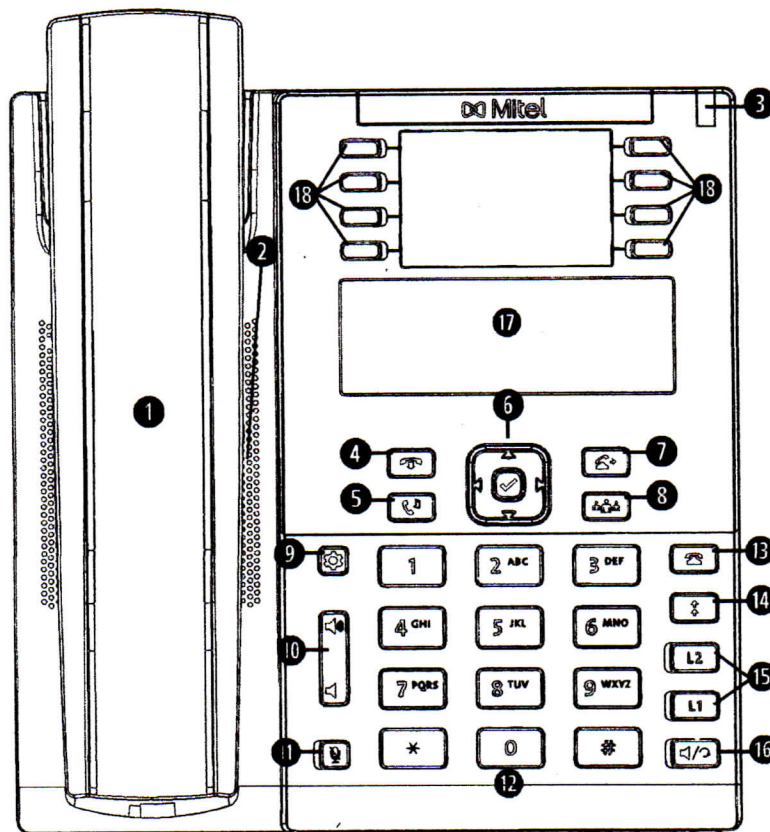# IP PHONE KEYS

KEY PANEL
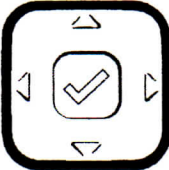
The following sections describe the various 6865i phone key functions and how they help you make and manage your calls and caller information. Images of the symbol keys and the symbol hardware platform are used throughout this document.

1	6865i Handset	**10**	Volume Control
2	High Quality Speakerphone	**11**	Mute Key
3	Message Waiting Lamp	**12**	Keypad
4	Goodbye Key	**13**	Callers List Key
5	Hold Key	**14**	Redial Key
6	Navigation/Select Keys	**15**	Line/Call Appearance Keys
7	Transfer Key	**16**	Speaker/Headset Key
8	Conference Key	**17**	LCD Screen
9	Options Key	**18**	Programmable Keys

The following table identifies the keys on the key panel of your 6865i IP phone that you can use for handling calls.

KEY	DESCRIPTION
	Goodbye Key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	Hold Key - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing. For more information, see "Placing a Call on Hold" on page 117.
	Navigation/Select Keys - Pressing the UP and DOWN keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT key erases the character on the left; pressing the RIGHT key sets the option. Alternatively, pressing the center Select key sets the option as well on specific screens.
	Transfer Key - Transfers the active call to another number. For more information, see "Transferring Calls" on page 118.
	Conference Key - Begins a conference call with the active call. For more information, see "Conferencing Calls" on page 120.
	Options Key - Accesses services and options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options. For more information, see "Phone Options via the IP Phone UI" on page 16.
	Volume Controls - Adjusts the volume for the handset, ringer, and handsfree speaker.
	Mute Key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute). For more information, see "Mute" on page 115.
	Callers List Key - Accesses a list of the last 200 calls received. For more information, see "Callers List" on page 132.

KEY	DESCRIPTION
↑	**Redial Key** - Accesses a list of the last 100 previously dialed numbers. Pressing the Redial key twice redials the last dialed number. For more information, see "Redial" on page 114.
L2 **L1**	**Line/Call Appearance Keys** - Connects you to a line or call. The Mitel 6863i IP phone supports two line keys, each with LED indicator lights. For more information, see "Multiple Line and Call Appearance Keys" on page 57.
⊲/⌒	**Speaker/Headset Key** - Transfers the active call to the speaker or headset, allowing handsfree use of the phone. For more information, see "Using Handsfree Speakerphone" on page 112 and "Using a Headset" on page 113.
▢ ▢ ▢ ▢	**Programmable Keys** - When programmed, allows you to easily perform up to 8 specific functions (e.g. Services, Directory, Callers List, Intercom, etc...) and access enhanced services provided by third parties (e.g. XML applications). For more information, see "Programmable Keys" on page 58.

KEYPAD KEYS

The 6865i has a keypad with digits from 0 through 9, a * key, and a # key. Keys 2 through 9 contain the letters of the alphabet. The 6865i phone keypad includes the following:

KEYPAD KEY	DESCRIPTION
0	Dials 0 Dials the Operator on a registered phone
1	Dials 1
2 ABC	Dials 2 When entering text, this key enters **A** with one press, **B** with two presses, and **C** with three presses
3 DEF	Dials 3 When entering text, this key enters **D** with one press, **E** with two presses, and **F** with three presses
4 GHI	Dials 4 When entering text, this key enters **G** with one press, **H** with two presses, and **I** with three presses
5 JKL	Dials 5 When entering text, this key enters **J** with one press, **K** with two presses, and **L** with three presses

KEYPAD KEY	DESCRIPTION
6 MNO	Dials 6
	When entering text, this key enters **M** with one press, **N** with two presses, and **O** with three presses
7 P QRS	Dials 7
	When entering text, this key enters **P** with one press, **Q** with two presses, **R** with three presses, and **S** with four presses.
8 TUV	Dials 8
	When entering text, this key enters **T** with one press, **U** with two presses, and **V** with three presses
9 WXYZ	Dials 9
	When entering text, this key enters **W** with one press, **X** with two presses, **Y** with three presses, and **Z** with four presses.

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 dependant on your country's feature availability. Contact your System Administrator for more information about available functions using these keys.