

Faculty & Staff  
**ADVANCED**  
**VOIP Telephone**  
*Quick Reference Guide*



## REVISION CONTROL

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## 1 VOIP TELEPHONE OVERVIEW

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In 2017, CSU Bakersfield began transitioning to a new telephone system. The new system uses a digital technology called Voice Over Internet Protocol, VOIP. With VOIP technology, we can provide you additional phone capabilities, such as conferencing up to 10 people on a single call and more. The new system uses the Mitel 6800 series telephones. These telephones will operate much like your existing or previous telephone. As such, you will be able to:

- Make and receive calls
- Access your voicemail
- Forward and transfer calls
- Place calls on hold

Additional functionality provided with the VOIP technology will allow you to:

- Speed dial
- Set a Do Not Disturb
- Access a received caller list
- Conference callers
- And more.

This document covers the basic and advanced telephone operations for the Mitel 6876i. For the frequently asked questions, please see CSUB Telephone System FAQs.

### 1.1 VOIP TELEPHONE MODELS

#### MITEL 6876i

The Mitel 6876i telephone is a digital telephone that works with VOIP. The telephone features

- Supports up to 9 lines and has 2 dedicated line keys with LED.
- 6 programmable soft keys with LEDs and
- Context-sensitive keys that are customizable by the telephone administrator.
- High resolution 3.5" QVGA color backlit LCD display.
- Enhanced speakerphone uses dual microphones and advanced audio processing for better hands-free calling.



### MITEL 6869i

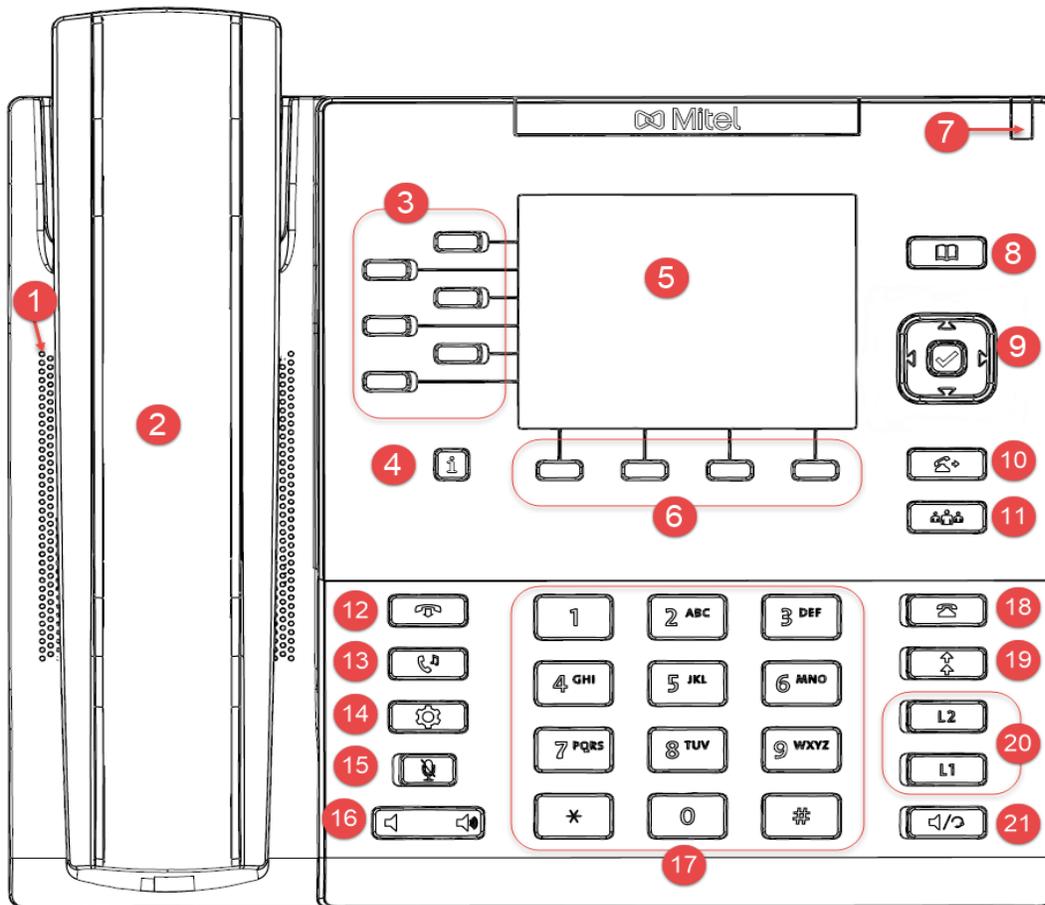
The Mitel 6869i telephone is a digital telephone that works with VOIP. The telephone features

- Largest 4.3", 480x272 pixel color backlit LCD display
- 12 programmable soft keys
- 5 programmable context sensitive keys
- Support for up to 24 lines
- Gigabit Ethernet ports with PoE
- Flexible headset support (wireless, DHSG/EHS and USB)



### 1.2 VOIP PHONE BUTTONS

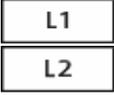
In identifying the buttons on your VOIP phone, a screen image with a diagram is provided.



- |                  |                                |                        |                         |                       |
|------------------|--------------------------------|------------------------|-------------------------|-----------------------|
| 1. Speaker phone | 6. Soft keys                   | 10. Transfer button    | 15. Mute button         | 20. Line/call buttons |
| 2. Handset       | 7. Message waiting             | 11. Conference button  | 16. Volume button       | 21. Speaker/headset   |
| 3. Function keys | 8. Directory                   | 12. End button         | 17. Dial pad            |                       |
| 4. Presence key  | 9. Navigation/Selection button | 13. Hold/Pickup button | 18. Callers list button |                       |
| 5. LCD Display   |                                | 14. Options button     | 19. Redial button       |                       |

### 1.3 BUTTON DESCRIPTIONS

The table below shows an image of the button, its name and description.

Button	Button Name	Description
	End Button	Ends an active call. It also exits an open list, such as the Options List, without saving changes.
	Hold / Pickup Key	Places an active call on hold. To retrieve a held call, press the key again or press the <b>Pickup</b> soft key offered on the display
	Options Button	Accesses options to customize your phone. You may configure phone ringing tones, display settings and set call forward options.
	Mute Button	Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute)
	Volume Button	Adjusts the volume for the handset, headset, ringer, and speakerphone.
	Callers List Button	Accesses a list of the last 200 calls received.
	Redial button	Accesses a list of the last 100 previously dialed numbers. Pressing the key twice redials the last dialed number
	Line / Call buttons	Connects you to a line or call. There are two default <b>Line</b> keys, each with LED indicator lights.
	Speaker/ Headset	Transfers the active call to the speaker or headset, allowing hands-free use of the phone.
	Directory button	Accesses a directory of names and phone numbers.
	Navigation /Select Button	Multi-directional navigation keys allow you to navigate through the phone's user interface. Pressing the center Select button selects/sets options and performs various actions (such as dialing out when in the Directory, Callers, and Redial Lists).
	Transfer button	Transfers the active call to another number.

	Conference button	Begins a conference call with active call.
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#### 1.4 DIAL PAD KEYS

The 6867i has a dial pad with digits from 0 through 9, a \* key, and a # key. Keys 2 through 9 contain the letters of the alphabet. The table below shows the key actions when used for dialing or for using text.

Key	Dialing Action	Text Action
<b>0</b>	Dials 0 Dials the Operator	N/A
<b>1</b>	Dials 1	Press 1 repeatedly to scroll through options for special characters
<b>2 ABC</b>	Dials 2	Press 1 time for A Press 2 times for B Press 3 times for C
<b>3 DEF</b>	Dials 3	Press 1 time for D Press 2 times for E Press 3 times for F
<b>4 GHI</b>	Dials 4	Press 1 time for G Press 2 times for H Press 3 times for I
<b>5 JKI</b>	Dials 5	Press 1 time for J Press 2 times for K Press 3 times for L
<b>6 MNO</b>	Dials 6	Press 1 time for M Press 2 times for N Press 3 times for O
<b>7 PQRS</b>	Dials 7	Press 1 time for P Press 2 times for Q Press 3 times for R Press 4 times for S
<b>8 TUV</b>	Dials 8	Press 1 time for T Press 2 times for U Press 3 times for V
<b>9 WXYZ</b>	Dials 9	Press 1 time for W Press 2 times for X Press 3 times for Y Press 4 times for Z

The \* is called the star key. The # is called the number sign, pound key, or hash key, depending on one's nationality or personal preference. These can be used for special functions such as accessing voicemail. The star key and pound key functions are dependent on your country's feature availability. Contact your System Administrator for more information about available functions using these keys.

## 1.5 TELEPHONE DIALING CODES

The table below contains a list of commonly used dialing codes for your VOIP telephone.

Feature	Dial	Description
Call Forwarding Always Activation	*72	Turns on call forwarding
Call Forwarding Always Deactivation	*73	Turns off call forwarding
Call Park	*68	Parks a phone call for later retrieval
Call Park Retrieve	*88	Retrieves a parked call
Call Pickup	*98	Answers a phone in your call pickup group
Call Waiting - Activate	*43	Activates call waiting
Call Waiting - Deactivate	#43	Deactivates call waiting
Voice Mail Transfer	*55	Transfers a caller directly to a voicemail box
Do Not Disturb Activation	*78	Turns on do not disturb
Do Not Disturb Deactivation	*79	Turns off do not disturb
Flash Call Hold	*22	Places a call on hold
Last Number Redial	*66	Redials the last number that you dialed
Speed Dial 100	*75	Calls a number on your speed dial list
Voice Mail Retrieval	*86	Accesses your voicemail messages directly
Voice Portal Access	*62	Accesses your voicemail box main menu

## 1.6 SCREENS AND INDICATORS

You telephone has 2 screens that it displays: Home Screen and Detailed View Call Screen. On the screens, you will see indicators for your phone/line status, call status, and call features.

### Home Screen

The Home Screen shows the date, time, and other important status information. It is the default screen when your phone is idle.



## Phone/Line Status Indicators

These indicators show the status of your phone line. They appear on the upper right corner of the Home screen.

### Phone/Line Status Indicators:



## Detailed-View Call Screen

The Detailed View Call Screen displays information specific to a call. It is the default screen shown for all active calls.



## Call Status Indicators

These indicators the status of your calls.

### Call Status Indicators:



## Call Feature Indicators

These indicators show the call features that are activated

## Call Feature Indicators:



## 2 BASIC CALL HANDLING

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Your Mitel 6876i operates much like your existing or previous telephone. As such, you can make and receive calls, access your voicemail, forward and transfer calls, and place calls on hold or speakerphone. This section will guide with basic call handling.

### 2.1 PLACING A CALL

To make a phone call,

1. Lift handset
2. Dial the number
3. Wait for the ringing to begin (on occasion, this may take a few seconds)

### 2.2 ENDING A CALL

To end a phone call

- Hang up or press the  End button.

### 2.3 ANSWERING A CALL

To answer a phone call,

- Lift handset or press the  Line button

### 2.4 IGNORING A CALL

The Ignore a Call feature allows you to send an incoming call directly to your voicemail. To ignore a call, Press the  End button when the phone is ringing.

### 2.5 MUTING / UNMUTING

Muting allows you to turn the sound off, so the caller cannot hear you.

#### Mute a Call

- Press the  Mute button

#### Unmute a Call

- Press the Mute again to unmute.

### 2.6 HOLDING AND RESUMING

Placing a call on Hold allows you to use your phone for other operations without interfering with an active call.

### Place a call on Hold

- Press the  Hold button to place a call on hold.

### Resume a Call on Hold

- Press the  Hold button again to resume the call.

## 2.7 REDIALING

Redialing allows you to redial a person who called you previously or to call the last number dialed. To redial a number,

1. Press the  Redial button once to access a list of recently dialed numbers.
2. Use the Up and Down keys on the  Navigation/Selection button to scroll through the entries
3. Press the  Select key button or Dial soft keys to redial the selected number.
4. Or, press the  Redial button number, when the phone is ringing.

## 2.8 ADJUSTING THE VOLUME

You can adjust the volume while on a call.

1. To lower the volume, press the  Volume button toward the left
2. To increase the volume, press the  Volume button toward the right

## 3 ADVANCED CALL HANDLING

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In addition to the basic operations, your telephone can perform advanced call handling. These functions include: call transferring, call waiting, call conferencing, do not disturb, and much more.

### 3.1 3-WAY CONFERENCING

3-way conferencing allows you to connect two different parties and yourself on a call at the same time.

1. Dial the first party
2. Press the  Conference button.
3. Dial the second party's number

*Note: If the second party does not answer, press the **Cancel** soft key. Then press the **Line Appearance** where your first caller is holding.*

4. When the second party answers, press the  Conference button again to complete the action.

### 3.2 3-WAY CONFERENCING WITH EXISTING CALLS

When you have two parties on hold, you can connect them and yourself on a call at the same time.

1. While connected to the first party
2. Press the  Conference button.
3. Press the  Line/Call button for the second party, who is on hold
4. Press the  Conference button again to complete the action.

### 3.3 CALL FORWARDING

Call forwarding allows your calls to ring at another number, such as the campus voicemail system.

#### Activate Call Forwarding

1. Press the Call Fwd soft key
2. Under ALL, enter the phone number you want your calls forwarded, such 2933 for voicemail
3. Press the down arrow on the  Navigation/Select button
4. Press the center of the  Navigation/Selection button to toggle the check box ON
5. Press the Save soft key

#### Deactivate Call Forwarding

1. Press the Call Fwd soft key
2. Press the down arrow on the  Navigation/Select button
3. Press the center of the  Navigation/Selection button to toggle the check box OFF
4. Press the Save soft key

### 3.4 CALL TRANSFERRING

Call transferring allows you to transfer an active call to another destination. You can transfer calls to individuals or to their voicemail.

#### Call Transfer to Individual

1. While on the call with the party you want to transfer, press the  Transfer button.
2. Dial the recipient's number
3. Stay on the line to announce the caller (Press Cancel to cancel the transfer)
4. Press the  Transfer button

#### Call Transfer to Voicemail

1. While on the call with the party you want to transfer, press the  Transfer button.
2. Press \*55 on your phone
3. To transfer to your own voicemail box, press the # key
4. To transfer to another individual's voicemail box,
  - a. Enter their extension
  - b. Press the # key on your phone
5. To cancel, press the \* on your phone

The system will let you whether the call was transferred successfully.

### 3.5 CALL WAITING

Call waiting lets you know that you have an incoming call. You will hear a beep and the incoming caller information will show on your phone display

#### Switch to New Call

1. Press the  Hold button to place the current caller on hold
2. Press the  Line/Call button where the incoming call is ringing

#### Return to Original Call

1. Press the  Hold button to play the second caller on hold
2. Press the  Line/Call button for the original caller.

### 3.6 CALLERS LIST

The Callers List contains the caller information for the last 200 calls received. Whenever someone calls you, the caller is added to this list. To view the Callers List:

- Press the  Callers button

#### Calling from the Callers List

1. Press the  Callers button
2. Use the Navigation/Selection button to scroll to the desired caller
3. Pick up your handset.

#### Deleting Callers List Entries

1. Press the  Callers button
  2. Press the **Delete** soft key
  3. Press **Delete** soft key again to delete the highlighted entry on your Callers List
- Or  
Press **Delete All** to delete all the entries on your Callers List

### 3.7 DO NOT DISTURB (DND)

The Do Not Disturb feature will send your calls directly to your voicemail.

#### Activate Do Not Disturb

- Press the DND function button

#### Deactivate Do Not Disturb

1. Pick up the handset
2. Dial \*79

You will hear a system message indicating that the feature was turned off.

### 3.8 PARKING CALLS

Parking a Call allows you to place a call on hold and pick the call from another location, such as a phone in a conference room or another office.

#### Parking a Call

1. While on an active call, press the Park soft key.
2. Press # to park the call on your extension.
3. OR
4. You can enter the extension number on which you will pick up the parked call.  
The call is parked and you are disconnected.

#### **Picking up a Parked Call**

1. Pick up the handset
2. Press the **Pickup** soft key.
3. Enter the extension on which you parked the call  
OR  
Press # if you are retrieving the call from the extension on which you parked it.
4. You are now connected with the parked call.

### **3.9 SPEED DIALING**

With Speed Dialing you can store up to 100 frequently used phone numbers, including off-campus phone numbers.

#### **Dial a Speed Dialing number**

1. Press the Speed 100 soft key
2. When your Speed Dialing list appears, use the Navigation/Select keys to scroll to the desired person
3. Press the Dial soft key

#### **Add a number to speed dialing**

1. Press the Speed 100 soft key
2. Press the Options soft key
3. With Add highlighted, press the Select soft key.
4. Enter a two-digit Speed Dial Code (any number from 00-99)
5. Press the Done soft key.
6. Enter the phone number you wish to save.
  - a. When adding off campus number, include a 9, such as 9-661- 555-1212
  - b. Use the **BackSpace** key to delete a digit.
7. Press the Done soft key.
8. Enter a name for the entry using the phone's keypad.
  - a. Entries may be alphanumeric.
  - b. Use the Space soft key to include a space.
  - c. Use the Backspace key to erase a character/digit.
  - d. For more dialing options, see the Dial Pad Keys in the Appendix
9. Press the **Done** soft key.  
The new speed dial entry is saved.

#### **Edit a Speed Dialing Name Information**

1. Press the Speed 100 soft key on your phone.
2. Use the up/down Navigation keys to select the entry you wish to edit.
3. Press the Options soft key.

4. With the arrow selection on “Edit,” press the Select soft key.
5. You may now edit the name of the speed dial entry. (Use the Backspace soft key to erase.)
6. Press the Done soft key when you are finished.
7. Press the Cancel soft key to exit.

#### **Edit Speed Dialing Phone Number Information**

1. Press the Speed 100 soft key on your phone.
2. Use the up/down Navigation keys to select the entry you wish to change.
3. Press the Display soft key.
4. The phone number for the speed dial entry appears.
5. Press Edit to change the phone number.
  - a. Use the BackSpace key to erase digits.
  - b. Press the Done key when you are finished.
6. Press Back to return to the speed dial list or press Cancel to exit the feature.

#### **Edit Speed Dialing Code**

1. Press the Speed 100 soft key on your phone.
2. Use the up/down Navigation keys to select the entry you wish to change.
3. Press the Options soft key.
4. With the arrow selection on “Move,” press the Select soft key.
5. Enter the new two-digit speed dial code you desire to use for this entry  
(You must use a speed dial code that is not in use already)
6. Press the Done key.
7. The speed dial entry now appears with the new two-digit code.
8. Press the Cancel soft key to exit.

#### **Delete Speed Dialing Entry**

1. Press the **Speed 100** soft key on your phone.
2. Use the up/down Navigation keys to select the entry you wish to delete.
3. Press the **Options** soft key.
4. With the arrow selection on “Delete,” press the **Select** soft key.
5. You will be asked to confirm the deletion.
6. Press the **Yes** soft key or press **No** to cancel the deletion.
7. The entry is now deleted. Press the **Cancel** soft key to exit.

## 4 GETTING HELP

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If you are unsure or need assistance, please refer to the resources below:

### Questions and Assistance

Contact the Help Desk

- Phone: 661-654-2307
- Email: [helpdesk@csub.edu](mailto:helpdesk@csub.edu)
- Web: [Request Help](#)

### Web Resources

- [VOIP Telephone Information](#)
  - [Basic Quick Start Guide](#)
  - [Advanced Quick Reference Guide](#)
  - [VOIP Phone FAQs](#)
- VOIP Voicemail Information
  - [Voicemail Quick Start Guide](#)
  - [Voicemail FAQs](#)

### Training Information

- Visit [www.csub.edu/training/index.html](http://www.csub.edu/training/index.html)
- Contact:  
Tammara Sherman, Ed.D.  
Campus Training  
661-654-6919  
[tsherman@csub.edu](mailto:tsherman@csub.edu)