What buttons are used for what?

1. Display
2. Navigation button
3. Shortcut to call history
4. Menu button
5. Transfer button
6. Keypad
7. Speakerphone/headset
8. Increase volume

9. Reduce volume
10. Turn off microphone
11. Settings/menu
12. End Call
13. Hold calls
14. Line buttons
15. Group Calls
16. Shortcuts

Quick guide - Mitel 6865

Make/receive calls
Dial the number and press "Dial" to call with speakerphone or dial the number and lift the handset for normal telephone function. In case of incoming calls, lift the handset or press button 7 to activate speaker mode.

Hold/park active call
When a call is in progress, press button 7 to put the call on hold, L1/ L2 flashes to mark a call on hold. Press the same speaker icon again or L1/L2 to resume the parked call.

Direct transfer of calls
Press button 5 to transfer the call, dial the number you want to call, and then press the icon again to connect the call.

Supervised transfer of calls
Press button 5 during the ongoing call, dial the number you want to dial, and then press "Dial". Wait for an answer, notify and then touch the icon again. To cancel the call and return the original call press button 12.

How to use call log
Press the navigation key (2) and scroll down to the call log. Select by using the arrow to the right in the navigation. Here you choose whether you want to see missed, received and outgoing calls or if you want to clear the call history.

Use favorites
Press the navigation button (2) and scroll down to favorites. Scroll up and down with the arrow keys to find your contact, press the right arrow to dial a favorite.

Refer your extension
Press the navigation button (2) to select the presence menu. Scroll up or down until you find the status you want and press the right arrow to activate the desired referral.

Make a multi-party call
During an ongoing call, press button 15, dial the other party, and then press button 15 again to pair the calls.