and play on-hold music, if that is configured.
2. Press **On-Hold Music** key again to resume the hold call.

#### Conference

1. Call A-party and establish the call.
2. Go to **Settings**, then **Services**, then **Conference**.
3. Dial the B-party.
4. Wait for B-party to answer.
5. Go to **Settings**, then **Services**, then **Conference**.  
Conference is established.

#### Presence

1. Press the **Menu** key and select **Presence**.
2. Select your preferred presence, and press **Enter**.  
The selected presence state will be displayed in a few seconds.
3. Press the **Presence** shortcutkey to change back to the selected shortcutkey option, for example Office.

 The presence states listed in the menu are configured by the system administrator. Contact your administrator to add a presence state.

#### Recording

##### Record a call

1. Press the **Recording** key.

#### 2.2.1.2 Move call

##### Move call

If a call is ongoing on a device that belongs to you, for example a mobile phone or a desktop application, you can move the call to another device.

##### Move call to another device

1. Press **\*6\* #** on the **device where the call shall be move to**, to move the call.

##### Common pick up

1. Press **\*5\* #** to pick up a group members calls. (Enabled by System Administrator).

 Function codes for SIP phones can be configured as function key “Phone Number”.

## Advanced call handling

### Intercom

#### Initiate an intercom call


1. Press the **Intercom** key.  
The call is connected automatically.

#### Answer an Intercom Call

1. An intercom is answered automatically.
2. You hear the other party in the speaker, but other party cannot hear you and the **Mute** key, is lit.
3. You can press the **Mute** key to let the other party hear you.

### Move a call to a deskphone

1. In a ongoing call, press the **Move here** S-key.
2. The call will be moved to a deskphone.

 The system administrator can initiate an intercom connection on a S-key on your phone. When you press the key, a call is set up towards a predefined party and is answered automatically.

### Voicemail

#### Call voicemail system

1. Press **Voicemail** key.

#### Listen to received messages

1. The indicator is blinking slowly. If there are pending messages, the number of messages is displayed.
2. Press **Voicemail** S-key.

### Directories (Contacts)

#### Display personal contact list

1. Press the S-key configured with **Favorites** to bring up your personal contact list.

#### Search for a contact

1. Press **Menu** key and select **Directory search**.
2. Enter your search information, and press **Enter**. A list is displayed.
3. Select a contact and press **Enter**.

## 2.3 Mitel Deskphone 6865



### 2.3.1 Quick Reference Guide

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#### 2.3.1.1 Getting started

We recommend using the phone's user guide. For more information on handling the phone, please visit <http://edocs.mitel.com/>.

##### Prerequisites

Your deskphone must be provisioned to your account, or to your organization as a free seating phone.

##### Logging in or logging off from free seating phone

###### Log in

1. Enter the short (Alias) number in the field **Enter login number**.
2. Press **Enter**.
3. Enter PIN code.

Your username is displayed on the screen when the login is successful.

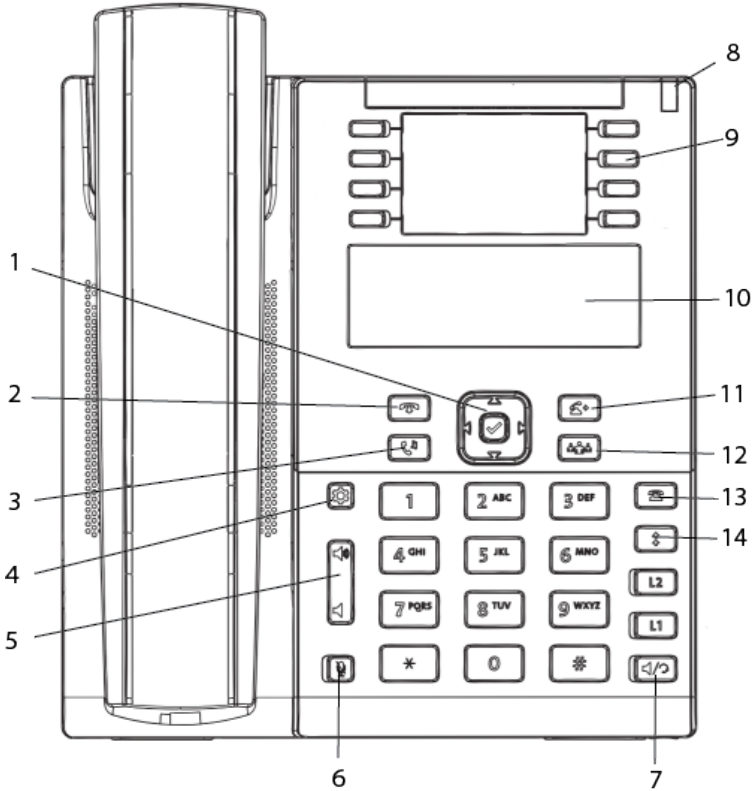
###### Log off

1. Press the **Log off** key.
2. Press **Enter**.

Navigating the phone

The Mitel 6865 consists of handset, screen, navigation/select key, numpad, option keys, Line keys (L-keys) and Soft keys (S-keys).

L-keys and S-keys can be configured with additional functions.



Keys			
1	Navigator	8	Indicator
2	End call	9	S-key(s)
3	On-hold	10	Display
4	Settings	11	Transfer/Xfer
5	Volume	12	Conference
6	Mute	13	Call log
7	Answer with headset or speakerphone	14	Outgoing calls

## Basic call handling

### Calling a user

You can call a user in many ways:

- dial the number
- press the shortcut key
- press and hold a quick dial key
- select the contact in your contact list or
- search for the contact in the directory and the call

### Answering an Incoming Call

#### **Answer an incoming call**

- Lift your handset OR press the **Answer** button.

### Missed Calls

Missed calls are indicated by the **Missed Call** text on the display.

#### **Check missed calls:**

1. Press the **Call log** key. A menu is displayed.
2. Navigate with the up and down key and select **Missed calls**.
3. Press **Select**. A menu with missed calls is displayed.
4. Check the missed call.
5. Press left arrow key to exit the call list.

### Outgoing Calls

#### **Make an internal call**

1. Enter the number and press **Dial**.

#### **Make an external call**

1. Enter the full number and press **Dial**.

#### **Dial from call log**

1. Press the **Call log**. A menu is displayed.
2. Navigate with the up and down key and select **Incoming calls**.
3. Press **Enter**. A menu with incoming calls is displayed.
4. Navigate with the up and down key and select the contact to call.
5. Press **Enter**. The contact is dialled.

#### **Dial by S-key**

1. Press the S-key that is assigned to a number you want to dial.

#### **Dial by speed Dial key**

1. Press and hold the keypad key (1-9). The number associated with the key is called.

## Transferring calls

### Attended transfer

1. During your call, press **Transfer**. This places the call on hold.
2. Type the number to the 3rd party, then press **Dial**.
3. Wait until answer.
4. Ask the 3rd party if you should transfer the call.
5. Transfer the call by pressing **Transfer**.

### Blind transfer

1. During your ongoing call, press **Transfer**.
2. Type the number to the 3rd party, and then press the **Transfer** key.

## Holding calls


1. Press the **On-Hold** key to put the call on hold and play on-hold music, if that is configured.
2. Press the **On-Hold** key again to resume the hold call.

## Conference

1. When a call is established with one party, press the **Conference** key and enter the number to the third party.
2. Press **Dial**. The other party is put on hold.
3. After the third party has answered: press the **Conference** key to start the conference.

## Presence

1. Press the **Presence** S-key. The **Presence** menu is displayed.
2. Select your preferred presence, and press **Enter**.  
The selected presence state will be displayed in a few seconds.
3. Press **Presence** to change back to the selected option, for example Office.

 The presence states listed in the menu are configured by the system administrator. Contact your administrator to add a presence state.

## Recording

### 2.3.1.2 Record a call

1. Press the **Recording** S-key.

## Move call

### Move call

If a call is ongoing on a device that belongs to you, for example a mobile phone or a desktop application, you can move the call to another device.

#### Move call to another device

1. Press **\*6\* #** on the **device where the call shall be move to**, to move the call.

#### Common pick up

1. Press **\*5\* #** to pick up a group members calls. (Enabled by System Administrator).

 Function codes for SIP phones can be configured as function key “Phone Number”.

## 2.3.2 Advanced call handling

### 2.3.2.1 Extensions

#### Answer a call to an extension


1. The **Extension** function indicator is flashing.
2. Press the **Extension** S-key to answer the call.

#### Answer a monitored extension call during an ongoing call

1. Park the ongoing call by pressing the **Park** S-key.
2. Press the **Extension** S-key to answer the monitored call.

#### Move a call to a deskphone

1. In a ongoing call, press the **Move here** S-key.
2. The call will be moved to a deskphone.

 Other extensions can be monitored from function keys on your telephone. The monitoring keys are called **Extension**. When the monitored extension is busy in a call, the indicator next to the function key is lit in red. If the extension is free the indicator color is green.




## Intercom

### Initiate an intercom call

1. Press the **Intercom** S-key. The call is connected automatically.

### Answer an Intercom Call

1. An intercom call is answered automatically.
2. You hear the other party in the speaker, but other party cannot hear you and the **Mute** key, is lit.
3. Press the **Mute** key to let the other party hear you.

 The system administrator can initiate an intercom connection on a S-key on your phone. When you press the key, a call is set up towards a predefined party and is answered automatically.

## Voicemail

### Call voicemail system

1. Press **Voicemail** S-key.

### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Voicemail** S-key.


## Group Voicemail

### Call voicemail system

1. Press **Group Voice Inbox** S-key.

### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Group Voice Inbox** S-key.

 The system administrator can initiate a Group Inbox key on your phone. Each Group Inbox key monitors one Group Inbox function number. You may only monitor groups where the main user (line 1) is member. In the voice mail call, messages may be handled using keys (DTMF) described in the User Portal Inbox menu.

## Directories (Contacts)

### Display personal contact list

1. Press the S-key configured with **Favorites** to bring up your personal contact list.

### Search for a contact

1. Press the **Directory search** S-key. The Directory search is displayed.
2. Enter your search information, and press **Enter**. A list is displayed.
3. Select a contact and press **Enter**.

## 2.4 Mitel Deskphone 6867



### 2.4.1 Quick Reference Guide

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#### 2.4.1.1 Getting started

We recommend using the phone's user guide. For more information on handling the phone, please visit <http://edocs.mitel.com/>.

#### 2.4.1.2 Prerequisites

Your deskphone must be provisioned to your account, or to your organization as a free seating phone.

#### 2.4.1.3 Logging in or logging off from free seating phone

##### Log in

1. Enter the short (Alias) number in the field **Enter login number**.
2. Press **Enter**.
3. Enter PIN code.

Your username is displayed on the screen when the login is successful.

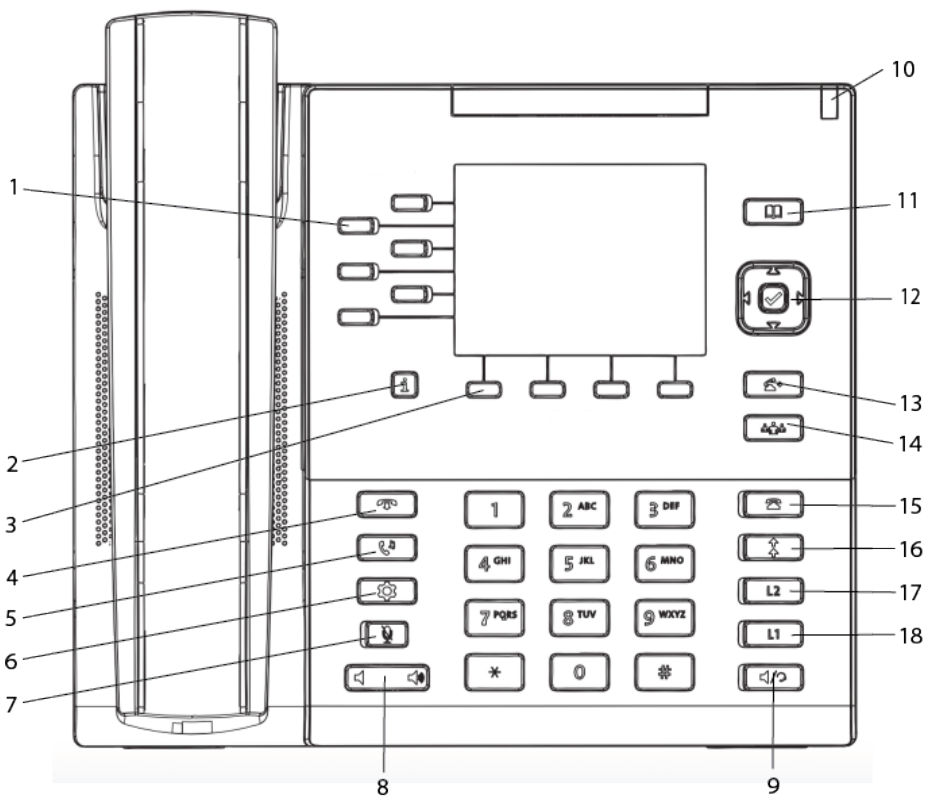
**Log off**

1. Press the **Log off** key.
2. Press **Enter**.

**2.4.1.4 Navigating the Phone**

The Mitel 6867 consists of handset, screen, navigation/select key, numpad, option keys, Line keys (L-keys) and Soft keys (S-keys).

L-keys and S-keys can be configured with additional functions.



Keys			
1	S-key(s)	10	Display
2	Information	11	Phonebook
3*	S-key(s)	12	Menu Navigator
4	End call	13	Transfer/Xfer
5	On-hold	14	Conference

Keys			
6	Settings	15	Call log
7	Mute	16	Outgoing calls
8	Volume	17	L-key
9	Answer with headset or speakerphone	18	L-key
3* Botton soft keys with default settings, from left to right:			
1.	Move here		
2.	Voicemail		
3.	Favorites		
4.	Presence menu		

#### Idle display (from Backend 4.6 SP1)

**Availability** status icon is displayed on the top right (same as in the Softphone):

- **Available** - 
- **Do Not Disturb** - 

Note! The availability is set on the setting page in the Softphone.

**Activity** information is displayed in the bottom right with optionally **End time** of the current activity:

Examples:

- **Office**
- **Home Office**
- **Meeting + End time**
- **Vacation + End time**

**Call Forward All**, calls that are redirected, is displayed on the top right



Voicemail (number of unread voicemails), is displayed on the top right



## 2.4.2 Basic call handling

### 2.4.2.1 Calling a user

You can call a user in many ways:

- dial the number
- press the shortcut key
- press and hold a quick dial key
- select the contact in your contact list or
- search for the contact in the directory and the call.

### 2.4.2.2 Answering an Incoming Call

#### **Answer an incoming call**

- Lift your handset OR press the **Answer** button.

### 2.4.2.3 Missed Calls

Missed calls are indicated by the **Missed Call** text on the display.

#### **Check missed calls:**

1. Press the **Call log** S-key. A menu is displayed.
2. Navigate with the up and down key and select **Missed calls**.
3. Press **Select**. A menu with missed calls is displayed.
4. Check the missed call.
5. Press left arrow key to exit the call list.

### 2.4.2.4 Outgoing Calls

#### **Make an internal call**

- Enter the number and press **Dial**.

#### **Make an external call**

- Enter the full number and press **Dial**.

#### **Dial from call log**

1. Press the **Call log** S-key. A menu is displayed.
2. Navigate with the up and down key and select **Incoming calls**.
3. Press **Enter**. A menu with incoming calls is displayed.
4. Navigate with the up and down key and select the contact to call.
5. Press **Enter**. The contact is dialed.

#### **Dial by S-key**

- Press the S-key that is assigned to a number you want to dial.

#### **Dial by speed Dial key**

- Press and hold the keypad key (1-9). The number associated with the key is called.

### 2.4.2.5 Transferring calls

#### **Attended transfer**

1. During your call, press **Transfer**. This places the call on hold.
2. Type the number to the 3rd party, then press **Dial**.
3. Wait until answer.
4. Ask the 3rd party if you should transfer the call.
5. Transfer the call by pressing **Transfer**.

#### **Blind transfer**

1. During your ongoing call, press **Transfer**.
2. Type the number to the 3rd party, and then press the **Transfer** key.

### 2.4.2.6 Holding calls


1. Press the **On-Hold** key to put the call on hold and play on-hold music, if that is configured.
2. Press the **On-Hold** key again to resume the hold call.

### 2.4.2.7 Conference

1. When a call is established with one party, press the **Conference** key and enter the number to the third party.
2. Press **Dial**. The other party is put on hold.
3. After the third party has answered: press the **Conference** key to start the conference.

### 2.4.2.8 Presence

1. Press the **Presence** S-key. The **Presence** menu is displayed.
2. Select your preferred presence, and press **Enter**.  
The selected presence state will be displayed in a few seconds.
3. Press **Presence** to change back to the selected option, for example Office.

 The presence states listed in the menu are configured by the system administrator. Contact your administrator to add a presence state.

### 2.4.2.9 Recording

#### Record a call

- Press the **Recording** S-key.

### 2.4.2.10 Move call

#### Move call

If a call is ongoing on a device that belongs to you, for example a mobile phone or a desktop application, you can move the call to another device.

#### Move call to another device

- Press **\*6\* #** on the **device where the call shall be move to**, to move the call.

#### Common pick up

- Press **\*5\* #** to pick up a group members calls. (Enabled by System Administrator).

 Function codes for SIP phones can be configured as function key “Phone Number”.

## 2.4.3 Advanced call handling

### 2.4.3.1 Extensions

#### Answer a call to an extension


1. The **Extension** function indicator is flashing.
2. Press the **Extension** S-key to answer the call.

#### Answer a monitored extension call during an ongoing call

1. Park the ongoing call by pressing the **Park** S-key.
2. Press the **Extension** S-key to answer the monitored call.

#### Move a call to a deskphone

1. In a ongoing call, press the **Move here** S-key.
2. The call will be moved to a deskphone.

 Other extensions can be monitored from function keys on your telephone. The monitoring keys are called **Extension**. When the monitored extension is busy in a call, the indicator next to the function key is lit in red. If the extension is free the indicator color is green.




### 2.4.3.2 Intercom

#### Initiate an intercom call

- Press the **Intercom** S-key. The call is connected automatically.

#### Answer an Intercom Call

1. An intercom call is answered automatically.
2. You hear the other party in the speaker, but other party cannot hear you and the **Mute** key, is lit.
3. Press the **Mute** key to let the other party hear you.

 The system administrator can initiate an intercom connection on a S-key on your phone. When you press the key, a call is set up towards a predefined party and is answered automatically.

### 2.4.3.3 Voicemail

#### Call voicemail system

- Press **Voicemail** S-key.

#### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Voicemail** S-key.


### 2.4.3.4 Group Voicemail

#### Call voicemail system

- Press **Group Voice Inbox** S-key.

#### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Group Voice Inbox** S-key.

 The system administrator can initiate a Group Inbox key on your phone. Each Group Inbox key monitors one Group Inbox function number. You may only monitor groups where the main user (line 1) is member. In the voice mail call, messages may be handled using keys (DTMF) described in the User Portal Inbox menu.

### 2.4.3.5 Directories (Contacts)

#### Display personal contact list

- Press the S-key configured with **Favorites** to bring up your personal contact list.

#### Search for a contact

1. Press the **Directory search** S-key. The Directory search is displayed.
2. Enter your search information, and press **Enter**. A list is displayed.
3. Select a contact and press **Enter**.

## 2.5 Mitel Deskphone 6869



### 2.5.1 Quick Reference Guide

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#### 2.5.1.1 Getting started

We recommend using the phone's user guide. For more information on handling the phone, please visit <http://edocs.mitel.com/>.

#### 2.5.1.2 Prerequisites

Your deskphone must be provisioned to your account, or to your organization as a free seating phone.

#### 2.5.1.3 Logging in or logging off from free seating phone

##### Log in

1. Enter the short (Alias) number in the **Enter login number** field.
2. Press **Enter**.
3. Enter PIN code.

Your username is displayed on the screen when the login is successful.

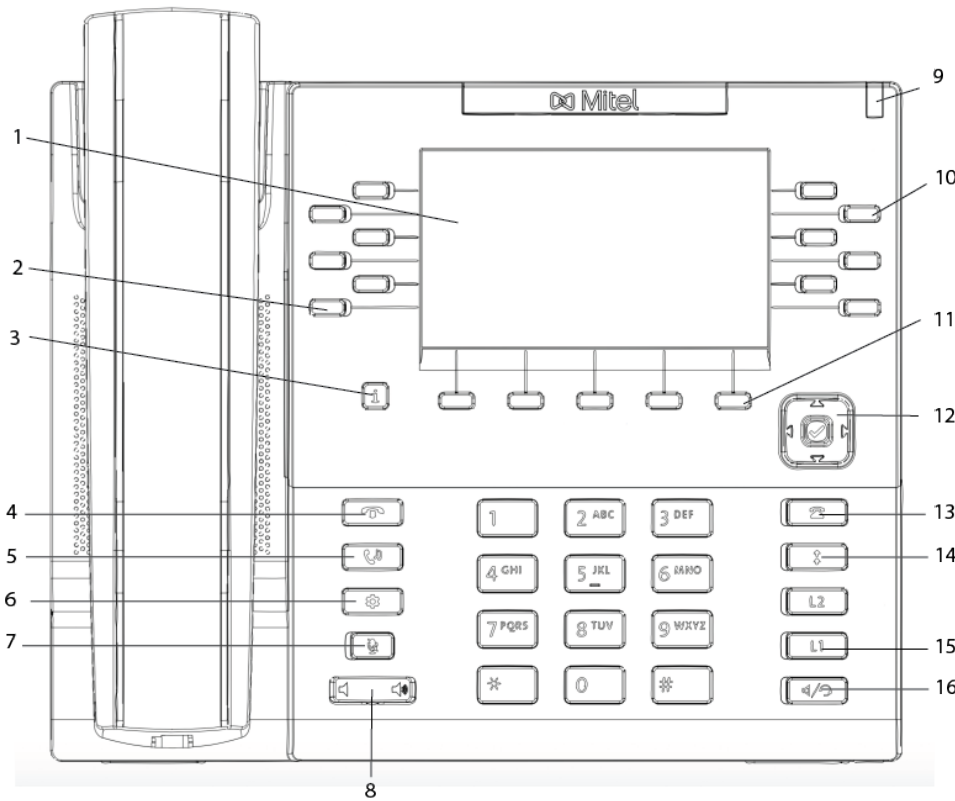
**Log off**

1. Press the **Log off** key.
2. Press **Enter**.

**2.5.1.4 Navigating the phone**

The Mitel 6869 consists of handset, screen, navigation/select key, numpad, option keys, Line keys (L-keys) and Softkeys (S-keys).

L-keys and S-keys can be configured with additional functions.







Keys			
1	Display	9	Indicator
2	S-key(s)	10	S-key(s)
3	Information	11*	S-key(s)
4	End call	12	Navigator
5	On-hold	13	Call log

Keys			
6	Settings	14	Outgoing calls
7	Mute	15	L-key(s)
8	Volume	16	Answer with headset or speakerphone

11* Bottom, soft keys with default settings, from left to right:	
1.	Move here
2.	Voicemail
3.	Favorites
4.	Presence menu
5.**	Directory

\*\* Available from Backend 4.6 SP1 release.

Idle display (from Backend 4.6 SP1)
<p><b>Availability</b> status icon is displayed on the top right (same as in the Softphone):</p> <ul style="list-style-type: none"> <li>• <b>Available</b> - </li> <li>• <b>Do Not Disturb</b> - </li> </ul> <p>Note! The availability is set on the setting page in the Softphone.</p>
<p><b>Activity</b> information is displayed in the bottom right with optionally <b>End time</b> of the current activity:</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• <b>Office</b></li> <li>• <b>Home Office</b></li> <li>• <b>Meeting + End time</b></li> <li>• <b>Vacation + End time</b></li> </ul>
<p><b>Call Forward All</b>, calls that are redirected, is displayed on the top right </p>
<p>Voicemail (number of unread voicemails), is displayed on the top right </p>

## Basic call handling

### 2.5.1.5 Calling a user

You can call a user in many ways:

- dial the number
- press the shortcut key
- press and hold a quick dial key
- select the contact in your contact list or
- search for the contact in the directory and the call

### 2.5.1.6 Answering an Incoming Call

#### Answer an incoming call

1. Lift your handset OR press the **Answer** button.

### 2.5.1.7 Missed Calls

Missed calls are indicated by the **Missed Call** text on the display.

#### Check missed calls:

1. Press the **Call log** S-key. A menu is displayed.
2. Navigate with the up and down key and select **Missed calls**.
3. Press **Select**. A menu with missed calls is displayed.
4. Check the missed call.
5. Press **Done** to exit the call list.

### 2.5.1.8 Outgoing Calls

#### Make an internal call

1. Enter the number and press **Dial**.

#### Make an external call

1. Enter the full number and press **Dial**.

#### Dial from call log

1. Press the **Call log** S-key. A menu is displayed.
2. Navigate with the up and down key and select **Incoming calls**.
3. Press **Enter**. A menu with incoming calls is displayed.
4. Navigate with the up and down key and select the contact to call.
5. Press **Enter**. The contact is dialled.

#### Dial by S-key

1. Press the S-key that is assigned to a number you want to dial.

#### Dial by speed Dial key

1. Press and hold the keypad key (1-9). The number associated with the key is called.

### 2.5.1.9 Transferring calls

#### Attended transfer

1. During your call, press the **Transfer**. This places the call on hold.
2. Type the number to the 3rd party, then press **Dial**.
3. Wait until answer.
4. Ask the 3rd party if you should transfer the call.
5. Transfer the call by pressing the **Transfer**.

#### Blind transfer

1. During your ongoing call, press **Transfer**.
2. Type the number to the 3rd party, and then press the **Transfer** key.

### 2.5.1.10 Holding and resume calls

1. Press the **On-Hold** key to put the call on hold and play on-hold music, if that is configured.
2. Press the **On-Hold** key again to resume the hold call.

### 2.5.1.11 Parking and picking up calls


1. Press the **Park** S-key to park an ongoing call.
2. Press the **Pickup** S-key to pick up a parked call.

### 2.5.1.12 Conference

1. When a call is established with one party, press the **Conference** S-key and enter the number to the third party.
2. Press **Dial**. The other party is put on hold.
3. After the third party has answered: press the **Conference** S-key to start the conference.

### 2.5.1.13 Presence

1. Press the **Presence** S-key. The **Presence** menu is displayed.
2. Select your preferred presence, and press **Enter**.  
The selected presence state will be displayed in a few seconds.
3. Press **Presence** to change back to the selected option, for example Office.

 The presence states listed in the menu are configured by the system administrator. Contact your administrator to add a presence state.

### 2.5.1.14 Recording

#### Record a call

1. Press the **Recording** S-key.

### 2.5.1.15 Move call

#### Move call

If a call is ongoing on a device that belongs to you, for example a mobile phone or a desktop application, you can move the call to another device.

#### Move call to another device

1. Press **\*6\* #** on the **device where the call shall be move to**, to move the call.

#### Common pick up

1. Press **\*5\* #** to pick up a group members calls. (Enabled by System Administrator).

 Function codes for SIP phones can be configured as function key “Phone Number”.

## 2.5.2 Advanced call handling

### 2.5.2.1 Extensions

#### Answer a call to an extension


1. The **Extension** function indicator is flashing.
2. Press the **Extension** S-key to answer the call.

#### Answer a monitored extension call during an ongoing call

1. Park the ongoing call by pressing the **Park** S-key.
2. Press the **Extension** S-key to answer the monitored call.

#### Move a call to a deskphone

1. In a ongoing call, press the **Move here** S-key.
2. The call will be moved to a deskphone.

 Other extensions can be monitored from function keys on your telephone. The monitoring keys are called **Extension**. When the monitored extension is busy in a call, the indicator next to the function key is lit in red. If the extension is free the indicator color is green.




### 2.5.2.2 Intercom

#### Initiate an intercom call

1. Press the **Intercom** S-key.  
The call is connected automatically.

#### Answer an Intercom Call

1. An intercom call is answered automatically.
2. You hear the other party in the speaker, but other party cannot hear you and the **Mute** key, is lit.
3. Press the **Mute** key to let the other party hear you.

 The system administrator can initiate an intercom connection on a S-key on your phone. When you press the key, a call is set up towards a predefined party and is answered automatically.

### 2.5.2.3 Voicemail

#### Call voicemail system

1. Press **Voicemail** S-key.

#### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Voicemail** S-key.


### 2.5.2.4 Group Voicemail

#### Call voicemail system

1. Press **Group Voice Inbox** S-key.

#### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Group Inbox** S-key.

 The system administrator can initiate a Group Inbox key on your phone. Each Group Inbox key monitors one Group Inbox function number. You may only monitor groups where the main user (line 1) is member. In the voice mail call, messages may be handled using keys (DTMF) described in the User Portal Inbox menu.

### 2.5.2.5 Directories (Contacts)

#### Display Favorites/personal contact list

1. Press the S-key configured with **Favorites** to bring up your personal contact list.

#### Search for a contact

1. Press the **Directory search** S-key. The Directory search is displayed.
2. Enter your search information, and press **Enter**. A list is displayed.
3. Choose a contact and press **Select**.

## 2.6 Mitel Deskphone 6873



### 2.6.1 Quick Reference Guide

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#### 2.6.1.1 Getting started

We recommend using the phone's user guide. For more information on handling the phone, please visit <http://edocs.mitel.com/>.

#### 2.6.1.2 Prerequisites

Your deskphone must be provisioned to your account, or to your organization as a free seating phone.

#### 2.6.1.3 Logging in or logging off from free seating phone

##### Log in

1. Enter the short (Alias) number in the **Enter login number** field.
2. Press **Enter**.
3. Enter PIN code.

Your username is displayed on the screen when the login is successful.

**Log off**

1. Press the **Log off** key.
2. Press **Enter**.

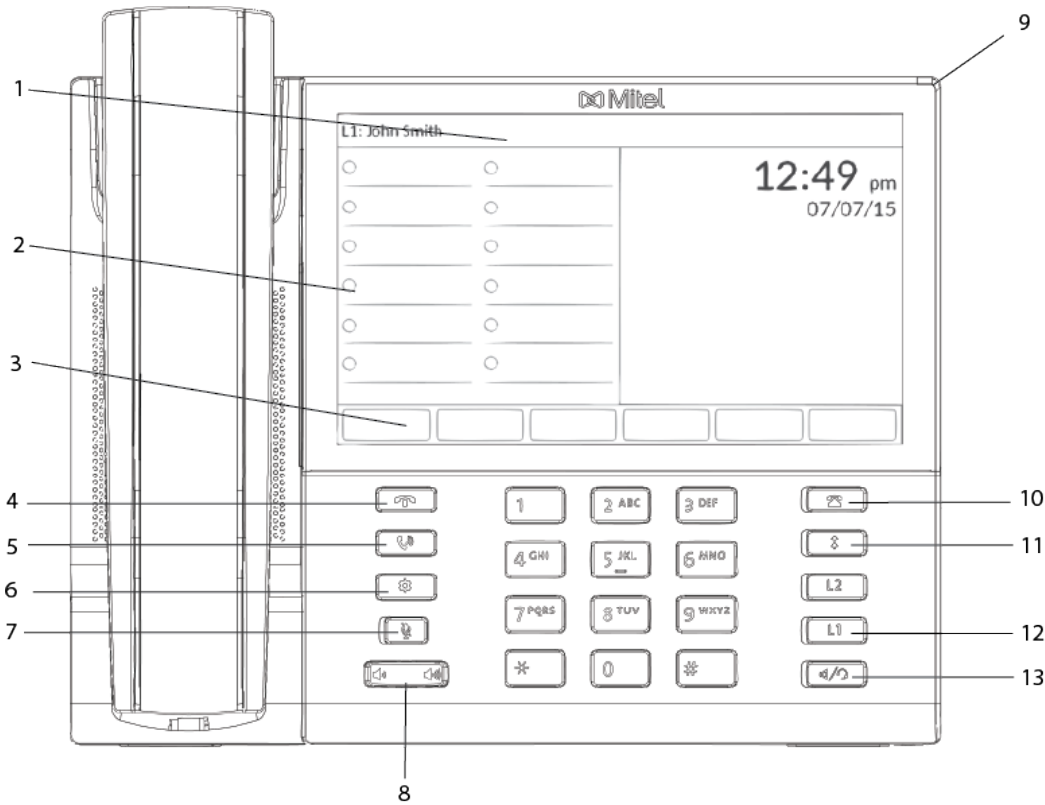
**2.6.1.4 Navigating the Phone**

The Mitel 6873 consists of handset, screen, navigation/select key, numpad, option keys, Line keys (L-keys) and Softkeys (S-keys).

L-keys and S-keys can be configured with additional functions.

Swipe left or right in the top S-key area to switch S-key pages. Swipe left and right on the area to the right of the top S-key to switch to the line and call screen.




Swipe up and down to scroll through the different lines or calls on the respective screen.



Keys			
1	Display	8	Volume
2	S-key(s)	9	Indicator
3^	S-key(s)	10	Call log

Keys			
4	End call	11	Outgoing calls
5	On-hold	12	L-key(s)
6	Settings	13	Answer with headset or speakerphone
7	Mute		
3* Bottom soft keys with default settings, from left to right:			
1.	Move here		
2.	Voicemail		
3.	Favorites		
4.	Presence menu		
5.**	Directory		
6.**	S-key		

\*\* Available from Backend 4.6 SP1.

Idle display (from Backend 4.6 SP1)
<p><b>Availability</b> status icon is displayed on the top right (same as in the Softphone):</p> <ul style="list-style-type: none"> <li>• <b>Available</b> - </li> <li>• <b>Do Not Disturb</b> - </li> </ul> <p>Note! The availability is set on the setting page in the Softphone.</p>
<p><b>Activity</b> information is displayed in the bottom right with optionally <b>End time</b> of the current activity:</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• <b>Office</b></li> <li>• <b>Home Office</b></li> <li>• <b>Meeting + End time</b></li> <li>• <b>Vacation + End time</b></li> </ul>
<p><b>Call Forward All</b>, calls that are redirected, is displayed on the top right </p>

**Idle display (from Backend 4.6 SP1)**

Voicemail (number of unread voicemails), is displayed on the top right



## Basic call handling

### 2.6.1.5 Calling a user

You can call a user in many ways:

- dial the number
- press the shortcut key
- press and hold a quick dial key
- select the contact in your contact list or
- search for the contact in the directory and the call

### 2.6.1.6 Answering an Incoming Call

#### **Answer an incoming call**

1. Lift your handset OR press the **Answer** button.

### 2.6.1.7 Missed Calls

Missed calls are indicated by the **Missed Call** text on the display.

#### **Check missed calls:**

1. Press the **Call log** S-key. A menu is displayed.
2. Navigate with the up and down key and select **Missed calls**.
3. Press **Select**. A menu with missed calls is displayed.
4. Check the missed call.
5. Press **Done** to exit the call list.

### 2.6.1.8 Outgoing Calls

#### **Make an internal call**

1. Enter the number and press **Dial**.

#### **Make an external call**

1. Enter the full number and press **Dial**.

#### **Dial from call log**

1. Press the **Call log** S-key. A menu is displayed.
2. Navigate with the up and down key and select **Incoming calls**.
3. Press **Enter**. A menu with incoming calls is displayed.
4. Navigate with the up and down key and select the contact to call.
5. Press **Enter**. The contact is dialled.

#### **Dial by S-key**

1. Press the S-key that is assigned to a number you want to dial.

**Dial by speed Dial key**

1. Press and hold the keypad key (1-9). The number associated with the key is called.

### 2.6.1.9 Transferring calls

**Attended transfer**

1. During your call, press the **Transfer**. This places the call on hold.
2. Type the number to the 3rd party, then press the **Dial**.
3. Wait until answer.
4. Ask the 3rd party if you should transfer the call.
5. Transfer the call by pressing the **Transfer**.

**Blind transfer**

1. During your ongoing call, press **Transfer**.
2. Type the number to the 3rd party, and then press the **Transfer** key.

### 2.6.1.10 Holding and resume calls

1. Press the **On-Hold** key to put the call on hold and play on-hold music, if that is configured.
2. Press the **On-Hold** key again to resume the hold call.

### 2.6.1.11 Parking and picking up calls


1. Press the **Hold** key to put an ongoing call on hold.
2. Press the **Pickup** S-key to pick up a parked call.

### 2.6.1.12 Conference

1. When a call is established with one party, press the **Conference** S-key and enter the number to the third party.
2. Press **Dial**. The other party is put on hold.
3. After the third party has answered: press the **Conference** S-key to start the conference.

### 2.6.1.13 Presence

1. Press the **Presence** S-key. The **Presence** menu is displayed.
2. Select your preferred presence, and press **Enter**.  
The selected presence state will be displayed in a few seconds.
3. Press **Presence** to change back to the selected option, for example Office.

 The presence states listed in the menu are configured by the system administrator. Contact your administrator to add a presence state.

### 2.6.1.14 Recording

#### Record a call

1. Press the **Recording** S-key.

### 2.6.1.15 Move call

#### Move call

If a call is ongoing on a device that belongs to you, for example a mobile phone or a desktop application, you can move the call to another device.

#### Move call to another device

1. Press **\*6\* #** on the **device where the call shall be move to**, to move the call.

#### Common pick up

1. Press **\*5\* #** to pick up a group members calls. (Enabled by System Administrator).
- 1.

 Function codes for SIP phones can be configured as function key “Phone Number”.

## 2.6.2 Advanced call handling

### 2.6.2.1 Extensions

#### **Answer a call to an extension**


1. The **Extension** function indicator is flashing.
2. Press the **Extension** S-key to answer the call.

#### **Answer a monitored extension call during an ongoing call**

1. Park the ongoing call by pressing the **Park** S-key.
2. Press the **Extension** S-key to answer the monitored call.

#### Move a call to a deskphone

1. In a ongoing call, press the **Move here** S-key.
2. The call will be moved to a deskphone.

 Other extensions can be monitored from function keys on your telephone. The monitoring keys are called **Extension**. When the monitored extension is busy in a call, the indicator next to the function key is lit in red. If the extension is free the indicator color is green.




### 2.6.2.2 Intercom

#### Initiate an intercom call

1. Press the **Intercom** S-key.  
The call is connected automatically.

#### Answer an Intercom Call

1. An intercom call is answered automatically.
2. You hear the other party in the speaker, but other party cannot hear you and the **Mute** key, is lit.
3. Press the **Mute** key to let the other party hear you.

 The system administrator can initiate an intercom connection on a S-key on your phone. When you press the key, a call is set up towards a predefined party and is answered automatically.

### 2.6.2.3 Voicemail

#### Call voicemail system

1. Press **Voicemail** S-key.

#### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Voicemail** S-key.


### 2.6.2.4 Group Voicemail

#### Call voicemail system

1. Press **Group Voice Inbox** S-key.

#### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Group Inbox** S-key.

 The system administrator can initiate a Group Inbox key on your phone. Each Group Inbox key monitors one Group Inbox function number. You may only monitor groups where the main user (line 1) is member. In the voice mail call, messages may be handled using keys (DTMF) described in the User Portal Inbox menu.

### 2.6.2.5 Directories (Contacts)

#### Display Favorites/personal contact list

1. Press the S-key configured with **Favorites** to bring up your personal contact list.

#### Search for a contact

1. Press the **Directory search** S-key. The Directory search is displayed.
2. Enter your search information, and press **Enter**. A list is displayed.
3. Choose a contact and press **Select**.

## 2.7 MiVoice Deskphone 6920

### 2.7.1 Quick Reference Guide

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#### 2.7.1.1 Getting started

We recommend using the phone's user guide. For more information on handling the phone, please visit <http://edocs.mitel.com/>.

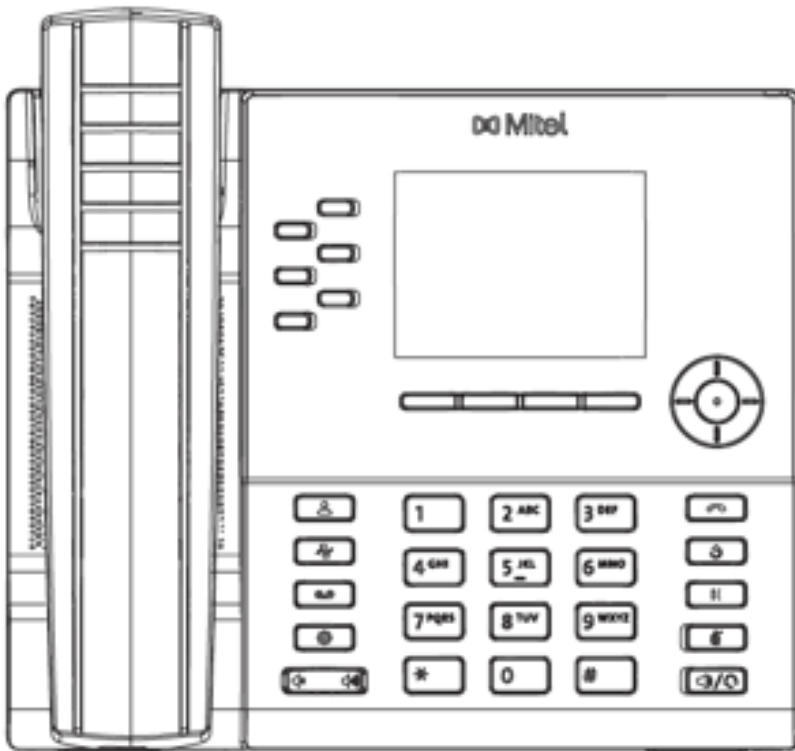
#### 2.7.1.2 Prerequisites









Your deskphone must be provisioned to your account, or to your organization as a free seating phone.






#### 2.7.1.3 Navigating the Phone

The desk phone consists of handset, screen, navigation/select key, numpad, option keys and Soft keys (S-keys).

S-keys can be configured with additional functions.



Keys			
	Top soft keys		End call
	Bottom soft keys*		Redial calls
	Menu Navigator		On-hold
	Contacts		Mute

Keys			
	Call log		Answer with headset or speakerphone
	Voicemail		
	Settings		
	Volume		

\* Bottom soft keys with default settings, from left to right:

1.	Move here
2.	S-key
3.	Favorites
4.	Presence menu

#### Idle display (from Backend 4.6 SP1)

**Availability** status icon is displayed on the top right (same as in the Softphone):

- Available - **green** 
- Do Not Disturb - **red with a strike** 

Note! The availability is set on the setting page in the Softphone.

**Activity** information is displayed in the bottom right with optionally **End time** of the current activity:

Examples:

- **Office**
- **Home Office**
- **Meeting + End time**
- **Vacation + End time**

**Call Forward All**, calls that are redirected, is displayed on the top right



**Idle display (from Backend 4.6 SP1)**

Voicemail (number of unread voicemails), is displayed on the top right



## Logging in or logging off from free seating phone

### Log in

1. Enter the short (Alias) number in the field **Enter login number**.
2. Press **Enter**.
3. Enter PIN code.

Your username is displayed on the screen when the login is successful.

### Log off

1. Press the **Log off** key.
2. Press **Enter**.

## 2.7.2 Basic call handling

### 2.7.2.1 Calling a user

You can call a user in many ways:

- dial the number
- press the shortcut key
- press and hold a quick dial key
- select the contact in your contact list or
- search for the contact in the directory and the call

### 2.7.2.2 Answering an Incoming Call

#### Answer an incoming call

1. Lift your handset OR press the **Answer** button.

### 2.7.2.3 Missed Calls

Missed calls are indicated by the **Missed Call** text on the display.

#### Check missed calls:

1. Press the **Call log** S-key. A menu is displayed.
2. Navigate with the up and down key and select **Missed calls**.
3. Press **Select**. A menu with missed calls is displayed.
4. Check the missed call.
5. Press left arrow key to exit the call list.

### 2.7.2.4 Outgoing Calls

#### Make an internal call

1. Enter the number and press **Dial**.

#### Make an external call

1. Enter the full number and press **Dial**.

#### Dial from call log

1. Press the **Call log** S-key. A menu is displayed.
2. Navigate with the up and down key and select **Incoming calls**.
3. Press **Enter**. A menu with incoming calls is displayed.
4. Navigate with the up and down key and select the contact to call.
5. Press **Enter**. The contact is dialled.

#### Dial by S-key

1. Press the S-key that is assigned to a number you want to dial.

#### Dial by speed Dial key

1. Press and hold the keypad key (1-9). The number associated with the key is called.

### 2.7.2.5 Transferring calls

#### Attended transfer

1. During your call, press **Transfer**. This places the call on hold.
2. Type the number to the 3rd party, then press **Dial**.
3. Wait until answer.
4. Ask the 3rd party if you should transfer the call.
5. Transfer the call by pressing **Transfer**.

#### Blind transfer

1. During your ongoing call, press **Transfer**.
2. Type the number to the 3rd party, and then press the **Transfer** key.

### 2.7.2.6 Holding calls

1. Press the **On-Hold** key to put the call on hold and play on-hold music, if that is configured.
2. Press the **On-Hold** key again to resume the hold call.


### 2.7.2.7 Conference

1. When a call is established with one party, press the **Conference** key and enter the number to the third party.
2. Press **Dial**. The other party is put on hold.
3. After the third party has answered: press the **Conference** key to start the conference.

### 2.7.2.8 Presence

1. Press the **Presence** S-key. The **Presence** menu is displayed.

2. Select your preferred presence, and press **Enter**.  
The selected presence state will be displayed in a few seconds.
3. Press **Presence** to change back to the selected option, for example Office.

 The presence states listed in the menu are configured by the system administrator. Contact your administrator to add a presence state.

### 2.7.2.9 Recording

#### Record a call

1. Press the **Recording** S-key.

### 2.7.2.10 Move call

#### Move call

If a call is ongoing on a device that belongs to you, for example a mobile phone or a desktop application, you can move the call to another device.

#### Move call to another device

1. Press **\*6\* #** on the **device where the call shall be move to**, to move the call.

#### Common pick up

1. Press **\*5\* #** to pick up a group members calls. (Enabled by System Administrator).

 Function codes for SIP phones can be configured as function key “Phone Number”.

## 2.7.3 Advanced call handling

### 2.7.3.1 Extensions

#### Answer a call to an extension

1. The **Extension** function indicator is flashing.
2. Press the **Extension** S-key to answer the call.

#### Answer a monitored extension call during an ongoing call

1. Park the ongoing call by pressing the **Park** S-key.
2. Press the **Extension** S-key to answer the monitored call.

#### Move a call to a deskphone

1. In a ongoing call, press the **Move here** S-key.
2. The call will be moved to a deskphone.

**⚠** Other extensions can be monitored from function keys on your telephone. The monitoring keys are called **Extension**. When the monitored extension is busy in a call, the indicator next to the function key is lit in red. If the extension is free the indicator color is green.

### 2.7.3.2 Intercom

#### Initiate an intercom call

1. Press the **Intercom** S-key.  
The call is connected automatically.

#### Answer an Intercom Call

1. An intercom call is answered automatically.
2. You hear the other party in the speaker, but other party cannot hear you and the **Mute** key, is lit.
3. Press the **Mute** key to let the other party hear you.

**⚠** The system administrator can initiate an intercom connection on a S-key on your phone. When you press the key, a call is set up towards a predefined party and is answered automatically.

### 2.7.3.3 Voicemail

#### Call voicemail system

1. Press **Voicemail** S-key.

#### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Voicemail** S-key.

### 2.7.3.4 Group Voicemail

#### Call voicemail system

1. Press **Group Voice Inbox** S-key.

#### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Group Voice Inbox** S-key.

**⚠** The system administrator can initiate a Group Inbox key on your phone. Each Group Inbox key monitors one Group Inbox function number. You may only monitor groups where the main user (line 1) is member. In the voice mail call, messages may be handled using keys (DTMF) described in the User Portal Inbox menu.



### 2.7.3.5 Directories (Contacts)

#### Display personal contact list

1. Press the S-key configured with **Favorites** to bring up your personal contact list.

#### Search for a contact

1. Press the **Directory search** S-key. The Directory search is displayed.
2. Enter your search information, and press **Enter**. A list is displayed.
3. Select a contact and press **Enter**.

## 2.8 MiVoice Deskphone 6930

### 2.8.1 Quick Reference Guide

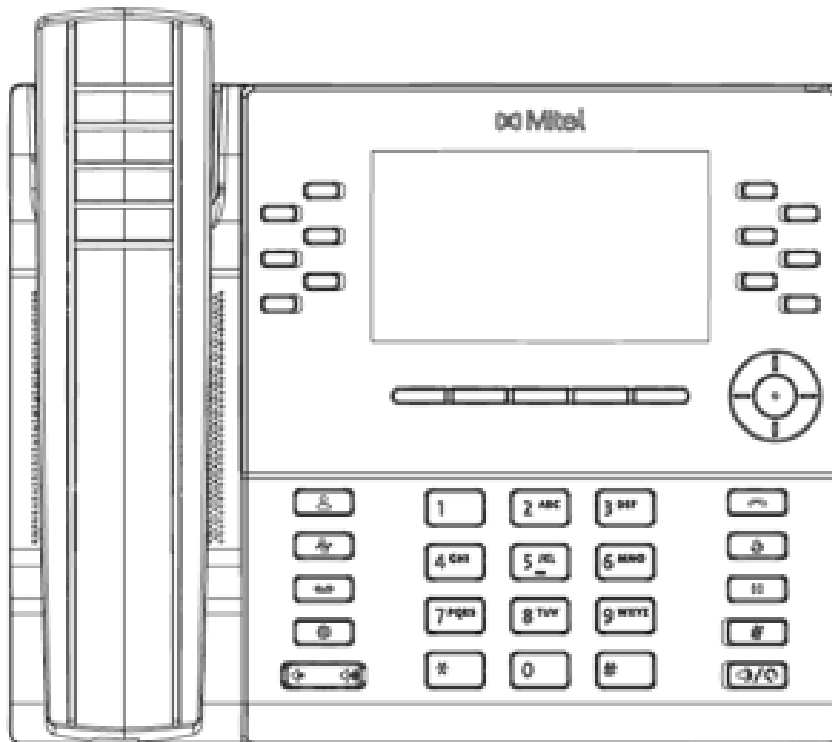
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#### 2.8.1.1 Getting started

We recommend using the phone's user guide. For more information on handling the phone, please visit <http://edocs.mitel.com/>.

#### 2.8.1.2 Prerequisites

Your deskphone must be provisioned to your account, or to your organization as a free seating phone.








### 2.8.1.3 Navigating the phone

The deskphone consists of handset, screen, navigation/select key, numpad, option keys and Soft keys (S-keys).

S-keys can be configured with additional functions.

Keys			
	Top soft keys		End call
	Bottom soft keys*		Redial calls
	Menu Navigator		On-hold
	Contacts		Mute
	Call log		Answer with headset or speakerphone
	Voicemail		
	Settings		

Keys	
	Volume
* Bottom soft keys with default settings, from left to right:	
1.	Move here
2.	S-key
3.	Favorites
4.	Presence menu
Idle display (from Backend 4.6 SP1)	
<p><b>Availability</b> status icon is displayed on the top right (same as in the Softphone):</p> <ul style="list-style-type: none"> <li>• Available -<b>green</b> </li> <li>• Do Not Disturb - <b>red with a strike</b> </li> </ul> <p>Note! The availability is set on the setting page in the Softphone.</p>	
<p><b>Activity</b> information is displayed in the bottom right with optionally <b>End time</b> of the current activity:</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• <b>Office</b></li> <li>• <b>Home Office</b></li> <li>• <b>Meeting + End time</b></li> <li>• <b>Vacation + End time</b></li> </ul>	
<p><b>Call Forward All</b>, calls that are redirected, is displayed on the top right </p>	
<p>Voicemail (number of unread voicemails), is displayed on the top right </p>	

#### 2.8.1.4 Logging in or logging off from free seating phone

##### Log in

1. Enter the short (Alias) number in the **Enter login number** field.
2. Press **Enter**.
3. Enter PIN code.

Your username is displayed on the screen when the login is successful.

##### Log off

1. Press the **Log off** key.
2. Press **Enter**.

## 2.8.2 Basic call handling

### 2.8.2.1 Calling a user

You can call a user in many ways:

- dial the number
- press the shortcut key
- press and hold a quick dial key
- select the contact in your contact list or
- search for the contact in the directory and the call

### 2.8.2.2 Answering an Incoming Call

#### **Answer an incoming call**

1. Lift your handset OR press the **Answer** button.

### 2.8.2.3 Missed Calls

Missed calls are indicated by the **Missed Call** text on the display.

#### **Check missed calls:**

1. Press the **Call log** S-key. A menu is displayed.
2. Navigate with the up and down key and select **Missed calls**.
3. Press **Select**. A menu with missed calls is displayed.
4. Check the missed call.
5. Press **Done** to exit the call list.

### 2.8.2.4 Outgoing Calls

#### **Make an internal call**

1. Enter the number and press **Dial**.

#### **Make an external call**

1. Enter the full number and press **Dial**.

#### **Dial from call log**

1. Press the **Call log** S-key. A menu is displayed.
2. Navigate with the up and down key and select **Incoming calls**.
3. Press **Enter**. A menu with incoming calls is displayed.
4. Navigate with the up and down key and select the contact to call.
5. Press **Enter**. The contact is dialled.

#### **Dial by S-key**

1. Press the S-key that is assigned to a number you want to dial.

**Dial by speed Dial key**

1. Press and hold the keypad key (1-9). The number associated with the key is called.

## 2.8.2.5 Transferring calls

**Attended transfer**

1. During your call, press the **Transfer**. This places the call on hold.
2. Type the number to the 3rd party, then press **Dial**.
3. Wait until answer.
4. Ask the 3rd party if you should transfer the call.
5. Transfer the call by pressing **Transfer**.

**Blind transfer**

1. During your ongoing call, press **Transfer**.
2. Type the number to the 3rd party, and then press the **Transfer** key.

## 2.8.2.6 Holding and resume calls

1. Press the **On-Hold** key to put the call on hold and play on-hold music, if that is configured.
2. Press the **On-Hold** key again to resume the hold call.

## 2.8.2.7 Parking and picking up calls

1. Press the **Park S**-key to park an ongoing call.
2. Press the **Pickup S**-key to pick up a parked call.

## 2.8.2.8 Conference

1. When a call is established with one party, press the **Conference S**-key and enter the number to the third party.
2. Press **Dial**. The other party is put on hold.
3. After the third party has answered: press the **Conference S**-key to start the conference.

## 2.8.2.9 Presence

1. Press the **Presence S**-key. The **Presence** menu is displayed.
2. Select your preferred presence, and press **Enter**.  
The selected presence state will be displayed in a few seconds.
3. Press **Presence** to change back to the selected option, for example Office.



The presence states listed in the menu are configured by the system administrator. Contact your administrator to add a presence state.

## 2.8.2.10 Recording

**Record a call**

1. Press the **Recording** S-key.

### 2.8.2.11 Move call

#### Move call

If a call is ongoing on a device that belongs to you, for example a mobile phone or a desktop application, you can move the call to another device.

#### Move call to another device

1. Press **\*6\* #** on the **device where the call shall be move to**, to move the call.

#### Common pick up

1. Press **\*5\* #** to pick up a group members calls. (Enabled by System Administrator).

 Function codes for SIP phones can be configured as function key “Phone Number”.

## 2.8.3 Advanced call handling

### 2.8.3.1 Extensions

#### Answer a call to an extension


1. The **Extension** function indicator is flashing.
2. Press the **Extension** S-key to answer the call.

#### Answer a monitored extension call during an ongoing call

1. Park the ongoing call by pressing the **Park** S-key.
2. Press the **Extension** S-key to answer the monitored call.

#### Move a call to a deskphone

1. In a ongoing call, press the **Move here** S-key.
2. The call will be moved to a deskphone.

 Other extensions can be monitored from function keys on your telephone. The monitoring keys are called **Extension**. When the monitored extension is busy in a call, the indicator next to the function key is lit in red. If the extension is free the indicator color is green.


### 2.8.3.2 Intercom

#### Initiate an intercom call

1. Press the **Intercom** S-key.  
The call is connected automatically.

#### Answer an Intercom Call

1. An intercom call is answered automatically.
2. You hear the other party in the speaker, but other party cannot hear you and the **Mute** key, is lit.
3. Press the **Mute** key to let the other party hear you.

 The system administrator can initiate an intercom connection on a S-key on your phone. When you press the key, a call is set up towards a predefined party and is answered automatically.

### 2.8.3.3 Voicemail

#### Call voicemail system

1. Press **Voicemail** S-key.

#### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Voicemail** S-key.


### 2.8.3.4 Group Voicemail

#### Call voicemail system

1. Press **Group Voice Inbox** S-key.

#### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Group Inbox** S-key.

 The system administrator can initiate a Group Inbox key on your phone. Each Group Inbox key monitors one Group Inbox function number. You may only monitor groups where the main user (line 1) is member. In the voice mail call, messages may be handled using keys (DTMF) described in the User Portal Inbox menu.

### 2.8.3.5 Directories (Contacts)

#### Display Favorites/personal contact list

1. Press the S-key configured with **Favorites** to bring up your personal contact list.

#### Search for a contact

1. Press the **Directory search** S-key. The Directory search is displayed.
2. Enter your search information, and press **Enter**. A list is displayed.
3. Choose a contact and press **Select**.

## 2.9 MiVoice Deskphone 6940

### 2.9.1 Quick Reference Guide

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#### 2.9.1.1 Getting started

We recommend using the phone's user guide. For more information on handling the phone, please visit <http://edocs.mitel.com/>.

#### 2.9.1.2 Prerequisites

Your deskphone must be provisioned to your account, or to your organization as a free seating phone.

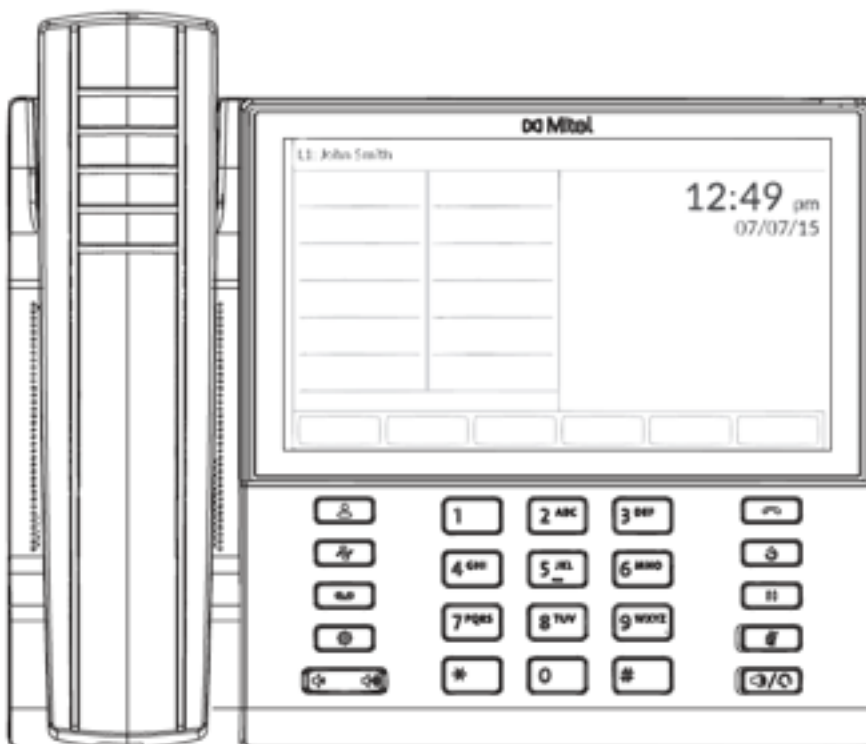
#### 2.9.1.3 Navigating the Phone

The deskphone consists of handset, screen, navigation/select key, numpad, option keys and Softkeys (S-keys).











S-keys can be configured with additional functions.

Swipe left or right in the top S-key area to switch S-key pages. Swipe left and right on the area to the right of the top S-key to switch to the line and call screen.

Swipe up and down to scroll through the different lines or calls on the respective screen.





Keys			
	Contacts		End call
	Call log		Redial calls
	Voicemail		On-hold
	Settings		Mute
	Volume		Answer with headset or speakerphone

**Bottom soft keys on the screen**, with default settings, from left to right:

1.	Move here
2.	S-key
3.	Favorites
4.	Presence menu

#### Idle display (from Backend 4.6 SP1)

**Availability** status icon is displayed on the top right (same as in the Softphone):

- Available -green 
- Do Not Disturb - red with a strike 

Note! The availability is set on the setting page in the Softphone.

**Activity** information is displayed in the bottom right with optionally **End time** of the current activity:

Examples:

- Office
- Home Office
- Meeting + End time
- Vacation + End time

**Call Forward All**, calls that are redirected, is displayed on the top right



**Idle display (from Backend 4.6 SP1)**

Voicemail (number of unread voicemails), is displayed on the top right



### 2.9.1.4 Logging in or logging off from free seating phone

#### Log in

1. Enter the short (Alias) number in the **Enter login number** field.
2. Press **Enter**.
3. Enter PIN code.

Your username is displayed on the screen when the login is successful.

#### Log off

1. Press the **Log off** key.
2. Press **Enter**.

## 2.9.2 Basic call handling

### 2.9.2.1 Calling a user

You can call a user in many ways:

- dial the number
- press the shortcut key
- press and hold a quick dial key
- select the contact in your contact list or
- search for the contact in the directory and the call

### 2.9.2.2 Answering an Incoming Call

#### Answer an incoming call

1. Lift your handset OR press the **Answer** button.

### 2.9.2.3 Missed Calls

Missed calls are indicated by the **Missed Call** text on the display.

#### Check missed calls:

1. Press the **Call log** S-key. A menu is displayed.
2. Navigate with the up and down key and select **Missed calls**.
3. Press **Select**. A menu with missed calls is displayed.
4. Check the missed call.
5. Press **Done** to exit the call list.

### 2.9.2.4 Outgoing Calls

#### Make an internal call

1. Enter the number and press **Dial**.

#### Make an external call

1. Enter the full number and press **Dial**.

#### Dial from call log

1. Press the **Call log** S-key. A menu is displayed.
2. Navigate with the up and down key and select **Incoming calls**.
3. Press **Enter**. A menu with incoming calls is displayed.
4. Navigate with the up and down key and select the contact to call.
5. Press **Enter**. The contact is dialled.

#### Dial by S-key

1. Press the S-key that is assigned to a number you want to dial.

#### Dial by speed Dial key

1. Press and hold the keypad key (1-9). The number associated with the key is called.

### 2.9.2.5 Transferring calls

#### Attended transfer

1. During your call, press the **Transfer**. This places the call on hold.
2. Type the number to the 3rd party, then press **Dial**.
3. Wait until answer.
4. Ask the 3rd party if you should transfer the call.
5. Transfer the call by pressing **Transfer**.

#### Blind transfer

1. During your ongoing call, press **Transfer**.
2. Type the number to the 3rd party, and then press the **Transfer** key.

### 2.9.2.6 Holding and resume calls

1. Press the **On-Hold** key to put the call on hold and play on-hold music, if that is configured.
2. Press the **On-Hold** key again to resume the hold call.

### 2.9.2.7 Parking and picking up calls

1. Press the **Hold** key to put an ongoing call on hold.
2. Press the **Pickup** S-key to pick up a parked call.


### 2.9.2.8 Conference

1. When a call is established with one party, press the **Conference** S-key and enter the number to the third party.

2. Press **Dial**. The other party is put on hold.
3. After the third party has answered: press the **Conference** S-key to start the conference.

### 2.9.2.9 Presence

1. Press the **Presence** S-key. The **Presence** menu is displayed.
2. Select your preferred presence, and press **Enter**.  
The selected presence state will be displayed in a few seconds.
3. Press **Presence** to change back to the selected option, for example Office.

 The presence states listed in the menu are configured by the system administrator. Contact your administrator to add a presence state.

### 2.9.2.10 Recording

#### Record a call

1. Press the **Recording** S-key.

### 2.9.2.11 Move call

#### Move call

If a call is ongoing on a device that belongs to you, for example a mobile phone or a desktop application, you can move the call to another device.

#### Move call to another device

1. Press **\*6\* #** on the **device where the call shall be move to**, to move the call.

#### Common pick up

1. Press **\*5\* #** to pick up a group members calls. (Enabled by System Administrator).

 Function codes for SIP phones can be configured as function key “Phone Number”.

## 2.9.3 Advanced call handling

### 2.9.3.1 Extensions

#### Answer a call to an extension


1. The **Extension** function indicator is flashing.
2. Press the **Extension** S-key to answer the call.

#### Answer a monitored extension call during an ongoing call

1. Park the ongoing call by pressing the **Park** S-key.
2. Press the **Extension** S-key to answer the monitored call.

Move a call to a deskphone

1. In a ongoing call, press the **Move here** S-key.
2. The call will be moved to a deskphone.

 Other extensions can be monitored from function keys on your telephone. The monitoring keys are called **Extension**. When the monitored extension is busy in a call, the indicator next to the function key is lit in red. If the extension is free the indicator color is green.


### 2.9.3.2 Intercom

#### Initiate an intercom call

1. Press the **Intercom** S-key.  
The call is connected automatically.

#### Answer an Intercom Call

1. An intercom call is answered automatically.
2. You hear the other party in the speaker, but other party cannot hear you and the **Mute** key, is lit.
3. Press the **Mute** key to let the other party hear you.

 The system administrator can initiate an intercom connection on a S-key on your phone. When you press the key, a call is set up towards a predefined party and is answered automatically.

### 2.9.3.3 Voicemail

#### Call voicemail system

1. Press **Voicemail** S-key.

#### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Voicemail** S-key.

### 2.9.3.4 Group Voicemail

#### Call voicemail system

1. Press **Group Voice Inbox** S-key.

#### Listen to received messages

1. If there are pending messages, the message indicator is slowly flashing and the number of messages is displayed.
2. Press **Group Inbox** S-key.

**⚠** The system administrator can initiate a Group Inbox key on your phone. Each Group Inbox key monitors one Group Inbox function number. You may only monitor groups where the main user (line 1) is member. In the voice mail call, messages may be handled using keys (DTMF) described in the User Portal Inbox menu.

### 2.9.3.5 Directories (Contacts)

#### **Display Favorites/personal contact list**

1. Press the S-key configured with **Favorites** to bring up your personal contact list.

#### **Search for a contact**


1. Press the **Directory search** S-key. The Directory search is displayed.
2. Enter your search information, and press **Enter**. A list is displayed.
3. Choose a contact and press **Select**.

## 2.10 68xx and 69xx Administration Guide

For detailed information of the Mitel SIP phones, please see *Mitel 6800/6900 Series SIP Phones, Administration Guide* on <https://www.mitel.com/open-solutions>. Open a desk phone model, for example 6867, and fetch the linked '6800 SIP Admin Tools Information.zip'


## 3 Snom Desk phones


### 3.1 Supported Snom phones


 Please see the *Compatibility matrix* for valid firmware, supported phone models and version of Backend.

Snom model	
Snom 300**	
Snom D305	
Snom D315	
Snom 320**	
Snom D345	
Snom 360**	
Snom 370**	
Snom D375	
Snom D710	
Snom D712	
Snom D715	
Snom 720**	
Snom D725	
Snom D745	
Snom 760**	
Snom D765	

Snom model	
Snom 820**	
Snom 821**	
Snom 870**	
Snom Meeting Point	
Snom M9**	
Snom PA1	


 \*\* EOL, End Of Life - Product will no longer get any security updates. For more information, please see the **Compatibility Matrix** and [www.snom.com](http://www.snom.com)<sup>1</sup>.

 From Backend 4.6 SP1 and later: Snom models 360 and M9 are not supported.  
From Backend 4.6 SP2 and later: Snom models 300, 320, 370, 820 and PA1 are not supported. For more information of use of Snom model PA1, please contact Service and Support.

 For more information about the phones, please visit [www.snom.com](http://www.snom.com)<sup>2</sup>.

## 3.2 Snom Deskphone - logging in and out

### 3.2.1 Quick Reference guide

 This Quick Reference guide is valid for Snom model: 300, 320, D305, D315, D345, 360, 370, D375, 700, 710, 712, 715, 720, 725, 760, 765, 820, 821, 870, Meeting point, M9 and PA1.

#### 3.2.1.1 Getting started

##### Logging in and out

Your phone can either be a free seating phone, where you log in with your short number and PIN code, or pre-assigned to you.

##### **Log in to a free seating phone**

<sup>1</sup> <http://www.snom.com>

<sup>2</sup> <http://www.snom.com>



1. Enter your short number and press **OK**.
2. Click **OK** for the registrar.
3. Enter your PIN code and press **OK**.

#### Log out from a free seating phone

1. Press **Down**.
2. Press **OK** to log out.

## 3.3 Snom Deskphone - Calling

### 3.3.1 Quick Reference Guide

**i** This Quick Reference guide is valid for Snom model: 300, 320, D305, D315, D345, 360, 370, D375, 700, 710, 712, 715, 720, 725, 760, 765, 820, 821, 870, Meeting point, M9 and PA1.

#### 3.3.1.1 Calling sessions

There are several ways to make a call.

All devices do not support all calling sessions. The exceptions, that is the devices not supporting the calling sessions, is listed in this table. All other devices support all calling sessions.

Calling sessions	NOT supportive device				
	PA1	M 9	M P	300	320
Dial a number	x				
Call by pressing the shortcut key	x	x	x		
Call a contact in your personal contact list	x	x	x	x	x
Call by searching for a user in the directory	x	x	x		
Redial a number	x		x		
Receive a call					
Hold and resume a call	x		x		
Make a blind transfer	x		x		

Calling sessions	NOT supportive device				
	PA1	M 9	M P	300	320
Make an attended transfer	x		x		

### Dial a number

1. Enter the full phone number or the short number.
2. Press **OK**.

### Call by pressing the shortcut key

1. Press the shortcut key to the user.

### Call a contact in your personal contact list

1. Press the button that represents Contacts on your phone. This is the third of the four buttons directly under the display.
2. Select your contact.
3. Press .

### Call by searching for a user in the directory

You can search for and call a user that belongs to your organization.

1. Press the **Directory** button.
2. If your snom does not have a **Directory** button, press
3. Enter characters of the contact's name. The more characters you enter the more narrow your result will become.
4. Press to show the search results.
5. Use the navigation key to choose between the available contacts that matches your characters.
6. Press .


### Redial a number

1. Press the **Redial** button. If your snom phone does not have a redial button press: the first button under the screen and then the key 3
2. Select the number you want to redial.
3. Press **OK**.

### Receive a call

1. When a call is received, lift the handset to answer, OR press to answer via speakerphone.

### Hold and resume a call

 You can hold active calls.

1. Press the **Hold** button, OR press the function key with it's LED lit for this call.
2. Press the **Hold** button again, OR press the function key to resume the call.

### Make a blind transfer

Blind transfer allows the calling party to be transferred to another party. When a call is blind transferred, the remote party will be transferred directly. If the transfer fails because of no answer or a busy line the transferred party can connect with the party that transferred the call again.

1. Press **Transfer** and search or dial the contact to transfer the call to.

#### **Make an attended transfer**

Attended transfer makes it possible to transfer a call, while first getting the option to talk to the party where the call is being transferred. If the called party accepts the transfer, the remote party will be connected with the new party and it is possible to leave the call.


1. Put the call you want to transfer on hold.
2. Place another call. Wait for the calling party to answer.
3. You can now ask if the called party is available to take the call. If so, press **Transfer** to start transferring the call.


If you have multiple calls on hold, choose which calls to transfer with the navigation key.

## 3.4 Snom Deskphone - Call Monitoring and Pickup

### 3.4.1 Quick Reference Guide

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 This Quick Reference guide is valid for Snom model: 300, 320, D305, D315, D345, 360, 370, D375, 700, 710, 712, 715, 720, 725, 760, 765, 820, 821, 870, Meeting point, M9 and PA1.


 Call monitoring and pickup is not supported on Snom MP, M9 and PA1.

You can monitor calls to other extensions and pick up calls.

The call state for an extension is presented on the LED next to the function key. The LED can show the following call states.

snom desktop phone


Note

 During a transfer, new incoming calls will be placed in your personal queue, if no other call routing rules apply. You can pick up a new call in the queue by clicking on the pick up button.


LED off - Idle call state LED blinking - Ringing on the extension, or call on put on hold by you. Press the function key to pick up the call. LED on - Call connected

## 3.5 Snom Deskphone - Presence Settings

### 3.5.1 Quick Reference Guide

 This Quick Reference guide is valid for Snom model: 300, 320, D305, D315, D345, 360, 370, D375, 700, 710, 712, 715, 720, 725, 760, 765, 820, 821, 870, Meeting point, M9 and PA1.

#### 3.5.1.1 Setting your presence

 Not supported on Snom MP, M9 and PA1.

As a user in the system, you can select between different activities and roles available in the system. For example, if you want to have your calls routed to a specific phone when you are out of office, it is possible to set a specific role and activity matching the case. Activities and Roles are defined and configured by the system administrator. You can set your activity on your snom phone. To set your role, you need to log in to your Telepo User Web.

To set your activity

1. Press Presence. This is the first button below the display. If you don't have buttons below the display you can press
2. Select your activity using the navigation key.
3. Press

#### 3.5.1.2 Recording

When you record calls the recording will be saved in your inbox.

##### **To record an ongoing call**

- Press the record button, or the second key below the display. To end the recording: hang up.

#### 3.5.1.3 Shortcut keys

 Not supported on Snom MP, M9 and PA1.

The shortcut keys are the function keys on the right side of your snom phone. Your administrator configures the function key type for each key. The following types are available:

## Speed dial

A speed dial key dials directly to a configured contact. The contact could either be specified by your administrator or specified by yourself using the user web interface.

### Adding contacts to your speed dial positions

If your administrator has mapped the speed dial functionality to your function keys you can add your own speed dial contacts.

#### Add a contact to a speed dial position

1. Log in to the user web interface.
2. Select Contacts , then click Add contact.
3. Enter the contact details.
4. Choose a speed dial position between 1 and 10 to assign to the contact.
5. Click Add phone number.
6. Choose the type of number, location and enter the phone number.
7. Click **Save**.

You can also import contacts from a text file. Importing contacts allow multiple contacts to be imported to your contact list using a semicolon separated text file.

#### Import contacts

1. Click Import contacts from the contact list page.
2. Browse for a file with semicolon separated contact information.
3. Follow the instructions on screen. It is possible to map each field in the textfield to a corresponding contact field in the system.
4. Click Save to store the contact information.

## Extensions


An extension allows you to monitor, and answer calls on a user's line. You need to have specific permissions to see call state and answer calls.

## Line

A line is a primary phone for a user. The phone will ring for incoming calls and you can place new calls from the line.

## 3.6 Snom Deskphone - Recording

### 3.6.1 Quick Reference Guide

 This Quick Reference guide is valid for Snom model: 300, 320, D305, D315, D345, 360, 370, D375, 700, 710, 712, 715, 720, 725, 760, 765, 820, 821, 870, Meeting point, M9 and PA1.

### To record an ongoing call

- Press the record button, or the second key below the display.
- To end the recording: hang up.

**⚠ When you record calls the recording will be saved in your inbox.**  
When you record calls the recording will be saved in your inbox.

## 3.7 Snom Deskphone - Shortcut Keys

### 3.7.1 Quick Reference Guide

**i** This Quick Reference guide is valid for Snom model: 300, 320, D305, D315, D345, 360, 370, D375, 700, 710, 712, 715, 720, 725, 760, 765, 820, 821, 870, Meeting point, M9 and PA1.

**⚠** Not supported on Snom MP, M9 and PA1.

The shortcut keys are the function keys on the right side of your Snom phone. Your administrator configures the function key type for each key. The following types are available:

#### 3.7.1.1 Speed dial

A speed dial key dials directly to a configured contact. The contact could either be specified by your administrator or specified by yourself using the user web interface.

Adding contacts to your speed dial positions

If your administrator has mapped the speed dial functionality to your function keys you can add your own speed dial contacts.

#### Add a contact to a speed dial position

1. Log in to the user web interface.
2. Select Contacts, then click Add contact.
3. Enter the contact details.
4. Choose a speed dial position between 1 and 10 to assign to the contact.
5. Click Add phone number.
6. Choose the type of number, location and enter the phone number.
7. Click **Save**.

You can also import contacts from a text file. Importing contacts allow multiple contacts to be imported to your contact list using a semicolon separated text file.

### Import contacts

1. Click Import contacts from the contact list page.
2. Browse for a file with semicolon separated contact information.
3. Follow the instructions on screen. It is possible to map each field in the textfield to a corresponding contact field in the system.
4. Click **Save** to store the contact information.

#### 3.7.1.2 Extensions


An extension allows you to monitor, and answer calls on a user's line. You need to have specific permissions to see call state and answer calls.

#### 3.7.1.3 Line

A line is a primary phone for a user. The phone will ring for incoming calls and you can place new calls from the line.

## 3.8 Snom Deskphone - Change Ringtones

### 3.8.1 Quick Reference Guide

 This Quick Reference guide is valid for Snom model: 300, 320, D305, D315, D345, 360, 370, D375, 700, 710, 712, 715, 720, 725, 760, 765, 820, 821, 870, Meeting point, M9 and PA1.

You can change the ringtone on your Snom phone for incoming calls. Depending on your phone model the procedure is a little bit different. See the appropriate description for your phone model.

#### To change the ringtone on a Snom 300 or PA1

1. Press the navigation button down to enter Settings.
2. Use the four-way navigation button to navigate to Configuration > Reg > Ringer.
3. Select the extension whose ringtone you want to change.
4. Use the navigation button to browse through the available ringtones.
5. Press to save.

#### 3.8.1.1 To change the ringtone on a Snom 320

1. Press Settings.
2. Use the four-way navigation button to navigate to Configuration > Reg > Ringer.
3. Press the S1 button below the display.
4. Select the extension whose ringtone you want to change, and press the S3 button below the display.
5. Use the navigation button to browse through the available ringtones.
6. Press to save.

### 3.8.1.2 To change the ringtone on a Snom 360 or 370

1. Press Settings.
2. Use the four-way navigation button to navigate to Ring tone.
3. Select the extension whose ringtone you want to change.
4. Use the navigation button to browse through the available ringtones.
5. Press to save.

### 3.8.1.3 To change the ringtone on a Snom 7xx or 8xx

1. Log in to the web interface of the phone by entering the ip-address of the phone.
2. Select Preferences.
3. Edit the ringer according to your preferences.
4. Select **Apply** to save.



## 4 MiVoice Conference and Video Phone



### 4.1 Quick Reference guide

Technical Data: The MiVoice Conference and Video phone has a large touch screen and four touch function keys.

*The MiVoice Conference phone makes conference calls clear, easy and efficient. Combining high-definition audio capabilities with 16 microphones that automatically focus towards the person talking, the Conference Phone helps to minimize side conversation pickup and increases speaker clarity.*

#### 4.1.1 Getting started

**i** We recommend using the phone's user guide for more information on handling the phone, please visit **www.mitel.com**.

##### 4.1.1.1 Conference Call

###### Make a conference call

1. Press **Phone** or **Video Phone** and type the telephone number, OR Press **Redial** and select a number from the **Redial** list.
2. Press **Call**.
3. Press **End call** to end the call.


###### Make a Conference call with up to 4 participants

1. Press **Phone** or **Video Phone** and type the telephone number.
2. Press **Call**.

3. Establish the the call.
4. Press **Hold Call** to hold the first call.
5. Call a second participant to the conference, and repeat step 1-3 above, OR answer an incoming call.
6. Press **Add Participant** key to add the second call to the conference.
7. Repeat up to 4 participant of the conference.
8. Press **End Group Call** key to end the conference call.

## 5 SIP Deskphone Product Specification

 For list of functionality in Mitel Deskphones, please download *SIP Deskphone Feature list*.

 Please see the *Compatibility Information* for supported phone models, valid firmware and version of Backend.

### Certificates

The HTTPS client on the SIP phones support validation of HTTPS certificates.

<b>Valid certificates for Mitel 68xx desk phones</b>
Comodo (EssentialSSL and 4096-bit RSA)
DigiCert
GoDaddy
Mitel MiVoice Border Gateway (MBG)
Thawte
TrustZone
Verisign
Entrust or CyberTrust

## 6 Mitel Deskphone Feature List

This page provides information on Mitel Deskphone features and firmware version.

**General Information**  
**Firmware Release: 5.1**

N	No
Y	Yes
NA	Not Applicable

Feature	686 3i	686 5i	686 7i	686 9i	68 73i	Notes
<b>Basic Features</b>						
Call Origination	Y	Y	Y	Y	Y	
Call Termination	Y	Y	Y	Y	Y	
Call Forward All	Y	Y	Y	Y	Y	
Call Forward Busy	Y	Y	Y	Y	Y	
Call Forward No Answer	Y	Y	Y	Y	Y	
Call Logs (Dialed)	Y	Y	Y	Y	Y	
Call Logs (Missed)	Y	Y	Y	Y	Y	
Missed Call Indicator	Y*	Y*	Y*	Y*	Y*	*local Missed Call Indicator will only be cleared when call log is browsed via phone
Call Logs (Received)	Y	Y	Y	Y	Y	
Redial Last Number	Y	Y	Y	Y	Y	
Redial List	Y	Y	Y	Y	Y	
Call Transfer (Blind Transfer)	Y	Y	Y	Y	Y	Camp-On (true blind transfer to personal queue) is enabled via Attendant Function number setting OR in general via OrgAdmin->Services>AdvancedSettings

<b>Feature</b>	<b>686 3i</b>	<b>686 5i</b>	<b>686 7i</b>	<b>686 9i</b>	<b>68 73i</b>	<b>Notes</b>
Call Transfer (Blind Transfer Before Answer / Semi-Attended)	Y	Y	Y	Y	Y	
Call Transfer (Consultation Xfer)	Y	Y	Y	Y	Y	
Call Waiting - Phone Side	Y	Y	Y	Y	Y	
Calling Line ID	Y	Y	Y	Y	Y	
Calling Line ID with Unicode Characters	Y	Y	Y	Y	Y	
Connected Line ID	Y	Y	Y	Y	Y	
Connected Line ID on UPDATE	Y	Y	Y	Y	Y	
Connected Line ID on Re-INVITE	Y	Y	Y	Y	Y	
Connected Line ID After Call forward	Y	Y	Y	Y	Y	
Connected Line ID with Unicode Characters	Y	Y	Y	Y	Y	
Caller ID with Name on Call Waiting	Y	Y	Y	Y	Y	
Conference (3-way) - Phone Side	Y	Y	Y	Y	Y	
Conference (N-way) - Server/Network Side	Y	Y	Y	Y	Y	
Conference (3-way) - Server/Network Side	Y	Y	Y	Y	Y	
Meet-Me Conferencing	Y	Y	Y	Y	Y	
Meet-Me Conferencing - G722	Y	Y	Y	Y	Y	
Meet-Me Conferencing - AMR-WB	Y	Y	Y	Y	Y	
Conference Drop Specific Party	Y	Y	Y	Y	Y	
Do-Not-Disturb (Phone Side)	N	N	N	N	N	
Do-Not-Disturb (Server Side)	N	N	N	N	N	
Hold/Unhold Call - RFC2543	Y	Y	Y	Y	Y	
Hold/Unhold Call - RFC3264	Y	Y	Y	Y	Y	
Hold Call Visual Indication	Y	Y	Y	Y	Y	
Hold Call Reminder Tones (Calling Party)	Y	Y	Y	Y	Y	

Feature	686 3i	686 5i	686 7i	686 9i	68 73i	Notes
Live Dialpad	Y	Y	Y	Y	Y	
Multiple Call Appearances	Y	Y	Y	Y	Y	
Mute	Y	Y	Y	Y	Y	
Automatic Speed Dial	Y	Y	Y	Y	Y	
Call Park/Pickup	Y	Y	Y	Y	Y	
Enhanced Call Park/Retrieval	Y	Y	Y	Y	Y	
Session Audit (re-INVITE or UPDATE) / Call Keepalive (re-INVITE)	Y	Y	Y	Y	Y	
Device Keepalive (re-REGISTER or OPTION)	Y	Y	Y	Y	Y	
Session Timer	Y	Y	Y	Y	Y	
Ringback	Y	Y	Y	Y	Y	
Ringback with Early Media	Y	Y	Y	Y	Y	
Forked Dialog	Y	Y	Y	Y	Y	
181 Call Being Forwarded	Y	Y	Y	Y	Y	
Dial Plan	Y	Y	Y	Y	Y	
Emergency Dial Plan	Y	Y	Y	Y	Y	
Abbreviated Dialing	Y	Y	Y	Y	Y	Device config: Speed dial keys
Long Distance Calling	Y	Y	Y	Y	Y	
Feature Access Code Dialing	Y	Y	Y	Y	Y	
Announcement	Y	Y	Y	Y	Y	
Music-on-hold	Y	Y	Y	Y	Y	
<b>Extended Features (Phone Side)</b>						
24-Line distinct SIP Account Support	Y	Y	Y	Y	Y	
Outbound Proxy Support	Y	Y	Y	Y	Y	

Feature	686 3i	686 5i	686 7i	686 9i	68 73i	Notes
User Selectable Audio Path	Y	Y	Y	Y	Y	
State based soft-keys	Y	Y	Y	Y	Y	
Analog Headset	Y	Y	Y	Y	Y	
USB Headset	N	Y	Y	Y	Y	
DHSG Headset	N	Y	Y	Y	Y	
BlueTooth Headset	N	N	N	N	Y	
M680i PKM	Y	Y	Y	Y	Y	
M685i PKM	Y	Y	Y	Y	Y	
K680i Keyboard	Y	Y	Y	Y	Y	
Customized per line Ringtone	Y	Y	Y	Y	Y	
Picture Caller ID	N	N	N*	Y	Y	*Disabled due to speech delay for a non-cached caller id. (Backend 4.4 SP1 patch9)
Idle Screen Background Image	N	N	Y	Y	Y	
Screen Saver Background Image	N	N	Y	Y	Y	
Native Hot Desking / Visitor Desk Phone (VDP)	Y	Y	Y	Y	Y	
<b>Directory Services</b>						
Personal Directory or Phonebook (CSV)	NA	NA	NA	NA	NA	
Microsoft Exchange Directory	NA	NA	NA	NA	NA	
LDAP Directory	NA	NA	NA	NA	NA	
Export Complete Phone Directory	NA	NA	NA	NA	NA	
Import Server-Side Corporate Directory	NA	NA	NA	NA	NA	
Import Server-Side Personal Directory	NA	NA	NA	NA	NA	
Xsi Directory (see Xsi Support below for more details)	NA	NA	NA	NA	NA	

Feature	686 3i	686 5i	686 7i	686 9i	68 73i	Notes
<b>Extended Features (Server Side)</b>						
Hunt Group	Y	Y	Y	Y	Y	
Priority Alerting / Distinctive Ringing	Y	Y	Y	Y	Y	
Advanced Alerting - Ringing	Y	Y	Y	Y	Y	
Advanced Alerting - Call Waiting	Y	Y	Y	Y	Y	
Advanced Alerting - Ring Splash	Y	Y	Y	Y	Y	
Advanced Alerting - Silent	Y	Y	Y	Y	Y	
Third-Party Call Control - Advanced (Click to dial, answer, hold)	Y	Y	Y	Y	Y	Telepo will send REFER Refer-To <destination>, to the phone instead of NOTIFY { Dial: <destination>}
Voice Message Deposit/Retrieval	Y	Y	Y	Y	Y	
Message Waiting Indicator - unsolicited	N	N	N	N	N	
Message Waiting Indicator - solicited	Y	Y	Y	Y	Y	
Message Waiting Indicator with message waiting count	Y	Y	Y	Y	Y	
Message Waiting Indicator with customized Request-URI	N	N	N	N	N	
Voice Portal Outcall	Y	Y	Y	Y	Y	
Diversion Header	Y	Y	Y	Y	Y	
History-Info Header	Y	Y	Y	Y	Y	
Register Authentication	Y	Y	Y	Y	Y	
Maximum Registration	Y	Y	Y	Y	Y	
Invite Authentication	Y	Y	Y	Y	Y	
Re-Invite/Update Authentication	Y	Y	Y	Y	Y	
Refer Authentication	Y	Y	Y	Y	Y	
Missed Calls Display Sync	Y	Y	Y	Y	Y	



Feature	686 3i	686 5i	686 7i	686 9i	68 73i	Notes
<b>Localization / Globalization</b>						
English Language Phone User Interface Support	Y	Y	Y	Y	Y	
French Language Phone User Interface Support	Y	Y	Y	Y	Y	
Spanish Language Phone User Interface Support	Y	Y	Y	Y	Y	
German Language Phone User Interface Support	Y	Y	Y	Y	Y	
Italian Language Phone User Interface Support	Y	Y	Y	Y	Y	
English Language Web Interface	Y	Y	Y	Y	Y	
French Language Web Interface	Y	Y	Y	Y	Y	
Spanish Language Web Interface	Y	Y	Y	Y	Y	
German Language Web Interface	Y	Y	Y	Y	Y	
Italian Language Web Interface	Y	Y	Y	Y	Y	
UTF-8 Support	Y	Y	Y	Y	Y	
<b>Network Services</b>						
DHCP Client	Y	Y	Y	Y	Y	
FTP Client	N	N	N	N	N	
HTTP Client	Y	Y	Y	Y	Y	
HTTP Server	Y	Y	Y	Y	Y	
HTTPS Client	Y	Y	Y	Y	Y	
HTTPS Server	Y	Y	Y	Y	Y	
TFTP Client	N	N	N	N	N	
Telnet Server	N	N	N	N	N	
Static IP support	N	N	N	N	N	

Feature	686 3i	686 5i	686 7i	686 9i	68 73i	Notes
DHCP support (Option 66, 159, 160, 12, 60, 77, 2, 43, 132)	Y	Y	Y	Y	Y	
DNS Server support	Y	Y	Y	Y	Y	
NTP Time Server support	Y	Y	Y	Y	Y	
DNS Host File	Y	Y	Y	Y	Y	
mDNS	NA	NA	NA	NA		
<b>Special SIP Features</b>						
SIP messaging over UDP transport	Y	Y	Y	Y	Y	
SIP messaging over TCP transport	Y	Y	Y	Y	Y	
SDP in ACK packet	Y	Y	Y	Y	Y	
DTMF out-of-band (RFC2833)	Y	Y	Y	Y	Y	
DTMF in-band	Y	Y	Y	Y	Y	
DTMF in SIP INFO	Y	Y	Y	Y	Y	
DTMF Relay	N	N	N	N	N	
DTMF Flash Support	N	N	N	N	N	
Remote Phone Restart with SIP NOTIFY	Y	Y	Y	Y	Y	
Multiple SIP Proxy support (per line/account SIP registrar)	Y	Y	Y	Y	Y	
Intercom (ALERT-INFO header)	Y	Y	Y	Y	Y	
Auto Answer (CALL-INFO header)	N	N	N	N	N	

Feature	6863i	6865i	6867i	6869i	6873i	Notes
Group Paging (multicast RTP)	Y	Y	Y	Y	Y	"How to configure Paging on an organisation's enterprise network is described in 6800/6900 IP Phone Admin Guide, chapter GROUP PAGING RTP SETTINGS (see <a href="http://miteldocs.com/">http://miteldocs.com/</a> -> Deskphones -> 6867i -> Setup and Administration -> Administrators Guides). Planning: Paging only requires desk phones and dedicated multicast IP addresses on customer's network (Telepo phone system is not part of the configuration). The local IS/IT must configure multicast IP addresses (one per paging group) and make them accessible to the 6800/6900 phones. A phone with paging key is configured to send to a multicast IP address. Via phone web page: Set listening addresses: Basic Setting->Preferences->Group Paging RTP Settings: <multicast IP:port address(es), for example: 224.0.0.2:10000,224.0.0.5:15000) set paging key to send media: Operation->'Softkeys and XML' prgkey,softkey,topsoftkey or expansion module; type:paging, value: <multicast IP address and port to sent media to>, for example 224.0.0.2:10000"
Remote Ringback (audio) support	Y	Y	Y	Y	Y	
SIP Transaction Timer	Y	Y	Y	Y	Y	
Call Decline Policy	Y	Y	Y	Y	Y	
<b>BLF (Busy Lamp Field) Support</b>						

<b>Feature</b>	<b>686 3i</b>	<b>686 5i</b>	<b>686 7i</b>	<b>686 9i</b>	<b>68 73i</b>	<b>Notes</b>
BLF Key Dialout	Y	Y	Y	Y	Y	
BLF Directed Call Pickup	Y	Y	Y	Y	Y	
BLF Call Park Notification	Y	Y	Y	Y	Y	
BLF Barge-In (Join header)	N	N	N	N	N	
<b>SCA (Shared Call Appearance) Support</b>						
BroadSoft (specify # lines)	Y	Y	Y	Y	Y	
SCA Bridging	N	N	N	N	N	
Line-Seize						
Call-Info/Lamp Management	Y	Y	Y	Y	Y	
Public Hold	Y	Y	Y	Y	Y	
Hybrid Key System	Y	Y	Y	Y	Y	
Multiple Call Arrangement	Y	Y	Y	Y	Y	
Bridge Active Line	N	N	N	N	N	
<b>Configuration / Provisioning / Deployment</b>						
Config auto-download cfg and firmware per night/wk	Y	Y	Y	Y	Y	
Download config using TFTP transport	N	N	N	N	N	
Download config using FTP transport	N	N	N	N	N	
Download config using HTTP transport	Y	Y	Y	Y	Y	
Download config using HTTPS transport	Y	Y	Y	Y	Y	
Multiple Configuration Servers	Y	Y	Y	Y	Y	
Redirect Configuration Server (RCS)	Y	Y	Y	Y	Y	
Local Certificate for HTTPS	Y	Y	Y	Y	Y	
Device Management	NA	NA	NA	NA	NA	

Feature	686 3i	686 5i	686 7i	686 9i	68 73i	Notes
Endpoint Pack	NA	NA	NA	NA	NA	
<b>Hospitality Suite Features</b>						
Enable/Disable Callers List	NA	NA	NA	NA	NA	
Enable/Disable Missed Calls Indicator	NA	NA	NA	NA	NA	
Enable/Disable Redial, Conference & Transfer keys	NA	NA	NA	NA	NA	
Enable/Disable Directory	NA	NA	NA	NA	NA	
Enable/Disable Call Forward	NA	NA	NA	NA	NA	
Password Protection for Options Menu Key	NA	NA	NA	NA	NA	
<b>Redundancy &amp; Load Balancing</b>						
DNS SRV	Y	Y	Y	Y	Y	
Backup outbound proxy	Y	Y	Y	Y	Y	The outbound proxy points to edge node
Backup proxy/registrar	NA	NA	NA	NA	NA	edge nodes will handle backup to service node (proxy)
Register Failover/Failback	NA	NA	NA	NA	NA	edge nodes will handle backup to service node (proxy)
Invite Failover/Failback	NA	NA	NA	NA	NA	edge nodes will handle backup to service node (proxy)
Bye Failover	NA	NA	NA	NA	NA	edge nodes will handle backup to service node (proxy)

Feature	686 3i	686 5i	686 7i	686 9i	68 73i	Notes
DNS A-record Load Balancing	Y	Y	Y	Y	Y	Phone selects and use 1st A-record until TTL expires. If another record is 1st in the re-query, phone will move to the new target. To enable phone to remain on current target (if still present in the A-record response list), set "sip outbound support: 1" on the phone.
<b>Security</b>						
Encrypted Server-Side Configurations	Y	Y	Y	Y	Y	
SIP/TLS	Y	Y	Y	Y	Y	
SRTP (Secure RTP)	Y	Y	Y	Y	Y	
SIP Whitelist	Y	Y	Y	Y	Y	
Disable Web Services Ports (80, 443, 49249)	Y	Y	Y	Y	Y	
Phone Lock	Y	Y	Y	Y	Y	
TLS 1.1	Y	Y	Y	Y	Y	
TLS 1.2	Y	Y	Y	Y	Y	
SHA-2 Certificate	Y	Y	Y	Y	Y	
<b>IEEE SPECS</b>						
IEEE 802.3af Inline Power	Y	Y	Y	Y	Y	
IEEE 802.3at Inline Power	N	N	N	N	Y	
IEEE 802.1p QoS	Y	Y	Y	Y	Y	
IEEE 802.1Q VLAN Tagging	Y	Y	Y	Y	Y	
IEEE 802.1x	Y	Y	Y	Y	Y	
<b>ANSI/TIA Specs</b>						
ANSI/TIA-1057 - LLDP-MED	Y	Y	Y	Y	Y	
LLDP ELIN	NA	NA	NA	NA	NA	

Feature	686 3i	686 5i	686 7i	686 9i	68 73i	Notes
LLDP ELIN with elin=number in From Header	NA	NA	NA	NA	NA	
<b>CODECS</b>						
G711 u-law Codec (8Kbps)	Y	Y	Y	Y	Y	
G711 a-law Codec (8Kbps)	Y	Y	Y	Y	Y	
G711 u-law Codec (16Kbps)	NA	NA	NA	NA	NA	
G711 a-law Codec (16Kbps)	NA	NA	NA	NA	NA	
G729A annexB Codec	Y	Y	Y	Y	Y	
G722	Y	Y	Y	Y	Y	
G722.1 (24Kbps, 32Kbps)	NA	NA	NA	NA	NA	
G726 (16Kbps, 24Kbps, 32Kbps, 40Kbps)	Y	Y	Y	Y	Y	
L16 (8Kbps, 16Kbps)	Y	Y	Y	Y	Y	
AMR	Y	Y	Y	Y	Y	
AMR-WB	Y	Y	Y	Y	Y	
Config Codec Preference and Order	Y	Y	Y	Y	Y	
Codec Negotiation	Y	Y	Y	Y	Y	
Codec Renegotiation	Y	Y	Y	Y	Y	
<b>Session Border Controller (SBC) / Application Layer Gateway (ALG)</b> "Device Vendor, Model, Version MiCloud Telepo EdgeNode"						
REGISTER	Y	Y	Y	Y	Y	
Outgoing INVITE	Y	Y	Y	Y	Y	
Incoming INVITE	Y	Y	Y	Y	Y	
Outgoing SUBSCRIBE	Y	Y	Y	Y	Y	
Outgoing NOTIFY	Y	Y	Y	Y	Y	

Feature	686 3i	686 5i	686 7i	686 9i	68 73i	Notes
Incoming NOTIFY	Y	Y	Y	Y	Y	
Local Mode	Y	Y	Y	Y	Y	
<b>NAT Support (Network Address Translation)</b>						
Phone side NAT IP support	NA	NA	NA	NA	NA	
STUN (Simple Traversal of UDP Networks)	NA	NA	NA	NA	NA	
ICE	NA	NA	NA	NA	NA	
uPNP (Universal Plug-and-Play)	NA	NA	NA	NA	NA	
<b>Operations, Administration, Maintenance</b>						
RTCP-XR	Y	Y	Y	Y	Y	
Enable/Disable WebUI	Y	Y	Y	Y	Y	
Web SIP Registration Info/Status	Y	Y	Y	Y	Y	
Realtime Phone Debug/Status Messages	Y	Y	Y	Y	Y	
Restart Reasons	Y	Y	Y	Y	Y	
TCPdump	Y	Y	Y	Y	Y	
Watchdog	Y	Y	Y	Y	Y	
Hard Key Reprogramming	Y	Y	Y	Y	Y	
Collapsed Softkey Screen	Y	Y	Y	Y	Y	
Reset to Factory Default Settings	Y	Y	Y	Y	Y	
Web Recovery	Y	Y	Y	Y	Y	