

# Mitel 6800i Series SIP Phones

RN-001039-00 REV01

4.0.0 SP1 RELEASE NOTES

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## **Mitel 6800i Series SIP Phones 4.0.0 SP1 Release Notes**

RN-001039-00 REV01 - December 2014

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## ABOUT THIS DOCUMENT

This document provides details on new features and/or issues resolved for the Mitel 6800i series (6863i, 6865i, 6867i, and 6869i) SIP phones for Release 4.0.0 SP1.



**Note:** This release applies to the phone models mentioned above only.

For more detailed information about features associated with each phone, and for information on how to use the phones, see your model-specific *SIP Phone Installation Guide* and the *SIP Phone User Guide*. For detailed information about more advanced features, see the *6800i Series SIP Phones Administrator Guide* and/or the *Development Guide XML API For Mitel SIP Phones*.

## RELEASE NOTES TOPICS

Topics in these release notes include:

- General Information
- New Features in Release 4.0.0 SP1
- Additional Information
- Issues Resolved in Release 4.0.0 SP1
- Contacting Mitel Support

## GENERAL INFORMATION

### RELEASE CONTENT INFORMATION

This document provides release content information on the Mitel 6800i series SIP phone firmware.

MODEL	RELEASE NAME	RELEASE VERSION	RELEASE FILENAME	RELEASE DATE
6863i	Generic SIP	4.0.0 SP1	FC-001429-00 REV01	December 2014
6865i	Generic SIP	4.0.0 SP1	FC-001430-00 REV01	December 2014
6867i	Generic SIP	4.0.0 SP1	FC-001431-00 REV01	December 2014
6869i	Generic SIP	4.0.0 SP1	FC-001432-00 REV01	December 2014

## HARDWARE SUPPORTED

This release of firmware is compatible with the following Mitel SIP portfolio products:

- 6863i
- 6865i
- 6867i
- 6869i

## BOOTLOADER REQUIREMENTS

This release of firmware is compatible with the following Mitel SIP portfolio product bootloader versions:

- 6863i: Boot2 1.0.0.0 or higher
- 6865i: Boot2 1.0.0.0 or higher
- 6867i: Boot2 1.0.0.6 or higher (1.0.0.7 recommended)
- 6869i: Boot2 1.0.0.6 or higher (1.0.0.7 recommended)

## NEW FEATURES IN RELEASE 4.0.0 SP1

This section provides the new features in SIP Phone Release 4.0.0 SP1. The following table summarizes each new feature and provides a link to more information within this release note. Each feature also specifies whether it affects the Administrator, the User, or the XML Developer.

This table may also provide the documentation location of features that have already been documented in Mitel's documentation suite. Refer to those documents for more information about the applicable feature.

FEATURE	DESCRIPTION
<b>Configuration Features</b>	
Support for "startup" Configuration, Encryption, and License Files  (For Administrators)	Beginning with Release 4.0.0 SP1, the phone will search for and parse configuration, encryption, and license files named "startup.cfg", "startup.tuz", and "startup.lic" respectively. Apart from the file names, the "startup" files act as identical replacements for the "aastra.cfg", "aastra.tuz", and "aastra.lic" files.  <b>Note:</b> Release 4.0.0 SP1 supports both the "startup" and "aastra" files, but if the "startup" files are available, the phone will disregard the "aastra" files (if available). The "aastra" files will be used if the "startup" files are unavailable and will continue to be supported going forward to ensure backwards compatibility with existing customer deployments.  <b>*New for all phones.</b>
Support for 24 Lines  (For Administrators and Users)	The total number of lines available for the 6865i, 6867i, and 6869i SIP phones has increased from 9 to 24 in Release 4.0.0 SP1. All per-line settings can now be defined from lines 1 to 24 for the applicable SIP phones. Customers will need to provision phone programmable keys, softkeys, or expmod keys of type "line" to access the additional accounts.  <b>*New for the 6865i, 6867i, and 6869i.</b>
<a href="#">Autodiscovery Support for Multiple mDNS Servers</a>  (For Administrators and Users)	The Mitel 6867i and 6869i SIP phones now support the auto-discovery of multiple mDNS in Release 4.0.0 SP1. When unconfigured (i.e. factory default) phones are booted up, if multiple mDNS servers are found, users are able to select the desired mDNS server they want to utilize for configuration purposes  <b>*New for the 6867i and 6869i.</b>
<a href="#">BroadSoft XSI Credentials Using the Configuration Files</a>  (For Administrators)	The "xsi ip" parameter can now be used by Administrators in Release 4.0.0 SP1 to define XSI Enterprise Directory credentials in addition to XSI server details.  <b>*New for all phones.</b>

FEATURE	DESCRIPTION
<p><a href="#">Missed Calls Indicator Line Applicability</a></p> <p>(For Administrators)</p>	<p>With Release 4.0.0 SP1, Administrators can now select the specific lines on the phone to which the missed call indicator is applicable. This can be performed using the Mitel Web UI or by defining the "<b>sip lineN missed calls enabled</b>" parameter in the configuration files.</p> <p><b>*New for all phones.</b></p>
<p><a href="#">Configurable BLF Key Behavior When in an Active Call</a></p> <p>(For Administrators)</p>	<p>Administrators can now configure the phone's behavior when a BLF softkey is pressed during an active call. If the "<b>blf key mode</b>" parameter is defined as "0" (default), the BLF number will be sent as DTMF tones in the active call. If defined as "1", the active call will be placed on hold and the phone will place a call to the BLF number using the next available line.</p> <p><b>*New for the 6865i, 6867i, and 6869i.</b></p>
<p><a href="#">BLF/List Ring Splash Enhancements</a></p> <p>(For Administrators and Users)</p>	<p>Starting with Release 4.0.0 SP1, BLF and BLF/List ring splash settings have been consolidated. Ring splash parameter values that were once only applicable to BLF-monitored extensions have now been extended to BLF/List-monitored extensions, therefore making ring splash behavior consistent between both BLF and BLF/List.</p> <p><b>*New for the 6865i, 6867i, and 6869i.</b></p>
<p><a href="#">Option to Enable/Disable Real-time Transport Control Protocol (RTCP)</a></p> <p>(For Administrators)</p>	<p>The "<b>rtcp enabled</b>" parameter has been introduced in Release 4.0.0 SP1 allowing Administrators the ability to manually enable or disable RTCP.</p> <p><b>*New for all phones.</b></p>
<p><a href="#">DHCP Option 60 Vendor Class Identifier Enhancement</a></p> <p>(For Administrators)</p>	<p>A configuration parameter has been implemented in Release 4.0.0 SP1 allowing the phones to provide the DHCP server with enhanced DHCP Option 60 (Vendor Class Identifier) information that includes firmware and bootrom information in addition to the identifier value.</p> <p><b>*New for all phones.</b></p>
<p><a href="#">Blacklist for Web Interface Attacks</a></p> <p>(For Administrators)</p>	<p>A security enhancement has been implemented in 4.0.0 SP1 whereby when the phone detects an attack on its Web UI, it will automatically blacklist the IP of the attacker. Administrators have the option of defining the maximum blacklist duration using the "<b>web interface blacklist duration</b>" parameter. By configuring this parameter, administrators can set the maximum amount of time the IP of the offending attacker will remain on the blacklist.</p> <p><b>*New for all phones.</b></p>



FEATURE	DESCRIPTION
<b>SIP Features</b>	
<p>Account Unregistration Upon Reboot</p> <p>(For Administrators and Users)</p>	<p>A behavior change has been implemented in Release 4.0.0 SP1 whereby the SIP phones now unregister all accounts before executing a reboot. This behavior ensures that any call manager limits with regards to maximum number of registered devices are not unintentionally reached due to the rebooting of the phones.</p> <p><b>*New for all phones.</b></p>
<p>Inform Call Managers Upon Language Change</p> <p>(For Administrators and Users)</p>	<p>Beginning with Release 4.0.0 SP1, the phones now have the ability to provide call managers with information regarding phone language changes.</p> <p>An Accept-Language SIP header field defined with the respective language code is now included in multiple SIP requests and responses (e.g. when a user changes the phone's screen language settings, the phone sends a re-register message that includes the defined Accept-Language header field). Call managers can use this information accordingly (e.g. to push their own UI strings to the phone).</p> <p><b>*New for all phones.</b></p>
<p><a href="#">Configurable SIP No RTP Packet Timeout Period</a></p> <p>(For Administrators)</p>	<p>A new parameter ("<b>sip no rtp timeout</b>") has been introduced in Release 4.0.0 SP1. This parameter allows Administrators the ability to define a timeout period (in seconds) whereby if no RTP packets (i.e. audio stream) are received in the defined amount of time, the phone will send a BYE request, thus releasing the call and returning the home/idle screen.</p> <p><b>*New for all phones.</b></p>
<p><a href="#">BroadSoft BroadWorks Executive and Assistant Services</a></p> <p>(For Administrators and Users)</p>	<p>Release 4.0.0 SP1 introduces support for the BroadSoft BroadWorks Executive and Assistant Services feature. The Executive and Assistant Services feature allows Administrators to create an inter-network relationship between Executives and Assistants allowing calls to the Executive's phone to be screened, filtered, and routed to an Assistant, whereby the Assistant can answer, divert, or push the filtered call back to the Executive.</p> <p><b>*New for the 6865i, 6867i, and 6869i.</b></p>
<p><a href="#">Option to Parse or Ignore REFER Event IDs</a></p> <p>(For Administrators)</p>	<p>The parameter "<b>sip ignore refer event id</b>" has been introduced in Release 4.0.0 SP1. This parameter allows Administrators the ability to set whether or not event IDs (i.e. Event: refer:id=xxxx) in REFER NOTIFY event headers received by the phone should be ignored.</p> <p><b>*New for all phones.</b></p>

FEATURE	DESCRIPTION
<p><a href="#">DHCP Option 120 Support</a></p> <p>(For Administrators)</p>	<p>DHCP Option 120 (as referenced in RFC 3361) allows SIP clients to locate a local SIP server (i.e. outbound proxy server) that can be used for all outbound SIP requests. Using the “<b>use dhcp option 120</b>” configuration parameter, administrators can now enable support for DHCP Option 120 on the 6800i SIP phones.</p> <p><b>*New for all phones.</b></p>
<b>UI Features</b>	
<p><a href="#">USB Headset Support</a></p> <p>(For Administrators and Users)</p>	<p>Release 4.0.0 SP1 introduces USB headset support for the Mitel 6867i and 6869i SIP phones. Users can simply plug in the supported USB headset into the USB port of their phones and configure the phone’s audio mode accordingly to start using the headset.</p> <p><b>*New for the 6867i and 6869i.</b></p>
<p><a href="#">BroadSoft XSI Speed Dial 8 Support</a></p> <p>(For Administrators and Users)</p>	<p>Release 4.0.0 SP1 introduces interoperability support for the BroadSoft XSI Speed Dial 8 service on the 6863i and 6865i SIP phones. When the respective speed dial information is configured on the BroadSoft BroadWorks call manager and the phone is configured for XSI interoperability, users can simply place an outgoing call to a speed dial number by pressing the Speed Dial 8 programmable key, selecting the desired number, and dialing out.</p> <p><b>*New for the 6863i and 6865i.</b></p>
<p><a href="#">BroadSoft XSI Call Log Support</a></p> <p>(For Administrators and Users)</p>	<p>In addition to Speed Dial 8 support, Release 4.0.0 SP1 introduces interoperability support for the BroadSoft XSI Call Log service on the 6863i and 6865i SIP phones. When configured on the BroadSoft BroadWorks call manager and enabled on the phone, the phone’s native Callers List and Redial List are replaced with call information provided by the XSI server.</p> <p><b>*New for the 6863i and 6865i.</b></p>
<p><a href="#">Directory Search Support</a></p> <p>(For Users)</p>	<p>6863i and 6865i SIP phone users are now able to perform Directory entry searches. After entering the search term, the phone will apply the search to all enabled Directory sources, and provide the user with a consolidated list of entries.</p> <p><b>*New for the 6863i and 6865i.</b></p>
<p><a href="#">Configurable Behavior for Incoming Multicast Paging During the Dialing State</a></p> <p>(For Administrators and Users)</p>	<p>The Incoming Intercom Barge In setting is now applicable to incoming multicast paging calls. If a user is in a dialing state with the Barge In feature enabled and a multicast page is received by the phone, the phone will automatically switch focus to the multicast page screen. If a user is in a dialing state with the Barge In feature disabled and a multicast page is received by the phone, the phone will keep its focus on the dialing screen.</p> <p><b>*New for the 6867i and 6869i.</b></p>

FEATURE	DESCRIPTION
<p><a href="#">Discreet Ringing Support</a></p> <p>(For Administrators and Users)</p>	<p>A new discreet ringing feature has been implemented in Release 4.0.0 SP1. When enabled, if a call is incoming, the phone will play the configured ring tone once only.</p> <p><b>*New for all phones.</b></p>
<p><a href="#">Incoming Call Ring Tone Silence Softkey</a></p> <p>(For Users)</p>	<p>Complementing the discreet ringing feature, a "Silence" softkey is now offered to 6867i and 6869i SIP phone users during all incoming calls. When pressed, any configured incoming call ring tone is immediately silenced.</p> <p><b>*New for the 6867i and 6869i.</b></p>
<p><a href="#">Live K680i Keyboard Support</a></p> <p>(For Administrators and Users)</p>	<p>When the phone is in an idle state and a alphabetic character key on an attached K680i keyboard is pressed, the default behavior of the phone is to simply wake up (if the phone is dimmed or displaying the screensaver). In Release 4.0.0 SP1, users can enable the Live Keyboard feature, which, in addition to waking up the phone, will launch the Directory search function in such scenarios.</p> <p><b>*New for the 6867i and 6869i.</b></p>
<p><b>XML Features</b></p>	
<p>XML Support for Status Icons</p> <p>(For XML Developers)</p>	<p>For more information, refer to the <i>XML API for Mitel SIP Phones Development Guide</i>.</p> <p><b>*New for the 6867i and 6869i.</b></p>
<p>XML Control Over Hard Key LEDs</p> <p>(For XML Developers)</p>	<p>For more information, refer to the <i>XML API for Mitel SIP Phones Development Guide</i>.</p> <p><b>*New for the 6867i and 6869i.</b></p>
<p>XML InputScreen Extension of User Inputs to Any URI Softkey</p> <p>(For XML Developers)</p>	<p>For more information, refer to the <i>XML API for Mitel SIP Phones Development Guide</i>.</p> <p><b>*New for the 6867i and 6869i.</b></p>
<p>Cancel Support for XML PhoneStatus Objects in Alert Mode</p> <p>(For XML Developers)</p>	<p>For more information, refer to the <i>XML API for Mitel SIP Phones Development Guide</i>.</p> <p><b>*New for all phones.</b></p>
<p>Dial Tag Support for XML TextScreen and FormattedTextScreen</p> <p>(For XML Developers)</p>	<p>For more information, refer to the <i>XML API for Mitel SIP Phones Development Guide</i>.</p> <p><b>*New for all phones.</b></p>
<p>stringN Support for XML InputScreen</p> <p>(For XML Developers)</p>	<p>For more information, refer to the <i>XML API for Mitel SIP Phones Development Guide</i>.</p> <p><b>*New for all phones.</b></p>

## ADDITIONAL INFORMATION

### CONFIGURATION FEATURES

#### AUTODISCOVERY SUPPORT FOR MULTIPLE mDNS SERVERS

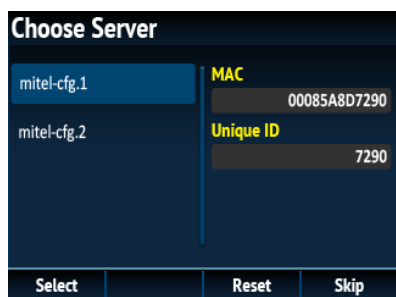
The Mitel 6867i and 6869i SIP phones now support the auto-discovery of multiple mDNS in Release 4.0.0 SP1. When unconfigured (i.e. factory default) phones are booted up, if multiple mDNS servers are found, users are able to select the desired mDNS server they want to utilize for configuration purposes.

*To Select a Specific mDNS Server (if Applicable)*

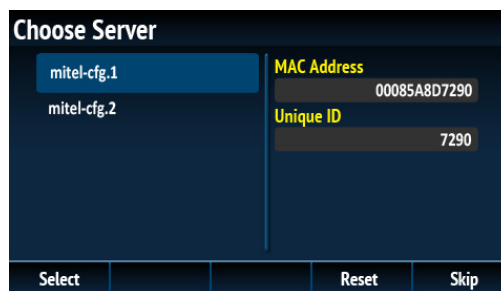
Use the following procedure to select a specific mDNS server upon boot up (if applicable):

1. If, upon boot up of a factory default phone, the phone discovers multiple mDNS servers, use the ▲ or ▼ navigation keys to highlight the desired mDNS server.

6867i mDNS Server Selection Screen



6869i mDNS Server Selection Screen



2. Press the **Select** softkey to use the highlighted mDNS server. The phone will update its configuration using the server selected.



#### Notes:

1. Press the **Reset** softkey to reboot the phone and reset the mDNS server auto-discovery process.
2. Press the **Skip** softkey to continue the boot up sequence without selecting a server.

## BROADSOFT XSI CREDENTIALS USING THE CONFIGURATION FILES

Previously, Xtended Services Interface (XSI) Enterprise Directory credentials could only be entered by users through the phone's Options List > Credentials menu. In Release 4.0.0 SP1 the "**xsi ip**" parameter can be used by Administrators to define not only the XSI server details, but also XSI Enterprise Directory credentials. The syntax for this parameter is [username]:[password]@[server] (e.g. xsi ip: johndoe:mitel123@xsp.xsi.broadworks.net).



**Note:** XSI credentials defined through the "**xsi ip**" parameter are only applicable to the XSI Enterprise Directory feature and not applicable to user-related XSI features such as Speed Dial 8, Call Logs, and Personal Directory Contacts. Credentials for the user-related XSI features require encryption and therefore must be entered through the phone's Options List > Credentials menu.

### *Defining XSI Enterprise Directory Credentials Using the Configuration Files*

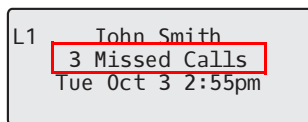
Use the following parameter to define XSI Enterprise Directory credentials:

PARAMETER	CONFIGURATION FILES
<i>xsi ip</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the XSI Enterprise Directory credentials (if applicable) and IP address or Fully Qualified Domain Name (FQDN) of the XSI server in the following syntax:  server or username:password@server
FORMAT	String
DEFAULT VALUE	N/A
RANGE	N/A
EXAMPLES	xsi ip: xsp.xsi.broadworks.net or xsi ip: johndoe:mitel123@xsp.xsi.broadworks.net

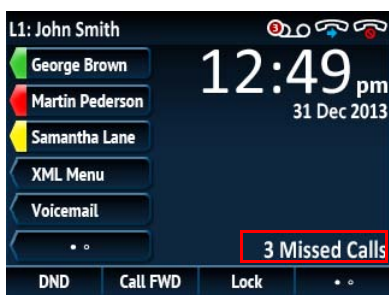
## MISSED CALLS INDICATOR LINE APPLICABILITY

Administrators can now select the specific lines on the phone to which the missed calls indicator is applicable.

### 6863i/6865i Missed Calls Indicator



### 6867i Missed Calls Indicator



### 6869i Missed Calls Indicator



This can be performed by defining the "**sip lineN missed calls enabled**" parameter in the configuration files ("0" for disabled, "1" for enabled) or through the Mitel Web UI.

### Configuring Missed Calls Indicator Applicability for Specific Lines Using the Configuration Files

Use the following parameter to configure missed calls indicator applicability for specific lines:

PARAMETER	CONFIGURATION FILES
<i>sip lineN missed calls enabled</i>	startup.cfg, <model>.cfg, <mac>.cfg

(where N = line number)

<b>DESCRIPTION</b>	Specifies whether missed calls on the defined line should increment the missed calls indicator on the phone's home/idle screen.
<b>FORMAT</b>	Boolean
<b>DEFAULT VALUE</b>	1
<b>RANGE</b>	0 - 1 0 (Disabled) 1 (Enabled)
<b>EXAMPLES</b>	sip line1 missed calls enabled: 1 sip line2 missed calls enabled: 0 sip line3 missed calls enabled: 1

*Configuring Missed Calls Indicator Applicability for Specific Lines Using the Mitel Web UI*

Use the following procedure to configure missed calls indicator applicability for specific lines using the Web UI:

1. Click on **Advanced Settings > LineN** (where N = line number).
2. Under **Additional Settings**, for the **Missed Calls** option, enable by checking the checkbox or disable by unchecking the box (default is enabled).

The screenshot shows a configuration page with several sections. The 'Additional Settings' section is highlighted with a red box. Within this section, the 'Missed Calls' option is checked and labeled 'Enabled'. Other settings include 'RTP Settings' (DTMF Method: RTP, RTP Encryption: Global), 'Autodial Settings' (Use Global Settings: Enabled, Autodial Number: -1, Autodial Timeout: 0).

3. Click **Save Settings**.
4. Repeat Steps 1 to 3 for any other lines you want to configure.

## CONFIGURABLE BLF KEY BEHAVIOR WHEN IN AN ACTIVE CALL

Administrators can now configure the phone's behavior when a BLF softkey is pressed during an active call. If the "**blf key mode**" parameter is defined as "0" (default), the BLF number will be sent as DTMF tones in the active call. If defined as "1", the active call will be placed on hold and the phone will place a call to the BLF number using the next available line.

### *Configuring BLF Key Behavior When in an Active Call*

Use the following parameter to configure BLF key behavior:

PARAMETER	CONFIGURATION FILES
<i>blf key mode</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the behavior when a BLF key is pressed during an active call. If the parameter is defined as "0" (default), the BLF number will be sent as DTMF tones in the active call. If defined as "1", the active call will be placed on hold and the phone will place a call to the BLF number using the next available line
FORMAT	Integer
DEFAULT VALUE	0
RANGE	0 - 1 0 (DTMF in active call) 1 (Active call placed on hold and BLF number dialed out using the next available line)
EXAMPLES	blf key mode: 1



---

## BLF/LIST RING SPLASH ENHANCEMENTS

Starting with Release 4.0.0 SP1, BLF and BLF/List ring splash settings have been consolidated for the 6865i, 6867i, and 6869i SIP phones. Ring splash parameter values that were once only applicable to BLF-monitored extensions have now been extended to BLF/List-monitored extensions, therefore making ring splash behavior consistent between both BLF and BLF/List.



**Note:** BLF and BLF/List ring splashes are not played if a custom ring tone has been selected.

The following parameters and values now are applicable to both BLF and BLF/List:

PARAMETER	DESCRIPTION
play a ring splash	<p>Enables or disables the playing of a short ring splash when there is an incoming call on a BLF or BLF/List-monitored extension.</p> <p>Parameter values are as follows:</p> <ol style="list-style-type: none"><li>0. Disables the feature.</li><li>1. Enables the feature when the phone is in an idle state.</li><li>2. Enables the feature when the phone is in either an idle or active call state.</li></ol> <p><b>Note:</b> This global parameter is not dynamic. Changes to this parameter will take effect only after the phone has been rebooted.</p>

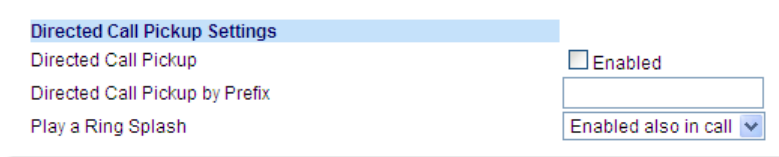
PARAMETER	DESCRIPTION
<p>prgkeyN ring splash                      softkeyN ring splash                      topsoftkeyN ring splash                      expmodX keyN ring splash                      hardkeyN ring splash</p> <p>(where N corresponds to the key's number and X corresponds to the expansion module's number)</p>	<p>When a key is configured for BLF or BLF/List functionality, this parameter controls the ring splash alert pattern per key. The following alerting patterns are available:</p> <ol style="list-style-type: none"> <li>0. Silence (ring splash off).</li> <li>1. Normal (same as current BLF ring splash).</li> <li>2. Normal delayed (After a delay of [x] seconds, the ring signal that is the same as the current BLF ring splash is played [use the "ring splash delay" parameter to define the delay]).</li> <li>3. Periodic (similar to the normal ring signal that is used by the phone itself. The actual ring melody is based on the current melody set for the line to which the BLF key is associated [use the "ring splash frequency" parameter to define the frequency interval]).</li> <li>4. Periodic delayed (same as Periodic but after a delay of [x] seconds, the ring signal that is used by the phone is played [use the "ring splash frequency" parameter to define the frequency interval and the "ring splash delay" parameter to define the delay]).</li> <li>5. Low volume (same as the current BLF ring splash but at a lower level to be less intrusive).</li> <li>6. Low volume delayed (after a delay of [x] seconds, the ring signal that is the same as the current BLF ring splash is played at a lower level [use the "ring splash delay" parameter to define the delay]).</li> <li>7. The behavior is determined by the global parameter "play a ring splash".                             <ul style="list-style-type: none"> <li>• If "play a ring splash" is defined as 0 then the feature is disabled.</li> <li>• If "play a ring splash" is defined as 1 then the behavior is the same as Normal.</li> <li>• If "play a ring splash" is defined as 2 then the behavior is the same as Normal but the ring splash plays when idle and also during the active call state.</li> </ul> </li> <li>8. In call delayed (same as Normal delayed but ring splash plays when idle and also during the active call state [use the "ring splash delay" parameter to define the delay]).</li> <li>9. In call periodic (same as Periodic but ring splash plays when idle and also during the active call state [use the "ring splash frequency" parameter to define the frequency interval]).</li> <li>10. In call periodic delayed (same as Periodic delayed but ring splash plays when idle and also during the active call state [use the "ring splash frequency" parameter to define the frequency interval and the "ring splash delay" parameter to define the delay]).</li> <li>11. In call low volume (same as Low volume but ring splash plays when idle and also during the active call state).</li> <li>12. In call low volume delayed (same as Low volume delayed but ring splash plays when idle and also during the active call state [use the "ring splash delay" parameter to define the delay]).</li> </ol> <p><b>Note:</b> Ring tones are based on the current ring tone set configured on the SIP phone. Ring splashes will not be played if a custom ring tone has been selected by the user.</p>
<p>ring splash delay</p>	<p>Indicates the delay (in seconds) between the target ringing and the ring splash played when the "...keyN ring splash" parameter is set to a "delayed" alerting pattern.</p>

PARAMETER	DESCRIPTION
ring splash frequency	Indicates the frequency interval (in seconds) when the "...keyN ring splash" parameter is set to a "periodic" alerting pattern.
ring splash volume	Indicates the volume of the ring splash from 1 (loudest) to 9 (softest) when the "...keyN ring splash" parameter is set to a "low volume" alerting pattern.

*Configuring the Play A Ring Splash Setting Using the Mitel Web UI*

Use the following procedure in the Mitel Web UI to configure the Play a Ring Splash setting:

1. Click on **Basic Settings ->Preferences ->Directed Call Pickup Settings**



2. Using the **Play a Ring Splash** drop-down menu, select the preferred setting. Options include:

- Disabled
- Enabled
- Enabled also in call

3. Click **Save Settings** to save your changes.



**Note:** This global setting is not dynamic. Changes to this setting will take effect only after the phone has been rebooted

*Configuring BLF and BLF/List Ring Splash Support Using the Configuration Files*

Use the following parameters to configure the BLF and BLF/List ring splash feature:

PARAMETER	CONFIGURATION FILES
<i>play a ring splash</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Enables or disables the playing of a short ring splash when there is an incoming call on a BLF or BLF/List-monitored extension.
FORMAT	Integer
DEFAULT VALUE	0 (Disabled)
RANGE	0 - 2 0 (Disabled) 1 (Enabled for idle state only) 2 (Enabled for idle state and active call state)
<b>Note:</b> This global parameter is not dynamic. Changes to this parameter will take effect only after the phone has been rebooted.	
EXAMPLE	play a ring splash: 2

**PARAMETER**

*softkeyN ring splash*  
*prgkeyN ring splash*  
*topsoftkeyN ring splash*  
*expmoX keyN ring splash*  
*hardkeyN ring splash*

**CONFIGURATION FILES**

startup.cfg, <model>.cfg, <mac>.cfg

**DESCRIPTION**

When a key is configured for BLF or BLF/List functionality, this parameter controls the ring splash alert pattern per key. The following alerting patterns are available:

0. Silence (ring splash off).
1. Normal (same as current BLF ring splash).
2. Normal delayed (After a delay of [x] seconds, the ring signal that is the same as the current BLF ring splash is played [use the “ring splash delay” parameter to define the delay]).
3. Periodic (similar to the normal ring signal that is used by the phone itself. The actual ring melody is based on the current melody set for the line to which the BLF key is associated [use the “ring splash frequency” parameter to define the frequency interval]).
4. Periodic delayed (same as Periodic but after a delay of [x] seconds, the ring signal that is used by the phone is played [use the “ring splash frequency” parameter to define the frequency interval and the “ring splash delay” parameter to define the delay]).
5. Low volume (same as the current BLF ring splash but at a lower level to be less intrusive).
6. Low volume delayed (after a delay of [x] seconds, the ring signal that is the same as the current BLF ring splash is played at a lower level [use the “ring splash delay” parameter to define the delay]).
7. The behavior is determined by the global parameter “play a ring splash”.
  - If “play a ring splash” is defined as 0 then the feature is disabled.
  - If “play a ring splash” is defined as 1 then the behavior is the same as Normal.
  - If “play a ring splash” is defined as 2 then the behavior is the same as Normal but the ring splash plays when idle and also during the active call state.
8. In call delayed (same as Normal delayed but ring splash plays when idle and also during the active call state [use the “ring splash delay” parameter to define the delay]).
9. In call periodic (same as Periodic but ring splash plays when idle and also during the active call state [use the “ring splash frequency” parameter to define the frequency interval]).
10. In call periodic delayed (same as Periodic delayed but ring splash plays when idle and also during the active call state [use the “ring splash frequency” parameter to define the frequency interval and the “ring splash delay” parameter to define the delay]).
11. In call low volume (same as Low volume but ring splash plays when idle and also during the active call state).
12. In call low volume delayed (same as Low volume delayed but ring splash plays when idle and also during the active call state [use the “ring splash delay” parameter to define the delay]).

**Note:** Ring tones are based on the current ring tone set configured on the SIP phone. Ring splashes will not be played if a custom ring tone has been selected by the user.

PARAMETER	CONFIGURATION FILES
<i>softkeyN ring splash</i> <i>prgkeyN ring splash</i> <i>topsoftkeyN ring splash</i> <i>expmodX keyN ring splash</i> <i>hardkeyN ring splash</i>	startup.cfg, <model>.cfg, <mac>.cfg
<b>FORMAT</b>	Integer
<b>DEFAULT VALUE</b>	0 (Silence)
<b>RANGE</b>	0-12 0. (Silence) 1. (Normal) 2. (Normal delayed) 3. (Periodic) 4. (Periodic delayed) 5. (Low volume) 6. (Low volume delayed) 7. (The behavior is determined by the global parameter “play a ring splash”). <ul style="list-style-type: none"> <li>• If “play a ring splash” is defined as 0 then the feature is disabled.</li> <li>• If “play a ring splash” is defined as 1 then the behavior is the same as Normal.</li> <li>• If “play a ring splash” is defined as 2 then the behavior is the same as Normal but the ring splash plays when idle and also during the active call state).</li> </ul> 8. (In call delayed) 9. (In call periodic) 10.(In call periodic delayed) 11.(In call low volume) 12.(In call low volume delayed)
<b>EXAMPLES</b>	softkey1 ring splash: 8 prgkey1 ring splash: 8 topsoftkey1 ring splash: 8 expmod1 key1 ring splash: 8 hardkey1 ring splash: 8

PARAMETER	CONFIGURATION FILES
<i>ring splash delay</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Indicates the delay (in seconds) between the target ringing and the ring splash played when the "...keyN ring splash" parameter is set to a "delayed" alerting pattern.
	<b>Note:</b> If defined as "0", the ring splash is played immediately.
FORMAT	Numeric
DEFAULT VALUE	7 (seconds)
RANGE	N/A
EXAMPLE	ring splash delay: 10

PARAMETER	CONFIGURATION FILES
<i>ring splash frequency</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Indicates the frequency interval (in seconds) when the "...keyN ring splash" parameter is set to a "periodic" alerting pattern.
	<b>Note:</b> If defined as "0", the ring splash alerting pattern is treated as Normal or Normal - delayed.
FORMAT	Numeric
DEFAULT VALUE	4 (seconds)
RANGE	N/A
EXAMPLE	ring splash frequency: 8

PARAMETER	CONFIGURATION FILES
<i>ring splash volume</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Indicates the volume of the ring splash from 1 (loudest) to 9 (softest) when the "...keyN ring splash" parameter is set to a "low volume" alerting pattern.
FORMAT	Numeric
DEFAULT VALUE	5
RANGE	1-9
EXAMPLE	ring splash volume: 2

---

## OPTION TO ENABLE/DISABLE REAL-TIME TRANSPORT CONTROL PROTOCOL (RTCP)

The "**rtcp enabled**" parameter has been introduced in Release 4.0.0 SP1 allowing Administrators the ability to manually enable or disable RTCP. Defining the parameter as "0" disables the feature, while "1" enables the feature. RTCP is enabled (i.e. "1") by default.

### *Enabling/Disabling RTCP Functionality*

Use the following parameter to manually enable/disable RTCP functionality:

PARAMETER	CONFIGURATION FILES
<i>rtcp enabled</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Enables or disables Real-Time Transport Control Protocol (RTCP) functionality.
FORMAT	Boolean
DEFAULT VALUE	1 (Enabled)
RANGE	0 - 1 0 (Disabled) 1 (Enabled)
EXAMPLE	rtcp enabled: 0

## DHCP OPTION 60 VENDOR CLASS IDENTIFIER ENHANCEMENT

The “**dhcp opt60 extended vendor class**” configuration parameter has been implemented in Release 4.0.0 SP1 allowing the phones to provide the DHCP server with enhanced DHCP Option 60 (Vendor Class Identifier) information that includes firmware and bootrom information in addition to the identifier value.

If the parameter is configured as “**0**” (disabled - default), the phone will send simply a DHCP Option 60 value consisting of the identifier value. If the parameter is configured as “**1**” (enabled), the phone will send a DHCP Option 60 value consisting of the identifier value, firmware version, and bootrom version.

The following table lists the identifier values for each phone model:

SIP PHONE MODEL	IDENTIFIER VALUE
6863i	AastralPPhone6863i
6865i	AastralPPhone6865i
6867i	AastralPPhone6867i
6869i	AastralPPhone6869i

For example, if using the 6869i IP phone with a firmware version of 4.0.0.1050 and a bootrom version of 1.0.0.7, when the parameter is disabled, the phone will send a DHCP Option 60 value of simply “AastralPPhone6869i”. When the parameter is enabled, the phone will send a DHCP Option 60 value of “AastralPPhone6869i + Firmware 4.0.0.1050 + BootRom 1.0.0.7”.

### Configuring the DHCP Option 60 Vendor Class Identifier Enhancement

Use the following parameter to configure the DHCP Option 60 Vendor Class Identifier Enhancement.

PARAMETER	CONFIGURATION FILES
<i>dhcp opt60 extended vendor class</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies whether to send a DHCP Option 60 value consisting of the identifier value only, or an extended DHCP Option 60 value consisting of the identifier, firmware version, and bootrom version. If the latter, the syntax is as follows: “Identifier Value + Firmware Version + BootRom Version”
FORMAT	Boolean
DEFAULT VALUE	0 (Disabled)
RANGE	0 - 1 0 (Disabled - sends only the identifier value) 1 (Enabled - sends the indentifier value, firmware version, and bootrom version)
EXAMPLE	dhcp opt60 extended vendor class: 1



## BLACKLIST FOR WEB INTERFACE ATTACKS

A security enhancement has been implemented in 4.0.0 SP1 whereby when the phone detects an attack on its Web UI, it will automatically blacklist the IP of the attacker. By default, when the initial attack is detected by the phone, access will be denied for 10 minutes. After the blacklist period expires, if another attack is detected from the same IP, access will be denied for 20 minutes and every attack thereafter will trigger the blacklist again for incrementally larger durations (i.e. 30 minutes, 1 hour, and 10 hours).

Administrators have the option of defining the maximum blacklist duration using the “**web interface blacklist duration**” parameter. By configuring this parameter, administrators can set the maximum amount of time the IP of the offending attacker will remain on the blacklist.

### *Configuring the Maximum Blacklist Duration*

Use the following parameter to configure the maximum blacklist duration.

PARAMETER	CONFIGURATION FILES
<i>web interface blacklist duration</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the maximum amount of time, in seconds, that the IP of the phone's Web UI attacker will remain on the blacklist.
FORMAT	Integer
DEFAULT VALUE	3600 (1 hour)
RANGE	0 - 9999999 (seconds) <b>Note:</b> A value “0” will disable the blacklist feature.
EXAMPLE	web interface blacklist duration: 600

## SIP FEATURES

### CONFIGURABLE SIP NO RTP PACKET TIMEOUT PERIOD

A new parameter ("**sip no rtp timeout**") has been introduced in Release 4.0.0 SP1. This parameter allows Administrators the ability to define a timeout period (in seconds) whereby if no RTP packets (i.e. audio stream) are received in the defined amount of time, the phone will send a BYE request, thus releasing the call and returning the home/idle screen.



**Notes:**

1. The default timeout for this parameter is 60 seconds.
2. Defining the parameter as "0" disables the feature.

#### *Configuring the SIP No RTP Packet Timeout Period*

Use the following parameter to configure the SIP no RTP packet timeout period:

PARAMETER	CONFIGURATION FILES
<i>sip no rtp timeout</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the timeout period (in seconds) whereby if no audio stream (i.e. RTP packets) is received in the defined amount of time, the phone will send a BYE request, thus releasing the call and returning the home/idle screen.
FORMAT	Integer
DEFAULT VALUE	60 (seconds)
RANGE	0 (Disabled) - 2147483647 (seconds)
EXAMPLE	sip no rtp timeout: 240

## BROADSOFT BROADWORKS EXECUTIVE AND ASSISTANT SERVICES

Release 4.0.0 SP1 introduces support for the BroadSoft BroadWorks Executive and Assistant Services feature for the 6865i, 6867i, and 6869i SIP phones. The Executive and Assistant Services feature allows Administrators to create an inter-network relationship between Executives and Assistants allowing calls to the Executive's phone to be screened, filtered, and routed to an Assistant, whereby the Assistant can answer, divert the filtered call, or push the call back to the Executive.



**Note:** The inter-network relationship is created dynamically through the BroadSoft BroadWorks call manager Web portal. For BroadSoft BroadWorks Executive and Assistant Services Web portal configuration details and procedures, please refer to the respective BroadSoft documentation.

### *Configuration Parameters*

After configuring the applicable options on the BroadSoft Broadworks call manager Web portal, Administrators must define the “**sip execassist filter call prefix**”, “**sip execassist fac call push**”, and “**sip execassist fac initiate call**” parameters for the phone.

The “**sip execassist filter call prefix**” parameter is used to identify the prefix of the Alerting Custom Calling Line ID Name of a filtered call. The Alerting Custom Calling Line ID Name as configured in the BroadWorks Web portal should follow the format:

[prefix] [Identifier] -> [Executive Name]

The Executive Name must match the name that is configured in the user's profile, separated by a space or comma.



**Note:** The Alerting Calling Line ID Number can either be configured as the Executive's Number or Originator's Number.

For example, if the “Alerting Custom Calling Line ID Name” setting in the BroadWorks Web portal is defined as “[F] Filtrage -> Dupont, Francois”, the From header of a filtered call sent by the BroadWorks SIP INVITE message will look similar to:

```
From: "[F] Filtrage -> Dupont, Francois"
<sip:5551234567@as.aastra.com;user=phone>
```

The “**sip execassist filter call prefix**” parameter in this scenario could be defined as:

sip execassist filter call prefix: "[F]"

The Assistant's phone will parse the From header of the SIP INVITE message of an incoming call sent by the call manager and will identify whether or not the call is a filtered call by the prefix. The prefix itself is not displayed on the phone's screen (e.g. in the case outlined above, the phone will only display “Filtrage -> Dupont, Francois”).

The “**sip execassist fac call push**” parameter is used to specify the Feature Access Code (FAC) that is used to push a filtered call from the Assistant's phone back to the Executive's phone. The FAC should correspond to the value configured for the “Executive-Assistant Call Push” setting defined in the BroadSoft Web portal.

The “**sip execassist fac initiate call**” parameter is used to specify the FAC that is used by Assistants to initiate a call on behalf of the Executive. The FAC should correspond to the value configured for the “Executive-Assistant Initiate Call” setting defined in the BroadSoft Web portal.

**Configuring the Filter Call Prefix and Call Push and Initiate Call FACs**

Use the following parameter to configure the filter call prefix and call push FAC:

PARAMETER	CONFIGURATION FILES
<i>sip execassist filter call prefix</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	<p>Specifies the prefix of the Alerting Custom Calling Line ID name configured for Executives. For an incoming call, the phone will treat the call as a filtered call if the prefix is found in the front of the display name of the FROM header of the INVITE. The prefix from the display name of the FROM header or PAI header will be stripped before it is displayed on the phone’s screen.</p> <p>For example, if the From header sent by the BroadWorks call manager SIP INVITE message is:</p> <p>From: “[F] Filtrage -&gt; Dupont, Francois” &lt;sip:5551234567@as.aastra.com;user=phone&gt;</p> <p>then the IP phone displays the calling name as “Filtrage -&gt; Dupont, Francois” since the “[F]” prefix is removed.</p>
FORMAT	String (in quotations)
DEFAULT VALUE	"[F]"
RANGE	N/A
EXAMPLE	sip execassist filter call prefix: "[F]"

PARAMETER	CONFIGURATION FILES
<i>sip execassist fac call push</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	<p>Specifies the Feature Access Code (FAC) for the BroadSoft Executive-Assistant Call Push feature.</p>
FORMAT	String (in quotations)
DEFAULT VALUE	"#63"
RANGE	N/A
EXAMPLE	sip execassist fac call push: "#63"

PARAMETER	CONFIGURATION FILES
<i>sip execassist fac initiate call</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the Feature Access Code (FAC) for the BroadSoft Executive-Assistant Initiate Call feature.
FORMAT	String (in quotations)
DEFAULT VALUE	"#64"
RANGE	N/A
EXAMPLE	sip execassist fac initiate call: "#64"

### Filter Softkey

In addition to the new parameters, a “Filter” softkey type has been introduced allowing both Executives and Assistants the ability to easily activate and deactivate the Executive Call Filtering feature.



**Note:** The **As-Feature Event Subscription** option must also be enabled for the Filter softkey to function. This feature can be enabled by defining the “**sip lineN as-feature-event subscription**” parameter as “1” in the configuration files (where “N” corresponds to the applicable line) or through the phone’s Web UI under **Advanced Settings > LineN > Advanced SIP Settings > As-Feature-Event Subscription**. Refer to the *Mitel 6800i Series SIP Phone Administrator Guide* for additional details on the As-Feature Event Subscription feature.

### Filter Softkey for the Executive’s Phone

The Executive’s phone requires that only one Filter softkey be configured. The Filter softkey’s value can either be left undefined (which will toggle the Executive Call Filtering settings on the call manager via the SIP SUBSCRIPTION/NOTIFY mechanism) or, it can be defined using the following values (which will toggle the settings via an FAC call):

- Executive Call Filtering Activation FAC (e.g. "#61")
  - Used when the Deactivation FAC is in the same format as the Activation FAC but sequentially one number above the Activation FAC. For example, if the softkey value is defined as "#61" (the Activation FAC), the phone will automatically assume that the Deactivation FAC is "#62" and will use that code to deactivate Executive Call Filtering.
- Executive Call Filtering Activation FAC followed by a semi-colon and then Executive Call Filtering Deactivation FAC (e.g. "#61;\*61" or "#61;#71")
  - Used when the Activation and Deactivation FACs are not in the same format or when they are not sequential. For example, if the Activation FAC is configured in the BroadSoft BroadWorks Web portal is "#61" and the Deactivation FAC is configured as "\*61" or

"#71", the softkey value should be defined with the two specific FACs separated by a semi-colon (i.e. "#61;\*61" or "#61;#71" respectively).



**Notes:**

1. If the Deactivation FAC is not specified after the semi-colon (e.g. "#61;"), the phone will ignore the semi-colon and behave as if only the Activation FAC was defined (i.e. the phone will automatically assume that the Deactivation FAC is in the same format but sequentially one number above the Activation FAC).
2. The IP phones support Executive Call Filtering Activation/Deactivation FACs that contain the prefix "#" or "\*".

Irrespective of a defined or undefined key value, when the Filter softkey is pressed, Executive Call Filtering will be activated and the softkey's corresponding LED will be lit. When the Filter softkey is pressed again, Executive Call Filtering will deactivate and the softkey's corresponding LED will turn off.



**Note:** Upon a reboot, the initial state of the Filter softkey LED will correspond to the Executive Call Filtering state configured on the call manager.

*Configuring the Filter Softkey on the Executive's Phone Using the Mitel Web UI*

Use the following procedure to configure the Filter Softkey on the Executive's phone using the Mitel Web UI:

1. Click on **Operation->Softkeys and XML**.  
or  
Click on **Operation-> Programmable Keys**.  
or  
Click on **Operation->Expansion Module Keys**.
2. Select a key that you want to use as a Filter activate/deactivate key.
3. In the "**Type**" field, select "**Filter**".
4. In the "**Label**" field (6867i and 6869i only), enter a label to apply to this key (e.g. Filter).
5. (Optional) In the "**Value**" field, enter the Executive Call Filtering Activation FAC (e.g. #61) or both the Executive Call Filtering Activation and Deactivation FACs followed by a semi-colon (e.g. #61;\*61).
6. In the "**Line**" field, select the line for which you want to use the key functionality.
7. Click **Save Settings** to save your settings.

*Configuring the Filter Softkey on the Executive's Phone Using the Configuration Files*

To configure the Filter softkey on the Executive's phone using the configuration files, you must enter "**filter**" for the key type. For the label (6867i and 6869i only), enter a key label to assign to the Filter key (e.g. "Filter"). Defining the value is optional. If you prefer to toggle Executive Call Filtering using an FAC call, enter in the Executive Call Filtering Activation FAC (e.g. "#61") or both the Executive Call Filtering Activation and Deactivation FACs followed by a semi-colon (e.g. "#61;\*61") for the value. For the line setting, enter the line number for which you want to use the key functionality.

The following parameters are examples you can use to configure the Filter softkey on the Executive's phone:

**For Bottom Softkeys**

softkey1 type: filter  
softkey1 label: Filter  
softkey1 value: "#61;\*61"  
softkey1 line: 1

**For Top Softkeys**

topsoftkey1 type: filter  
topsoftkey1 label: Filter  
topsoftkey1 value: "#61;\*61"  
topsoftkey1 line: 1

**For Programmable Keys**

prgkey1 type: filter  
prgkey1 value: "#61;\*61"  
prgkey1 line: 1

**For Expansion Module Softkeys**

expmod1 key1 type: filter  
expmod1 key1 label: Filter  
expmod1 key1 value: "#61;\*61"  
expmod1 key1 line: 1



**Note:** For more information on how to configure softkeys, programmable keys, and expansion module softkeys using the configuration files, please refer to the *Mitel 6800i Series SIP Phone Administrator Guide*.

**Filter Softkey for the Assistant's Phone**

As an Assistant can be associated with multiple Executives simultaneously, the Assistant's phone can be configured with multiple Filter softkeys; one softkey for each Executive. In this case, the value of each Filter softkey should correspond to the phone number or extension of the respective Executive as per configured in the user's profile.

When Filter softkeys are configured with key values, pressing the respective Filter softkey will activate Executive Call Filtering for the applicable Executive and the softkey's corresponding LED will be lit. When the same Filter softkey is pressed again, Executive Call Filtering for the applicable Executive will deactivate and the softkey's corresponding LED will turn off.

Alternatively, a single Filter softkey can be configured without a defined key value. If this is the case, the Assistant will be able to manually activate and deactivate Executive Call Filtering for each associated Executive through the phone's UI. In this scenario, as only one Filter softkey is utilized, the softkey's corresponding LED will be lit when Executive Call Filtering is activated for even one associated Executive. If Executive Call Filtering is disabled for all associated Executives, the softkey's corresponding LED will turn off.



**Note:** If Call Forward is enabled for filtered calls, LEDs for all Filter softkeys will be turned off.

### *Configuring the Filter Softkey on the Assistant's Phone Using the Mitel Web UI*

Use the following procedure to configure the Filter Softkey on the Assistant's phone using the Mitel Web UI:

1. Click on **Operation->Softkeys and XML**.  
or  
Click on **Operation-> Programmable Keys**.  
or  
Click on **Operation->Expansion Module Keys**.
2. Select a key that you want to use as a Filter activate/deactivate key.
3. In the "**Type**" field, select "**Filter**".
4. In the "**Label**" field (6867i and 6869i only), enter a label to apply to this key (e.g. "Filter-Stefan" for a specific Executive or simply "Filter" for a generic Filter key with no defined value).



**Note:** To utilize a single Filter softkey without a defined key value (so that you can manually activate and deactivate Executive Call Filtering through the phone's UI) skip to Step 8.

5. In the "**Value**" field, enter the Executive's phone or extension number (e.g. 4100)
6. In the "**Line**" field, select the line for which you want to use the key functionality.
7. Repeat Steps 2 to 6 for each respective Executive for whom you would like to assign a Filter key.
8. Click **Save Settings** to save your settings.

### *Configuring the Filter Softkey on the Assistant's Phone Using the Configuration Files*

To configure the Filter softkeys on the Assistant's phone using the configuration files, you must enter "**filter**" for the key types. For the labels (6867i and 6869i only), enter key labels to assign to the Filter key (e.g. "Filter-Stefan" for a specific Executive or simply "Filter" for a generic Filter key with no defined value). Defining the value is optional. If you choose to assign a Filter softkey and define values for each Executive, enter in the respective Executive's phone or extension number (e.g. 4100). For the line setting, enter the line number for which you want to use the key functionality. If you prefer to utilize a single Filter softkey without a defined value you will be able to manually activate and deactivate Executive Call Filtering for each Executive to whom the Assistant is assigned through the phone's UI.

The following parameters are examples you can use to configure multiple Filter softkeys corresponding to multiple Executives on the Assistant's phone:

#### **For Bottom Softkeys**

```
softkey1 type: filter  
softkey1 label: Filter-Stefan  
softkey1 value: 4100  
softkey1 line: 1
```

```
softkey2 type: filter  
softkey2 label: Filter-John  
softkey2 value: 4101  
softkey2 line: 1
```



**For Top Softkeys**

topsoftkey1 type: filter  
topsoftkey1 label: Filter-Stefan  
topsoftkey1 value: 4100  
topsoftkey1 line: 1

topsoftkey2 type: filter  
topsoftkey2 label: Filter-John  
topsoftkey2 value: 4101  
topsoftkey2 line: 1

**For Programmable Keys**

prgkey1 type: filter  
prgkey1 value: 4100  
prgkey1 line: 1

prgkey2 type: filter  
prgkey2 value: 4101  
prgkey2 line: 1

**For Expansion Module Softkeys**

expmod1 key1 type: filter  
expmod1 key1 label: Filter-Stefan  
expmod1 key1 value: 4100  
expmod1 key1 line: 1

expmod1 key2 type: filter  
expmod1 key2 label: Filter-John  
expmod1 key2 value: 4101  
expmod1 key2 line: 1



**Note:** For more information on how to configure softkeys, programmable keys, and expansion module softkeys using the configuration files, please refer to the *Mitel 6800i Series SIP Phone Administrator Guide*.

*Speeddial Softkey with Initiate Call Functionality (Assistants Only)*

Speeddial softkeys can be configured to efficiently utilize the Executive-Assistant Initiate Call function. With a Speeddial softkey configured for this feature, Assistants can initiate a call on behalf of an Executive, whereby the call will appear to the target as one originated by the Executive himself/herself. The Speeddial softkey's value can be defined using the following syntax:

- Executive-Assistant Initiate Call FAC (e.g. "#64"):
  - In such scenarios, the call manager will play an audible prompt asking you to enter the Executive's Address and Destination Address manually using the keypad.
- Executive-Assistant Initiate Call FAC followed by the Executive's Address (e.g. "#644052"):
  - In such scenarios, only the Destination Address will need to be manually entered using the keypad.
- Executive-Assistant Initiate Call FAC, followed by the Executive's Address, an asterisk, and then the Destination Address (e.g. "#644052\*4059"):

- In such scenarios, addresses will not need to be manually entered and the phone will automatically initiate the call to the target phone on behalf of the Executive.



**Note:** The Speeddial softkey type can be utilized for additional functions related to the Executive and Assistant Services feature that rely on FAC calls (i.e. opting in to an Executive's filtered call pool, opting out of an Executive's filtered call pool, etc...). Administrators simply need to configure the Speeddial key value as the FAC and label accordingly.

### ***Configuring the Initiate Call Softkey on the Assistant's Phone Using the Mitel Web UI***

Use the following procedure to configure the Initiate Call Softkey on the Assistant's phone using the Mitel Web UI:

1. Click on **Operation->Softkeys and XML**.  
or  
Click on **Operation-> Programmable Keys**.  
or  
Click on **Operation->Expansion Module Keys**.
2. Select a key that you want to use as an Initiate Call key.
3. In the "**Type**" field, select "**Speeddial**".
4. In the "**Label**" field (6867i and 6869i only), enter a label to apply to this key (e.g. Init).
5. In the "**Value**" field, enter the Initiate Call FAC (e.g. #64)  
or  
In the "**Value**" field, enter the Initiate Call FAC, followed by the Executive's Address (e.g. #644052)  
or  
In the "**Value**" field, enter the Initiate Call FAC, the Executive's Address, followed by an asterisk, and then the Destination Address (e.g. #644052\*4059)
6. In the "**Line**" field, select the line for which you want to use the key functionality.
7. Click **Save Settings** to save your settings.

### ***Configuring the Initiate Call Softkey on the Assistant's Phone Using the Configuration Files***

To configure the Initiate Call Speeddial softkeys on the Assistant's phone using the configuration files, you must enter "**speeddial**" for the key types. For the labels (6867i and 6869i only), enter key labels to assign to the Speeddial key (e.g. "Init"). For the values, enter one of the following:

- Executive-Assistant Initiate Call FAC (e.g. "#64")
- Executive-Assistant Initiate Call FAC followed by the Executive's Address (e.g. "#644052")
- Executive-Assistant Initiate Call FAC, followed by the Executive's Address, an asterisk, and then the Destination Address (e.g. "#644052\*4059")

For the line setting, enter the line number for which you want to use the key functionality.

The following parameters are examples you can use to configure multiple Initiate Call Speeddial softkeys:

**For Bottom Softkeys**

softkey1 type: speeddial  
softkey1 label: Init  
softkey1 value: "#64"  
softkey1 line: 1

softkey2 type: speeddial  
softkey2 label: Init2  
softkey2 value: "#644052"  
softkey2 line: 1

softkey3 type: speeddial  
softkey3 label: Init3  
softkey3 value: "#644052\*4059"  
softkey3 line: 1

**For Top Softkeys**

topsoftkey1 type: speeddial  
topsoftkey1 label: Init  
topsoftkey1 value: "#64"  
topsoftkey1 line: 1

topsoftkey2 type: speeddial  
topsoftkey2 label: Init2  
topsoftkey2 value: "#644052"  
topsoftkey2 line: 1

topsoftkey3 type: speeddial  
topsoftkey3 label: Init3  
topsoftkey3 value: "#644052\*4059"  
topsoftkey3 line: 1

**For Programmable Keys**

prgkey1 type: speeddial  
prgkey1 value: "#64"  
prgkey1 line: 1

prgkey2 type: speeddial  
prgkey2 value: "#644052"  
prgkey2 line: 1

prgkey3 type: speeddial  
prgkey3 value: "#644052\*4059"  
prgkey3 line: 1

**For Expansion Module Softkeys**

expmod1 key1 type: speeddial  
expmod1 key1 label: Init  
expmod1 key1 value: "#64"  
expmod1 key1 line: 1

expmod1 key2 type: speeddial  
expmod1 key2 label: Init2  
expmod1 key2 value: "#644052"  
expmod1 key2 line: 1

expmod1 key2 type: speeddial  
expmod1 key2 label: Init3  
expmod1 key2 value: "#644052\*4059"  
expmod1 key2 line: 1



**Note:** For more information on how to configure softkeys, programmable keys, and expansion module softkeys using the configuration files, please refer to the *Mitel 6800i Series SIP Phone Administrator Guide*.

*Executive and Assistant Services Feature Usage*

**Executive Phone Features**

Users with phones assigned with the Executive role are able to:

- Activate and deactivate the Executive Call Filtering service from the phone
- Intercept or ignore filtered calls before they are transferred to the Assistant

*To Activate Executive Call Filtering on the Executive's Phone*

Use the following procedure to activate Executive Call Filtering on the Executive's phone:

For All Phones:

1. Press the configured "**Filter**" key.  
Executive Call Filtering is now activated and the key's corresponding LED will be lit.

*To Deactivate Executive Call Filtering on the Executive's Phone*

Use the following procedure to deactivate Executive Call Filtering on the Executive's phone:


For All Phones:

1. Press the configured "**Filter**" key.  
Executive Call Filtering is now deactivated and the key's corresponding LED will be turned off.


*To Intercept a Filtered Call Before it is Transferred to an Assistant*

Use the following procedure to intercept a filtered call before it is transferred to an Assistant:

For the 6865i SIP Phone:

1. Lift the handset or press the  button if the phone has no active calls  
or  
Press the corresponding **Line** button if on an active call.



For the 6867i and 6869i SIP Phones:

1. Lift the handset, press the  button, or press the **Answer** softkey if the phone has no active calls  
or  
Press the **Answer** softkey if on an active call.


*To Ignore a Filtered Call*

Use the following procedure to ignore a filtered call:

For the 6865i SIP Phone:

1. Press the  button if the phone has no active calls  
or  
Press the  button if on an active call and the Goodbye Key Cancels Incoming Call feature is enabled  
or  
Press and hold the **Ignore** key until the call is successfully ignored if on an active call and the Goodbye Key Cancels Incoming Call feature is disabled.

For the 6867i and 6869i SIP Phones:

1. Press the  button or **Ignore** softkey if the phone has no active calls  
or  
Press the **Ignore** softkey if on an active call.

### ***Assistant Phone Features***

Users with phones assigned with the Assistant role are able to:

- Activate and deactivate the Executive Call Filtering service from the phone
- Answer or ignore a filtered call
- Push a filtered call back to the Executive
- Perform a blind transfer of a filtered call to the Executive
- Perform a semi-attended transfer of a filtered call to the Executive
- Perform a consultative transfer of a filtered call to the Executive
- Activate and deactivate call forwarding of the Executive's filtered calls
- Initiate a call on behalf of an Executive



**Notes:** .

1. Push functionality does not carry over to the target phone when call forwarding of an Executive's filtered calls is enabled.
2. Assistants are also able to handle filtered calls in the same manner as unfiltered calls. For information on handling calls (e.g. placing calls on hold, transferring calls to another party, conferencing calls, etc...) please refer to the respective *Mitel SIP Phone User Guide*.

#### *To Activate Executive Call Filtering on the Assistant's Phone when the Filter Key's Value is Defined*

Use the following procedure to activate Executive Call Filtering on the Assistant's phone when the Filter key's value is defined:

For All Phones:

1. Press the configured "**Filter**" key corresponding to the respective Executive. Executive Call Filtering is now activated for that Executive and the key's corresponding LED will be lit.



**Note:** If Call Forward is enabled for filtered calls, LEDs for all Filter keys will be turned off.

#### *To Activate Executive Call Filtering on the Assistant's Phone when the Filter Key's Value is Not Defined*

Use the following procedure to activate Executive Call Filtering on the Assistant's phone when the Filter key's value is not defined:

For the 6865i SIP Phone:

1. Press the "**Filter**" key.  
The list of associated Executives will appear on screen.
2. Select the Executive for whom you want to activate Executive Call Filtering by pressing the ▲ or ▼ navigation keys and then press the **Change** key.
3. Press the ▲ or ▼ navigation key to enter the Filtering menu for the respective Executive.

4. Press the **Change** key.
5. Press the **Next** key to toggle the Filtering option from OFF to ON.
6. Press the **Set** key.
7. Press the **Done** key.  
A checkmark will be displayed beside the Executive indicating Executive Call Filtering is to be activated.
8. Press the **Done** key again.
9. Press the **Confirm** key to apply the changes and return to the idle screen.



**Notes:**

1. The LED corresponding to the “**Filter**” key will be lit if Executive Call Filtering is activated for any associated Executive. The LED will turn off if Executive Call Filtering is deactivated for all associated Executives.
2. If Call Forward is enabled for filtered calls, the LED for the Filter softkey will be turned off

For the 6867i and 6869i SIP Phones:

1. Press the “**Filter**” softkey.  
The list of associated Executives will appear on screen.
2. Select the Executive for whom you want to activate Executive Call Filtering by pressing the ▲ or ▼ navigation keys and then pressing the  button.  
A checkmark will be displayed beside the Executive indicating Executive Call Filtering is to be activated.
3. Press the **Save** softkey.



**Notes:**

1. The LED corresponding to the “**Filter**” key will be lit if Executive Call Filtering is activated for any associated Executive. The LED will turn off if Executive Call Filtering is deactivated for all associated Executives.
2. If Call Forward is enabled for filtered calls, the LED for the Filter softkey will be turned off

*To Deactivate Executive Call Filtering on the Assistant’s Phone when the Filter Key’s Value is Defined*

Use the following procedure to deactivate Executive Call Filtering on the Assistant’s phone when the Filter key’s value is defined:

For All Phones:

1. Press the configured “**Filter**” softkey corresponding to the respective Executive (e.g. “Filter-Stefan”).  
Executive Call Filtering is now deactivated for that Executive and the softkey’s corresponding LED will turn off.



**Note:** If Call Forward is enabled for filtered calls, LEDs for all Filter softkeys will be turned off.

*To Deactivate Executive Call Filtering on the Assistant's Phone when the Filter Key's Value is Not Defined*

Use the following procedure to deactivate Executive Call Filtering on the Assistant's phone when the Filter key's value is not defined:

For the 6865i SIP Phone:

1. Press the **Filter** key.  
The list of associated Executives will appear on screen.
2. Select the Executive for whom you want to deactivate Executive Call Filtering by pressing the ▲ or ▼ navigation keys and then press the **Change** key.
3. Press the ▲ or ▼ navigation key to enter the Filtering menu for the respective Executive.
4. Press the **Change** key.
5. Press the **Next** key to toggle the Filtering option from ON to OFF.
6. Press the **Set** key.
7. Press the **Done** key.  
An X will be displayed beside the Executive indicating Executive Call Filtering is to be deactivated.
8. Press the **Done** key again.
9. Press the **Confirm** key to apply the changes and return to the idle screen.



**Notes:**

1. The LED corresponding to the **Filter** key will be lit if Executive Call Filtering is activated for any associated Executive. The LED will turn off if Executive Call Filtering is deactivated for all associated Executives.
2. If Call Forward is enabled for filtered calls, the LED for the Filter softkey will be turned off.

For the 6867i and 6869i SIP Phones:

1. Press the **Filter** key.  
The list of associated Executives will appear on screen.
2. Select the Executive for whom you want to deactivate Executive Call Filtering by pressing the ▲ or ▼ navigation keys and then pressing the  button.  
The checkmark will be removed beside the Executive indicating Executive Call Filtering is to be deactivated.
3. Press the **Save** softkey.



**Notes:**


1. The LED corresponding to the **Filter** key will be lit if Executive Call Filtering is activated for any associated Executive. The LED will turn off if Executive Call Filtering is deactivated for all associated Executives.
2. If Call Forward is enabled for filtered calls, the LED for the Filter softkey will be turned off.

*To Answer a Filtered Call*




Use the following procedure to answer a filtered call:

For the 6865i SIP Phone:

1. Lift the handset or press the  button if the phone has no active calls  
or  
Press the corresponding **Line** button if on an active call.



For the 6867i and 6869i SIP Phones:

1. Lift the handset, press the  button, or press the **Answer** softkey if the phone has no active call  
or  
Press the **Answer** softkey if on an active call.


*To Ignore a Filtered Call*

Use the following procedure to ignore a filtered call:

For the 6865i SIP Phone:

1. Press the  button if the phone has no active calls  
or  
Press the  button if on an active call and the Goodbye Key Cancels Incoming Call feature is enabled  
or  
Press and hold the **Ignore** key until the call is successfully ignored if on an active call and the Goodbye Key Cancels Incoming Call feature is disabled.

For the 6867i and 6869i SIP Phones:

1. Press the  button or **Ignore** softkey if the phone has no active calls  
or  
Press the **Ignore** softkey if on an active call.

*To Push a Filtered Call Back to the Executive*

Use the following procedure to push a filtered call back to the Executive:

For the 6865i SIP Phone:

1. After answering a filtered call, press the **Transfer** button twice.  
The phone will enter in the FAC for the BroadSoft Executive-Assistant Call Push feature and automatically dial the FAC call.  
The FAC call will be answered and the filtered call will be released if the push is successful.



**Note:** If the push is unsuccessful, press the respective **Line** key (corresponding to the filtered call) to retrieve the filtered call.

For the 6867i and 6869i SIP Phones:

1. After answering a filtered call, press the **Push** softkey.  
The phone will enter in the FAC for the BroadSoft Executive-Assistant Call Push feature and automatically dial the FAC call.  
The FAC call will be answered and the filtered call will be released if the push is successful.



**Note:** If the push is unsuccessful, press the **Pickup** softkey to retrieve the filtered call.

*To Perform a Blind Transfer of a Filtered Call to the Executive*

Use the following procedure to perform a blind transfer of a filtered call to the Executive:

For the 6865i SIP Phone:

1. After answering a filtered call, press the **Transfer** button.
2. Enter the Executive's phone or extension number and press the **Transfer** button.  
The phone will recognize the Executive's number and will change the transfer scenario into an Executive-Assistant Call Push scenario (i.e. the phone will enter in the FAC for the BroadSoft Executive-Assistant Call Push feature and automatically dial the FAC call).  
The FAC call will be answered and the filtered call will be released if the push is successful.



**Note:** If the push is unsuccessful, press the respective **Line** key (corresponding to the filtered call) to retrieve the filtered call.

For the 6867i and 6869i SIP Phones:

1. After answering a filtered call, press the **Xfer** softkey.
2. Enter the Executive's phone or extension number and press the **Xfer** softkey.  
The phone will recognize the Executive's number and will change the transfer scenario into an Executive-Assistant Call Push scenario (i.e. the phone will enter in the FAC for the BroadSoft Executive-Assistant Call Push feature and automatically dial the FAC call).  
The FAC call will be answered and the filtered call will be released if the push is successful.



**Note:** If the push is unsuccessful, press the **Pickup** softkey to retrieve the filtered call.

*To Perform a Semi-Attended Transfer of a Filtered Call to the Executive*

Use the following procedure to perform a semi-attended transfer of a filtered call to the Executive:

For the 6865i SIP Phone:

1. After answering a filtered call, press the **Transfer** button.
2. Enter the Executive's phone or extension number and press the **Dial** key.
3. When the call is in the ringing state, press the **Transfer** button.  
The phone will recognize the Executive's number and will change the transfer scenario into an Executive-Assistant Call Push scenario (i.e. the phone will enter in the FAC for the BroadSoft Executive-Assistant Call Push feature and automatically dial the FAC call).  
The FAC call will be answered and the filtered call will be released if the push is successful.



**Note:** If the push is unsuccessful, press the respective **Line** key (corresponding to the filtered call) to retrieve the filtered call.

For the 6867i and 6869i SIP Phones:

1. After answering a filtered call, press the **Xfer** softkey.
2. Enter the Executive's phone or extension number and press the **Dial** softkey.
3. When the call is in the ringing state, press the **Xfer** softkey.  
The phone will recognize the Executive's number and will change the transfer scenario into an Executive-Assistant Call Push scenario (i.e. the phone will enter in the FAC for the BroadSoft Executive-Assistant Call Push feature and automatically dial the FAC call).  
The FAC call will be answered and the filtered call will be released if the push is successful.



**Note:** If the push is unsuccessful, press the **Pickup** softkey to retrieve the filtered call.

*To Perform a Consultative Transfer of a Filtered Call to the Executive*

Use the following procedure to perform a consultative transfer of a filtered call to the Executive:

For the 6865i SIP Phone:

1. After answering a filtered call, press the **Transfer** button.
2. Enter the Executive's phone or extension number and press the **Dial** key.
3. When the call is answered by the Executive press the **Transfer** button.  
The call will be transferred normally and the filtered call will be released.

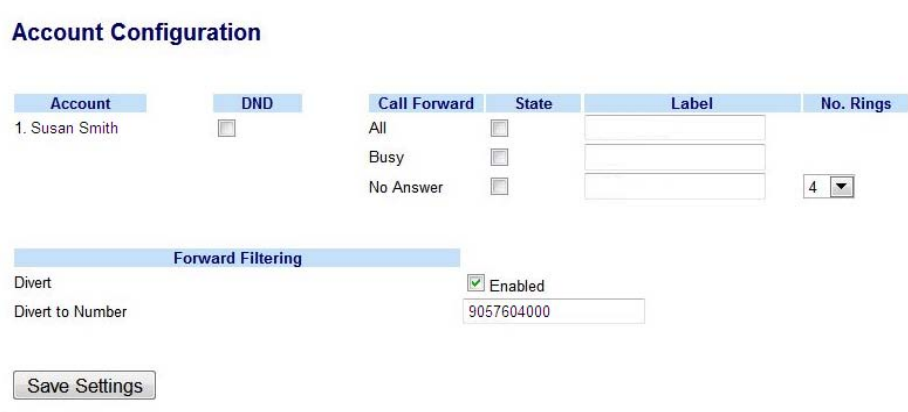
For the 6867i and 6869i SIP Phones:

1. After answering a filtered call, press the **Xfer** softkey.
2. Enter the Executive's phone or extension number and press the **Dial** softkey.
3. When the call is answered by the Executive press the **Xfer** softkey.  
The call will be transferred normally and the filtered call will be released.

*To Activate Call Forwarding of Filtered Calls Using the Mitel Web UI*

Use the following procedure to activate call forwarding of filtered calls using the Mitel Web UI:

1. Click on **Basic Settings->Account Configuration**.




2. Place a checkmark in the “**Enabled**” box beside the “**Divert**” option under “**Forward Filtering**”.
3. Enter the phone number you wish to forward incoming filtered calls to in the “**Divert to Number**” field.
4. Click **Save Settings**.



*To Activate Call Forwarding of Filtered Calls Using the SIP Phone UI*

For the 6865i SIP Phone:

1. Press the **Options** key, the ▼ navigation key, and then the **Enter** key to enter the Call Forward menu  
or  
Press the **Call Forward** programmable key.
2. Press the ▼ navigation key three times to select Forward Filtering.
3. Press the **Change** key to enter the Call Forward Mode Forward Filtering menu.
4. Press the ▼ navigation key to highlight the Call Forward State menu.
5. Press the **Change** key to enter the Call Forward State menu.
6. Press the **Next** key to toggle the Call Forward State option from OFF to ON.
7. Press the **Set** key.
8. Press the ▼ navigation key to highlight the Call Forward Number menu.
9. Press the **Change** key to enter the Call Forward Number menu and enter a forwarding number.
10. Press the **Set** key.
11. Press the **Done** key.

12. Press the **Confirm** key to apply the changes.  
A checkmark will be displayed beside Fwd Filtering indicating call forwarding of all filtered calls is to be activated.
13. Press the **Done** key again.
14. Press the **Confirm** key again.
15. Press the  button to return to the idle screen.  
The idle screen will display a “CFWD Filtering” message and the Message Waiting Indicator (MWI) and (if configured) Call Forward softkey LEDs will be lit indicating Forward Filtering is activated.

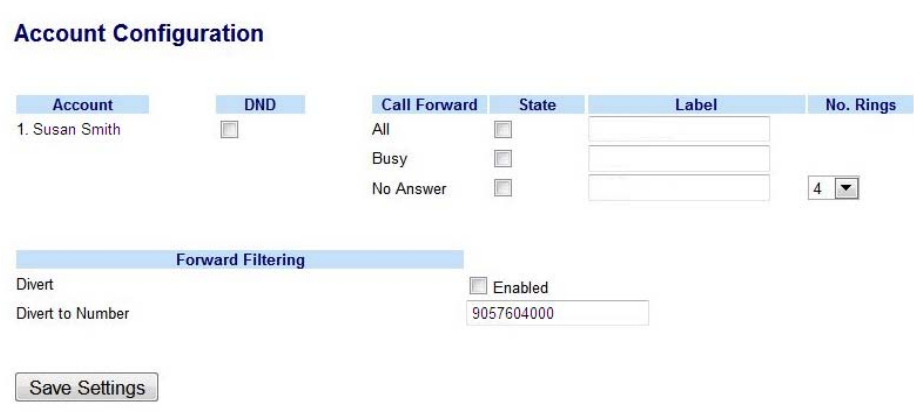
For the 6867i and 6869i SIP Phones:

1. Press the **Options** key and then navigate to the Call Forward menu  
or  
Press the **Call Forward** softkey.
2. Press the ▼ navigation key until you reach the Forward Filtering number field.
3. Enter the applicable forwarding number.
4. Press the ▼ navigation key to move to the **On** checkbox beside the Forward Filtering number field.
5. Press the  button.  
A checkmark will be displayed indicating call forwarding of all filtered calls is to be activated.
6. Press the **Save** key to save your changes.  
The idle screen status bar will display the Call Forward  icon and the MWI and (if configured) Call Forward softkey LEDs will be lit indicating Forward Filtering is activated.

*To Deactivate Call Forwarding of Filtered Calls*

Use the following procedure to deactivate call forwarding of filtered calls:


1. Click on **Basic Settings->Account Configuration**.





The screenshot shows the 'Account Configuration' interface. At the top, there is a table with columns: Account, DND, Call Forward, State, Label, and No. Rings. Under 'Account', there is one entry: '1. Susan Smith'. Under 'DND', there is an unchecked checkbox. Under 'Call Forward', there are three rows: 'All', 'Busy', and 'No Answer', each with an unchecked checkbox. Under 'State', there are three unchecked checkboxes. Under 'Label', there are three empty text input fields. Under 'No. Rings', there is a dropdown menu showing '4'. Below this table is a section titled 'Forward Filtering'. Under 'Divert', there is an unchecked checkbox and the text 'Enabled'. Under 'Divert to Number', there is a text input field containing '9057604000'. At the bottom left, there is a 'Save Settings' button.

2. Remove the checkmark in the “**Enabled**” box beside the “**Divert**” option under “**Forward Filtering**”.
3. Click **Save Settings**.

For the 6865i SIP Phone:

1. Press the **Options** key, the ▼ navigation key, and then the **Enter** key to enter the Call Forward menu  
or  
Press the **Call Forward** programmable key.
2. Press the ▼ navigation key three times to select Forward Filtering.
3. Press the **Change** key to enter the Call Forward Mode Forward Filtering menu.
4. Press the ▼ navigation key to highlight the Call Forward State menu.
5. Press the **Change** key to enter the Call Forward State menu.
6. Press the **Next** key to toggle the Call Forward State option from ON to OFF.
7. Press the **Set** key.
8. Press the **Done** key.
9. Press the **Confirm** key to apply the changes.  
An X will be displayed beside Fwd Filtering indicating call forwarding of all filtered calls is to be deactivated.
10. Press the **Done** key again.
11. Press the **Confirm** key again.
12. Press the  button to return to the idle screen.  
The “CFWD Filtering” message will be removed from the idle screen and the MWI and (if configured) Call Forward softkey LEDs will turn off indicating Forward Filtering is deactivated.

For the 6867i and 6869i SIP Phones:

1. Press the **Options** key and then navigate to the Call Forward menu  
or  
Press the **Call Forward** softkey.
2. Press the ▼ navigation key until you reach the **On** checkbox beside the Forward Filtering number field.
3. Press the  button.  
The checkmark will be removed indicating call forwarding of all filtered calls is to be deactivated.
4. Press the **Save** key to save your changes.  
The Call Forward  icon will be removed from the idle screen status bar and the MWI and (if configured) Call Forward softkey LEDs will turn off indicating Forward Filtering is deactivated.

*To Initiate a Call on Behalf of an Executive*

Use the following procedure to initiate a call on behalf of an Executive:

For the 6865i SIP Phone:

1. Press the Speeddial softkey programmed with Initiate Call function (e.g. **"Init"**).  
The phone will enter in the FAC for the BroadSoft Executive-Assistant Initiate Call feature and automatically dial the FAC call.
2. Follow any audible instructions (depending on the Speeddial key's configuration you may be prompted to enter the Executive's number/extension and/or Destination number/extension manually using the phone's keypad).  
The phone will automatically dial the Destination number/extension.
3. When the call is answered, if you would like to push the call to the Executive, press the **Transfer** button twice.  
The phone will enter in the FAC for the BroadSoft Executive-Assistant Call Push feature and automatically dial the FAC call.  
The FAC call will be answered and the filtered call will be released if the push is successful.

For the 6867i and 6869i SIP Phones:

1. Press the Speeddial softkey programmed with Initiate Call function (e.g. **"Init"**).  
The phone will enter in the FAC for the BroadSoft Executive-Assistant Initiate Call feature and automatically dial the FAC call.
2. Follow any audible instructions (depending on the Speeddial key's configuration you may be prompted to enter the Executive's number/extension and/or Destination number/extension manually using the phone's keypad).  
The phone will automatically dial the Destination number/extension.
3. When the call is answered, if you would like to push the call to the Executive, press the **Push** key.  
The phone will enter in the FAC for the BroadSoft Executive-Assistant Call Push feature and automatically dial the FAC call.  
The FAC call will be answered and the filtered call will be released if the push is successful.

## OPTION TO PARSE OR IGNORE REFER EVENT IDS

The configuration parameter "**sip ignore refer event id**" has been introduced in Release 4.0.0 SP1. This parameter allows Administrators the ability to set whether or not event IDs (i.e. Event: refer:id=xxxxx) in REFER NOTIFY event headers received by the phone should be ignored. Configuring the phones to ignore event IDs may fix call transfer issues caused by event IDs not matching REFER CSeq numbers.



**Note:** In previous firmware release, the phones were incorrectly hard-coded to ignore event IDs in REFER NOTIFY event headers. This has been corrected, and in Release 4.0.0 SP1, the default behavior is to parse and check for valid event IDs. Administrators should explicitly enable the "**sip ignore refer event id**" (i.e. define the parameter as "1") if call transfer errors occur due to event IDs not matching REFER CSeq numbers.

### *Configuring REFER Event ID Handling*

Use the following parameter to configure how the phone handles REFER event IDs:

PARAMETER	CONFIGURATION FILES
<i>sip ignore refer event id</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies whether or not event IDs (i.e. Event: refer:id=xxxxx) in REFER NOTIFY event headers received by the phone should be ignored.
FORMAT	Boolean
DEFAULT VALUE	0 (Disabled)
RANGE	0 (Disabled - Check for valid event ID) 1 (Enabled - Ignore event ID)
EXAMPLE	sip ignore refer event id: 1



## DHCP OPTION 120 SUPPORT

DHCP Option 120 (as referenced in RFC 3361) allows SIP clients to locate a local SIP server (i.e. outbound proxy server) that can be used for all outbound SIP requests. Using the “**use dhcp option 120**” configuration parameter, Administrators can now enable support for DHCP Option 120 on the 6800i SIP phones. This is particularly useful when service providers require the phones to use certain outbound proxy servers or Session Border Controllers (SBCs) based on geographical location and have provisioned the outbound proxy by using DHCP Option 120. The parameter is disabled by default.

### *Considerations*

The following considerations must be taken into account when enabling support for DHCP Option 120 on the IP phones:

- If the parameter is enabled and DHCP Option 120 contains a valid value, the phones will use the server IP/name obtained via DHCP Option 120 as the outbound proxy for both the Global SIP and Line 1 profiles.
- If Line 2 is configured and the outbound proxy is not defined, the phone will use the outbound proxy located in the Global SIP profile.
- If Line 2 is configured with a valid outbound proxy, the phone will retain the configured Line 2 outbound proxy and ignore the Global SIP profile. This allows for Line 2 to be registered to another service with another outbound proxy if required.
- If Line 2 is configured for another service but no outbound proxy is wanted/required, administrators should not leave the outbound proxy as undefined (i.e. 0.0.0.0) as the phone will use the outbound proxy located in the Global SIP profile. Instead, administrators should specify the proxy/registrar’s address as the outbound proxy.
- If the parameter is enabled, but the server does not have an outbound proxy configured, DHCP Option 120 is ignored and the phone will behave as if the parameter is disabled.
- As Option 120 does not support port numbers directly, if a non-standard port (i.e. other than 5060) is required, this must be set using the configuration parameter “**sip outbound proxy port**” or by the use of DNS SRV in which case “**sip outbound proxy port**” must be set to 0.

*Enabling Support for DHCP Option 120*

Use the following parameter to enable support for DHCP Option 120 on the SIP phones:

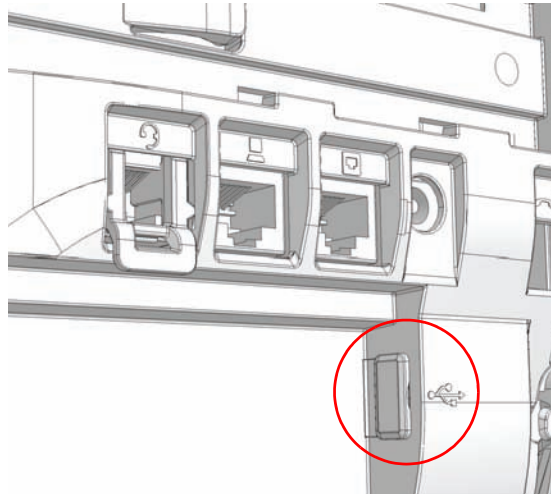
<b>PARAMETER</b> <i>use dhcp option 120</i>	<b>CONFIGURATION FILES</b> startup.cfg, <model>.cfg, <mac>.cfg
<b>DESCRIPTION</b>	Enables support for DHCP Option 120 on the SIP phones. DHCP Option 120 allows SIP clients to locate a local SIP server (i.e. outbound proxy server) that can be used for all outbound SIP requests.
<b>FORMAT</b>	Boolean
<b>DEFAULT VALUE</b>	0 (Disabled)
<b>RANGE</b>	0 - 1 0 (Disabled) 1 (Enabled)
<b>EXAMPLE</b>	use dhcp option 120: 1

## UI FEATURES

### USB HEADSET SUPPORT

Release 4.0.0 SP1 introduces USB headset support for the Mitel 6867i and 6869i SIP phones. Users can simply plug in the supported USB headset into the USB input port located on the back of their phones and configure the phone's audio mode accordingly (e.g. Headset, Speaker/Headset, or Headset/Speaker) to start using their USB headset.

**6867i/6869i USB Input Port Location**



The following USB headsets are currently supported by the 6867i and 6869i SIP phones:

- Jabra BIZ 2400 Duo USB, UC (P/N: 2499-829-105)
- Plantronics Blackwire C720 (P/N: 87506-12)
- Plantronics Voyager Legend UC, B235, NA (P/N: 87670-01)
- Sennheiser D 10 USB - US (Prod. Code: 506421)







#### **Notes:**

1. If both an analog (non-DHSG) headset and a USB headset are connected to the phone, the USB headset will take precedence over the analog headset (i.e. the USB headset will be functional while the analog headset will not be functional).
2. If both a DHSG headset and a USB headset are connected to the phone and DHSG is enabled, the DHSG headset will take precedence over the USB headset.








*Audio Modes*

The 6867i and 6869i SIP phones allow you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The audio mode options provide different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set.

AUDIO MODE OPTION	DESCRIPTION
Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing the  button on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the  button on the phone. To switch from the headset to the handset, lift the handset.
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when the  button is pressed. By pressing the button again, you can switch back and forth between the handsfree speakerphone and the headset. At anytime, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.
Headset/Speaker	Incoming calls are sent to the headset first when the  button is pressed. By pressing the button again, you can switch back and forth between the headset and the handsfree speakerphone. At anytime, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.



### Configuring the Audio Mode Using the Configuration Files

Use the following parameter to configure the audio mode of the phone:



PARAMETER	CONFIGURATION FILES
<i>audio mode</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Allows you to configure how the  button on the SIP phone operates.
FORMAT	Integer
DEFAULT VALUE	0
RANGE	<p>0. Speaker - This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing the  button on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.</p> <p>1. Headset - Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the  button on the phone. To switch from the headset to the handset, lift the handset.</p> <p>2. Speaker/Headset - Incoming calls are sent to the handsfree speakerphone first when the  button is pressed. By pressing the  button again, you can switch back and forth between the handsfree speakerphone and the headset. At anytime, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.</p> <p>3. Headset/Speaker - Incoming calls are sent to the headset first when the  button is pressed. By pressing the  button again, you can switch back and forth between the headset and the handsfree speakerphone. At anytime, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.</p>
EXAMPLE	audio mode: 3

### Configuring the Audio Mode Using the Phone UI:

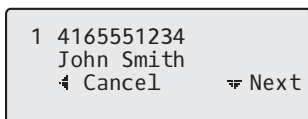
Use the following procedure to configure the audio mode using the phone:

1. Press  on the phone to enter the Options List.
2. Navigate to the **Audio > Audio Mode** option and press the  button or **Select** softkey.
3. Use the **▲** and **▼** keys to scroll through and highlight the desired audio mode. Valid values are:
  - Speaker (default)
  - Headset
  - Speaker/Headset
  - Headset/Speaker
4. Press the **Save** softkey to save your changes.

## BROADSOFT XSI SPEED DIAL 8 SUPPORT

Release 4.0.0 SP1 introduces interoperability support for the BroadSoft XSI Speed Dial 8 service for the 6863i and 6865i SIP phones. When the respective speed dial information is configured on the BroadSoft BroadWorks call manager and the phone is configured for XSI interoperability, users can simply place an outgoing call to a speed dial number by pressing the Speed Dial 8 programmable key and then pressing and holding the corresponding speed dial key on the dialpad. Alternatively, users can select the desired number using the navigation keys and then press the  button, Line button,  button, or simply pick up the handset.

### Speed Dial 8 Entry



```
1 4165551234
John Smith
← Cancel      Next →
```



---

**Note:** Please refer to the respective Xtended Services Platform documentation for information on how to configure the Speed Dial 8 service on the BroadSoft BroadWorks call manager.

After configuring the desired speed dial information using the Xtended Services Platform, Administrators must enable basic XSI interoperability on the phone by defining the following XSI credential parameters:

- xsi user name
- xsi ip
- xsi port
- xsi protocol

Then, to specifically enable the Speed Dial 8 service, Administrators must define the “**xsi speeddial8 enabled**” parameter in the respective configuration file and users must enter in their username (if required) and password on the phone through the *Options List > Credentials* menu.



---

**Note:** XSI credentials for Speed Dial 8 cannot be defined in the configuration files.

Lastly, a Speed Dial 8 programmable key should be configured for easy access to the Speed Dial 8 menu. Users and Administrators can configure a Speed Dial 8 key using the Web UI, by selecting a programmable key, changing the type to “Speeddial” and then entering “xsi.speeddial8” in the Value field.

Administrators also have the added option of configuring a Speed Dial 8 softkey by defining the “prgkeyN type” parameter as “speeddial” and “prgkeyN value” to “xsi.speeddial8” in the respective configuration file.



---

**Note:** Speed Dial 8 key Line values are optional.

*Enabling XSI Speed Dial 8 Support Using the Configuration Files*

Use the following parameters to enable XSI Speed Dial 8 support.

PARAMETER	CONFIGURATION FILES
<i>xsi user name</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the user name used for authentication of the XSI account.
FORMAT	<username>@<server>
DEFAULT VALUE	N/A
RANGE	N/A
EXAMPLE	xsi user name: xsi@xsi.broadworks.net

PARAMETER	CONFIGURATION FILES
<i>xsi ip</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the XSI Enterprise Directory credentials (if applicable) and IP address or Fully Qualified Domain Name (FQDN) of the XSI server in the following syntax:  server or username:password@server
FORMAT	String
DEFAULT VALUE	N/A
RANGE	N/A
EXAMPLE	xsi ip: xsp.xsi.broadworks.net

PARAMETER	CONFIGURATION FILES
<i>xsi protocol</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the protocol (either HTTP or HTTPS) used for communicating with the XSI server.
FORMAT	String
DEFAULT VALUE	http
RANGE	http https
EXAMPLE	xsi protocol: https

PARAMETER	CONFIGURATION FILES
<i>xsi port</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the port used for communicating with the XSI server.
FORMAT	Integer
DEFAULT VALUE	80 (when protocol used is HTTP) 443 (when protocol used is HTTPs)
RANGE	Any valid port
EXAMPLE	xsi port: 8080

PARAMETER	CONFIGURATION FILES
<i>xsi speeddial8 enabled</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Enables or disables XSI Speed Dial 8 functionality.
FORMAT	Boolean
DEFAULT VALUE	0 (Disabled)
RANGE	0 (Disabled) 1 (Enabled)
EXAMPLE	xsi speeddial8 enabled: 1

PARAMETER	CONFIGURATION FILES
<i>prgkeyN type</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the type of programmable key desired. For Speed Dial 8 functionality, define as "speeddial" and configure the corresponding prgkeyN value parameter as "xsi.speeddial8".
FORMAT	String
DEFAULT VALUE	N/A
RANGE	Varies
EXAMPLE	prgkeyN type: speeddial



PARAMETER	CONFIGURATION FILES
<i>prgkeyN value</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the value of the programmable key desired. For Speed Dial 8 functionality, define as "xsi.speeddial8" and configure the corresponding prgkeyN type parameter as "speeddial".
FORMAT	String
DEFAULT VALUE	N/A
RANGE	N/A
EXAMPLE	prgkeyN value: xsi.speeddial8



### Entering Credentials for Broadsoft XSI Services

Before the BroadSoft XSI Speed Dial 8 service can be utilized, user credentials (i.e. username and password) for BroadSoft XSI will need to be entered using the phone's UI by navigating to the *Options List > Credentials* menu.

Use the following procedure on the phone's UI to enter user credentials.

1. Press  on the phone to enter the Options List.
2. Navigate to the **Credentials** option and press the ► **Enter** key.
3. Use the ▼ key to navigate to the **BroadSoft XSI** option and press the ► **Enter** key.
4. Press the ▼ key to highlight the **Username** field and press the ► **Enter** key.
5. Use the dialpad keys to enter in your username and press the ► **Set** key when finished.
6. Press the ▼ key to highlight the **Password** field and press the ► **Enter** key.
7. Use the dialpad keys to enter in your password and press the ► **Set** key when finished.
8. Press the  key to exit the Options List.

### Creating a Speed Dial 8 Softkey Key Using the Phone's Web UI

Use the following procedure to create a Speed Dial 8 softkey using the phone's Web UI:

1. Click on **Operation > Programmable Keys**.

#### Programmable Keys Configuration

Key	Type	Value	Line
1	Speeddial	xsi.speeddial8	1
2	None		1
3	None		1

2. Select from **Key 1** through **Key 8**.
3. In the **Type** field, select **Speeddial** to apply to the key.
4. In the **Value** field, enter "**xsi.speeddial8**".
5. (Optional) In the **Line** field, select a line to apply to this key.
6. Click **Save Settings**.

## BROADSOFT XSI CALL LOG SUPPORT

In addition to Speed Dial 8 support, Release 4.0.0 SP1 introduces interoperability support for the BroadSoft XSI Call Log service with the 6863i and 6865i SIP phones. When configured on the BroadSoft BroadWorks call manager and enabled on the phone, the phone's native Callers List and Redial List are replaced with call information provided by the XSI server.



**Note:** Please refer to the respective Xtended Services Platform documentation for information on how to configure the Speed Dial 8 service on the BroadSoft BroadWorks call manager.

After configuring the Call Log service using the Xtended Services Platform, Administrators must enable basic XSI interoperability on the phone by defining the following XSI parameters:

- xsi user name
- xsi ip
- xsi port
- xsi protocol

Then, to specifically enable the Call Log service, Administrators must define the “**xsi callogs enabled**” parameter in the respective configuration file and users must enter in their username (if required) and password on the phone through the *Options List > Credentials* menu. When enabled, pressing the Callers List or Redial List will display call logs based on the information provided by the XSI server.



**Note:** XSI credentials for Call Logs cannot be defined in the configuration files.

The Callers List will show the name and number of the incoming caller, the date and time of the call, as well as if the call was missed or received.


### XSI Call Logs Callers List Entry

1	John Doe	
	5551234	
	Oct 3 09:45am	L1

The Redial List will show the name and number of the outgoing call recipient, and the date and time of when the call was placed.

### XSI Call Logs Redial List Entry

1	Jane Doe	
	5554321	
	Nov 3 12:45pm	L1

Moreover, both lists allow users to dial out by pressing the Line button,  button, or simply by picking up the handset.

*Enabling XSI Call Logs Support Using the Configuration Files*

Use the following parameters to enable XSI Call Logs support.

PARAMETER	CONFIGURATION FILES
<i>xsi user name</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the user name used for authentication of the XSI account.
FORMAT	<username>@<server>
DEFAULT VALUE	N/A
RANGE	N/A
EXAMPLE	xsi user name: xsi@xsi.broadworks.net

PARAMETER	CONFIGURATION FILES
<i>xsi ip</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the XSI Enterprise Directory credentials (if applicable) and IP address or Fully Qualified Domain Name (FQDN) of the XSI server in the following syntax:  server or username:password@server
FORMAT	String
DEFAULT VALUE	N/A
RANGE	N/A
EXAMPLE	xsi ip: xsp.xsi.broadworks.net

PARAMETER	CONFIGURATION FILES
<i>xsi protocol</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the protocol (either HTTP or HTTPS) used for communicating with the XSI server.
FORMAT	String
DEFAULT VALUE	http
RANGE	http https
EXAMPLE	xsi protocol: https

PARAMETER	CONFIGURATION FILES
<i>xsi port</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies the port used for communicating with the XSI server.
FORMAT	Integer



PARAMETER	CONFIGURATION FILES
<i>xsi port</i>	startup.cfg, <model>.cfg, <mac>.cfg
DEFAULT VALUE	80 (when protocol used is HTTP) 443 (when protocol used is HTTPs)
RANGE	Any valid port
EXAMPLE	xsi port: 8080

PARAMETER	CONFIGURATION FILES
<i>xsi calllogs enabled</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Enables or disables XSI Call Log functionality.
FORMAT	Boolean
DEFAULT VALUE	0 (Disabled)
RANGE	0 (Disabled) 1 (Enabled)
EXAMPLE	xsi calllogs enabled: 1

*Entering Credentials for Broadsoft XSI Services*

Before the BroadSoft XSI Call Logs service can be utilized, user credentials (i.e. username and password) for BroadSoft XSI will need to be entered using the phone’s UI by navigating to the *Options List > Credentials* menu.

Use the following procedure on the phone’s UI to enter user credentials.


1. Press  on the phone to enter the Options List.
2. Navigate to the **Credentials** option and press the ► **Enter** key.
3. Use the ▼ key to navigate to the **BroadSoft XSI** option and press the ► **Enter** key.
4. Press the ▼ key to highlight the **Username** field and press the ► **Enter** key.
5. Use the dialpad keys to enter in your username and press the ► **Set** key when finished.
6. Press the ▼ key to highlight the **Password** field and press the ► **Enter** key.
7. Use the dialpad keys to enter in your password and press the ► **Set** key when finished.
8. Press the  key to exit the Options List.

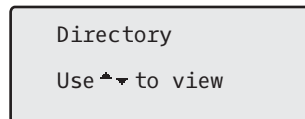
## DIRECTORY SEARCH SUPPORT

6863i and 6865i SIP phone users are now able to perform Directory entry searches. After entering the search term, the phone will apply the search to all enabled Directory sources and provide the user with a consolidated list of entries.

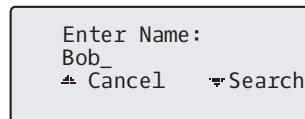
### *Searching for Directory Entries*

Use the following procedure on the phone's UI to perform a Directory entry search.

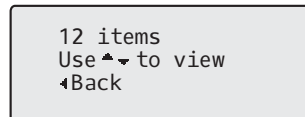
1. Press the configured Directory key, or for the 6863i, press  on the phone to enter the Options List and navigate to the **Services > Directory** menu.



2. Press the ▼ key to view the **All** folder and press the ► **Search** key.
3. Use the dialpad keys to enter the name (first, last, full, or partial) of the entry you are searching for and press the ▼ **Search** key.



A screen displays detailing the number of search hits.






**Note:** If there are no hits, a "No Matches Found" message is displayed.

4. Press the ▼ and ▲ keys to view the entries in the consolidated search list.



#### **Notes:**

1. To place a call to the entry, press the  button, Line button,  button, or simply pick up the handset.
2. To copy the entry to the Local Directory (if the entry is from an external Directory source), press the # **Copy** key.
3. To edit the entry's details (if the entry is from the Local Directory), press the # **Edit** key.
4. Press the  key at any time to exit.

## CONFIGURABLE BEHAVIOR FOR INCOMING MULTICAST PAGING DURING THE DIALING STATE

Starting with Release 4.0.0 SP1, the incoming intercom barge in setting is now applicable to incoming multicast paging calls. If a user is in a dialing state with the Barge In feature enabled and a multicast page is received by the phone, the phone will automatically switch focus to the multicast page screen. If a user is in a dialing state with the Barge In feature disabled and a multicast page is received by the phone, the phone will keep its focus on the dialing screen.

Administrators and users can configure the behavior of the phone in such scenarios by defining the "**sip intercom allow barge in**" parameter as "0" (Disabled) or "1" (Enabled) in the configuration files or through the "**Allow Barge In**" setting found in the **Preferences > Incoming Intercom Settings** menu in the Mitel Web UI.



**Note:** The incoming intercom barge in setting is enabled by default.

### *Configuring the Incoming Intercom Barge In Setting Using the Configuration Files*

Use the following parameter to configure the incoming intercom barge in setting:

PARAMETER	CONFIGURATION FILES
<code>sip intercom allow barge in</code>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	<p>Enable or disables how the phone handles incoming intercom calls while the phone is on an active call as well as how the phone handles multicast paging calls while the phone is in a dialing state.</p> <p>When you enable this parameter, an incoming intercom call takes precedence over any active call, by placing the active call on hold and automatically answering the intercom call. Also when enabled, for multicast pages during a dialing state, the phone will automatically switch focus to the multicast page screen.</p> <p>When you disable this parameter and there is an active call, the phone treats an incoming intercom call like a normal call and plays the call warning tone. Also when disabled, for multicast pages during a dialing state, the phone will keep its focus on the dialing screen.</p>
FORMAT	Boolean
DEFAULT VALUE	1 (Enabled)
RANGE	0 - 1 0 (Disabled) 1 (Enabled)
EXAMPLE	<code>sip intercom allow barge in: 0</code>

*Configuring the Incoming Intercom Barge In Setting Using the Using the Mitel Web UI*

Use the following parameter to configure the incoming intercom barge in setting using the Web UI:

For the 6867i and 6869i SIP Phones:

1. Click on **Basic Settings > Preferences**.
2. Under **Incoming Intercom Settings**, for the **Allow Barge In** option, enable by checking the checkbox or disable by unchecking the box (default is enabled).



3. Click **Save Settings**.

## DISCREET RINGING SUPPORT

A new discreet ringing feature has been implemented in Release 4.0.0 SP1. When enabled, if a call is incoming, the phone will play the configured ring tone once only. All applicable visual indicators (LED for the corresponding Line key, Message Waiting Indicator [MWI], etc...) will behave normally.



**Note:** If a custom ring tone is selected and discreet ringing is enabled, the phone will not play the custom ring tone during an incoming call. Ring tone 1 will be played once instead.

Administrators can configure this feature by defining the "**discreet ringing**" parameter in the configuration files (i.e. "0", the default, disables this feature, while "1", enables discreet ringing). Users can configure this feature by programming a key on the phone with the "Discreet Ringing" type feature using the Mitel Web UI. After the key has been programmed, users can simply toggle the feature on or off by pressing the programmed "Discreet" key.

### *Enabling/Disabling Discreet Ringing Using the Configuration Files*

Use the following parameter to enable/disable discreet ringing:

PARAMETER	CONFIGURATION FILES
<i>discreet ringing</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies whether or not the discreet ringing feature should be enabled. When enabled, during incoming calls, all applicable visual indicators (LED for the corresponding Line key, Message Waiting Indicator [MWI], etc...) will behave normally, but the ring tone will be played only once.
FORMAT	Boolean
DEFAULT VALUE	0 (Disabled)
RANGE	0 - 1 0 (Disabled) 1 (Enabled)
EXAMPLE	discreet ringing: 1



*Configuring a Discreet Ringing Key Using the Mitel Web UI*

Use the following procedure to configure a Discreet Ringing key using the Mitel Web UI:

1. Click on **Operation->Softkeys and XML**.  
or  
Click on **Operation-> Programmable Keys**.  
or  
Click on **Operation->Expansion Module Keys**.

**Softkeys Configuration**

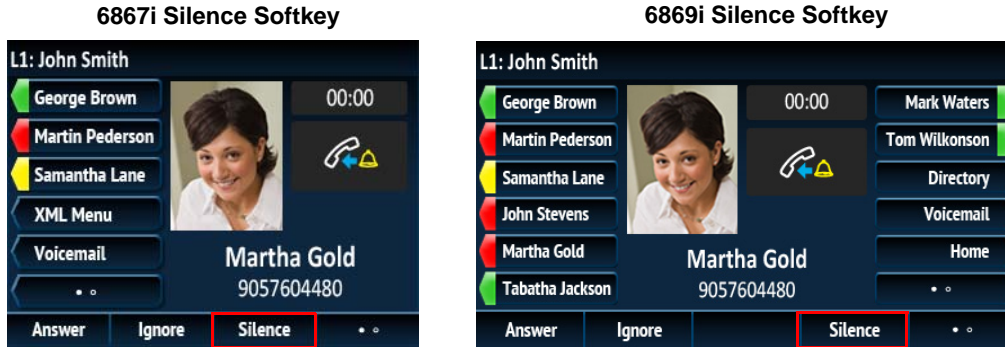
Bottom Keys | **Top Keys**

Key	Type	Label	Value	Line
1	Discreet Ringing			1
2	None			1
3	None			1
4	None			3
5	None			1

2. Select a key that you want to use as a Discreet Ringing key.
3. In the "Type" field, select "Discreet Ringing".
4. Click **Save Settings** to save your settings.

## INCOMING CALL RING TONE SILENCE SOFTKEY

Complementing the discreet ringing feature, a "Silence" softkey is now offered to 6867i and 6869i SIP phone users during all incoming calls.

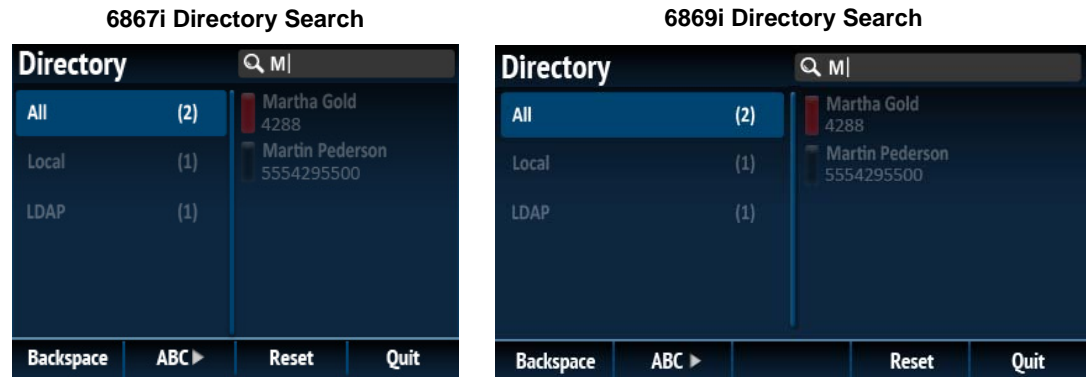


When pressed, the incoming call ring tone is immediately silenced but all applicable visual indicators (LED for the corresponding Line key, Message Waiting Indicator [MWI], etc...) will behave normally.

## LIVE K680I KEYBOARD SUPPORT

When the 6867i/6869i SIP phone is in an idle state and a alphabetic character key on an attached K680i keyboard is pressed, the default behavior of the phone is to simply wake up (if the phone is dimmed or displaying the screensaver).

In Release 4.0.0 SP1, users can enable the Live Keyboard feature, which, in addition to waking up the phone (if applicable), will launch the Directory search function in such scenarios. For example, pressing the "M" character key on the K680i keyboard when on the idle/home screen will cause the phone to navigate immediately to the Directory with "M" in the search field.



**Note:** Irrespective of whether the Live Keyboard feature is enabled or disabled, pressing a numerical key on the K680i keyboard when on the idle/home screen will result in the phone initiating the dialing function.



Users can enable/disable the Live Keyboard feature using the phone's native UI setting located in the Options List under *Directory > Settings > Live Keyboard*. Administrators have the added option of enabling/disabling the Live Keyboard feature by defining the "live keyboard" parameter as "1" (enabled) or "0" (disabled) in the respective configuration file.



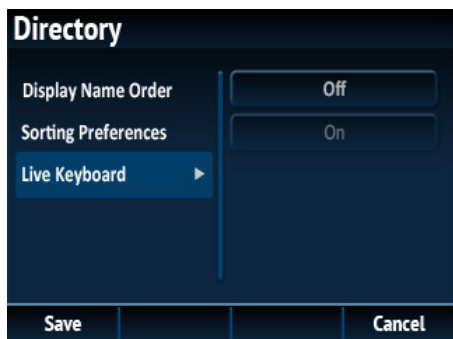
**Note:** The Live Keyboard feature is disabled by default.

*Configuring the Live Keyboard Feature Using the Phone's UI*

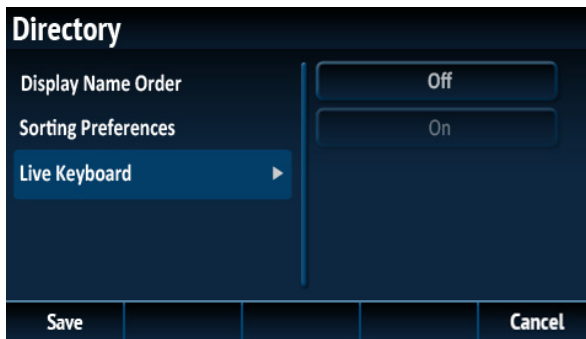
Use the following procedure on the phone's UI to configure the Live Keyboard feature.

1. Press  on the phone to enter the Options List.
2. Navigate to the **Directory > Settings** option and press the  button or **Select** softkey.
3. Use the ▼ key to scroll down and highlight the Live Keyboard setting.

**6867i Live Keyboard Setting**



**6869i Live Keyboard Setting**



**Note:** The Live Keyboard setting is only available in this menu if a K680i keyboard is attached to the phone.

4. Press ► to move to the selection column.
5. Use ▲ the ▼ keys to enable (On) or disable (Off) the feature.
6. Press the **Save** softkey to save your changes.

*Configuring the Live Keyboard Feature Using the Configuration Files*

Use the following parameter to configure the Live Keyboard feature using the configuration files:

PARAMETER	CONFIGURATION FILES
<i>live keyboard</i>	startup.cfg, <model>.cfg, <mac>.cfg
DESCRIPTION	Specifies whether or not an alphabetic character key press on a K680i keyboard attached to an idle 6867i or 6869i SIP phone should launch the Directory search function.
FORMAT	Boolean
DEFAULT VALUE	0 (Disabled)
RANGE	0 - 1 0 (Disabled) 1 (Enabled)
EXAMPLE	live keyboard: 1

## ISSUES RESOLVED IN RELEASE 4.0.0 SP1

This section describes the issues resolved on the SIP phones in Release 4.0.0 SP1.


The following table provides the issue number and a brief description of each fix:



**Note:** Unless specifically indicated, the resolved issues below apply to the all the 6800i SIP phones.

ISSUE NUMBER	DESCRIPTION OF FIX
<b>Configuration</b>	
ENH39017	An enhancement has been implemented in Release 4.0.0 SP1 whereby the phones now download the 802.1x TLS certificates before rebooting when the firmware upgrade process is initiated. This helps to mitigate any 802.1x TLS authentication issues that may occur when upgrading.
ENH39084	Starting with Release 4.0.0 SP1, EAP 802.1x authentication is disabled when certificates are not present. Additionally, if certificates are present, after downloading the certificates, the phone will now automatically reboot so that 802.1x authentication can take place.
DEF24201/DEF24203/ CLN36572/CLN36573	With the "map conf key to" parameter defined (for speed dial functionality), the phone did not dial out to the defined number during the transfer process when pressing the Conference key. This issue has been resolved.
DEF37473	When configuring a key with Redial List functionality, both "redial" and "redials" is now acceptable as the value for the key type (e.g. "topsoftkey1 type: redial" or "topsoftkey1 type: redials" can be defined).
DEF37501	An issue was observed when attempting to establish communication with TR-069 server using the HTTPs protocol. This issue has been corrected.
DEF38623	6869i: When an expansion module was attached and the phone was rebooted, it was observed that at times some Web UI menu links located on the left column were missing. This issue has been fixed.
DEF38632	6863i: Changing the headset microphone volume using the phone's native was unresponsive in previous releases. This issue has been corrected in Release 4.0.0 SP1.
DEF38812	An issue was observed whereby the phones were incorrectly rejecting valid certificates when authenticating 802.1x TLS due to a date/time check error. This issue has been resolved.
DEF38834	A stability issue was observed when the active VoIP recording feature was being utilized but configuration parameters related to the feature were defined incorrectly. This issue has been fixed.
DEF38903	The TLS persistent connection keep alive retry timeout was observed to be exponential instead of periodic resulting in issues when network interruptions occurred. These issues have been fixed.
DEF39049	When using the phone in conjunction with the Metaswitch call manager, an issue was observed whereby users were unable to download the CSV directory file(s). This issue has been corrected.

ISSUE NUMBER	DESCRIPTION OF FIX
DEF39122	Values for the "ring tone" parameter have been updated in Release 4.0.0 SP1. Tone 6 (previously defined as a value of "5") and Silent (previously defined as a value of "15") have been swapped. This change has been made to accommodate users upgrading to 4.0.0 SP1 with phones previous to Release 4.0.0 that are configured with the Silent ring tone.
DEF39158	An issue was observed whereby the phone downloaded configuration files from an incorrect path during an auto-resync. This issue has been corrected.
<b>SIP</b>	
ENH38260	An enhancement has been implemented in Release 4.0.0 SP1 whereby the phones now submit DTMF end packets three times for redundancy purposes.
ENH39216	When used in conjunction with the Mitel Clearspan call manager and a remote phone was defined with an overriding caller ID, an issue was observed whereby semi-attended transfers to the remote phones would be sent to the destinations of the overriding caller ID and not the intended remote phones. Administrators utilizing the phones with the Mitel Clearspan platform can correct this by defining the " <b>sip refer-to from contact</b> " parameter as "1" in the respective configuration files.
DEF34630	Outgoing multicast RTP paging calls were not functioning as expected if the phone's handset was placed off hook before attempting the page. This issue has been fixed.
DEF34791/CLN34792	An issue was observed whereby two lines were still being taken up on the phone when a local conference was made on an SCA-configured line and the first leg of the conference dropped out. The " <b>max appearance-index enable</b> " can be used to correct this issue (i.e. by defining the parameter as "1").
DEF37643	When the TCP or TLS protocols were configured to be used on the phone, the active VoIP recording feature was not functioning as expected. This issue has been resolved.
DEF38177/CLN38308	An issue was observed whereby the phone would switch to the backup outbound proxy after a call was made and immediately cancelled. This issue has been fixed.
DEF38578	When using the phones in conjunction with the Mitel Telepo platform, a call transfer issue was observed that was caused by event IDs in REFER NOTIFY event headers received by the phone not matching REFER CSeq numbers. Defining the " <b>sip ignore refer event id</b> " parameter as "1" resolves this issue.
DEF38900	When using TLS/SRTP-configured phones with the MiVoice 5000 call manager, users were unable to place a secondary call after an encrypted active call was placed on hold. This issue has been fixed.
DEF39072	In previous releases, the phones were unable to correctly process BLF NOTIFY messages with the state attribute in the "dialog-info" element defined as "full". This issue has been resolved in Release 4.0.0 SP1.

ISSUE NUMBER	DESCRIPTION OF FIX
<b>User Interface</b>	
ENH38512	6865i, 6867i, and 6869i: When the phone received a NOTIFY for a BLF with the state defined as "early" and the direction defined as "initiator", the LED for the BLF key was yellow and incorrectly blinking. This issue has been fixed and the key is now correctly displayed as solid red.
ENH38752	When using the Visitor Desk Phone (VDP) feature, an "Authorizing..." message is now displayed on screen after a user submits his/her login credentials. This message has been added to inform users that the login is in progress.
DEF22680/CLN37178	When using the phones with an Asterisk call manager, users were unable to complete a call park (with static configuration) by placing the handset on hook. This issue has been corrected.
DEF30185/CLN38842	6863i and 6865i: An issue was observed whereby users could not add the plus (i.e. "+") sign to a number corresponding to a Directory entry using the phone's keypad. This issue has been resolved.
DEF30928/CLN34678	Users were unable to hold an active call when a secondary call was incoming unless they manually changed the line focus. This issue has been resolved and users can now simply press the hold button to hold the initial active call in such scenarios.
DEF35387	6865: When a Call Forward key was pressed and changes were made, if a user pressed the Done key and then the "0" key to cancel, the phone did not go back to the idle screen as expected. This issue has been resolved.
DEF37204	With an active call on Line 1 and an incoming call on Line 2, pressing the L1 key when the incoming ring tone was playing caused a continuous ring tone to be played. This issue has been corrected.
DEF37796	6863i and 6865i: In previous releases, the timer for active calls was being displayed in 12-hour format for the 6863i and 6865i. This has been changed to 24-hour format starting with Release 4.0.0 SP1.
DEF38105	6865i with M680i Expansion Module: When used with the MiVoice Office 400 call manager, BLF/List keys were being configured on the phone in the reverse order from the order defined in the NOTIFY sent from the call manager. This issue has been fixed.
DEF38273/DEF38274	Conference and transfer issues were observed in certain scenarios where a user on an active call attempted to use a Sprecode key to initiate a second call (e.g. to a parking application). These issues have been fixed.
DEF38527	6863i and 6865i: Users are now able to dial out using the  button when an entry is selected in the Directory, Callers, and Redial Lists.
DEF38662/DEF39207	Issues was observed whereby duplicate entries in the Directory were not being removed as expected. This issue has been corrected.
DEF38928	The Speed Dial Edit menu was incorrectly accessible even when the "speeddial edit" parameter was defined as "0" (i.e. disabled). This issue has been resolved.
DEF39001	6865i: When utilizing the active VoIP recording feature, the recording icon was not being displayed on screen during a recorded call. This issue has been fixed.

<b>ISSUE NUMBER</b>	<b>DESCRIPTION OF FIX</b>
DEF39010	6865i, 6867i, and 6869i with M685i Expansion Module: BLF/List labels were not being refreshed properly on the M685i's softkeys when the BLF/List was changed via the BroadSoft web portal. This issue has been corrected.
DEF39169	6867i: When using the phone with the MiVoice 5000 call manager, entering the menu and selecting a different language did not change some of the text in certain menus/screens. This issue has been resolved.
<b>Audio</b>	
DEF30541/DEF38537	Various issues with regards to audio mode switching/handling in certain scenarios have been corrected in Release 4.0.0 SP1.
DEF36715/CLN39177	A distorted outgoing audio stream issue was observed when using the handsfree speakerphone. This issue has been fixed.
DEF38882/CLN38915	6869i: When using the phones with the Mitel 400 call manager, an issue was observed whereby one-way audio would occur on a call after a period of time if TLS and SRTP were enabled.
DEF39081	When used with the MiVoice 5000 call manager, no audio would be played if the phone received an SDP response with the sendonly attribute. This issue has been fixed.
DEF39139/CLN39178	6867i: An intermittent one-way audio issue was observed in at times when outgoing calls were made. This issue has been resolved.
<b>XML</b>	
ENH39025	6867i and 6869i: A flicker on the screen was noticeable when using the phone in certain XML applications where images were being shown in rapid succession. This issue has been corrected.
DEF38797	6865i, 6867i, and 6869i: When using the phones with the M680i and M685i Expansion Modules, it was observed that the X-Aastra-ExpMod content in the HTTP header of XML requests was incorrect. This issue has been fixed.
DEF39024	6867i and 6869i: A stability issue was observed when XML ImageScreen images were being shown in rapid succession on the phone for a long period of time. This issue has been fixed.



## CONTACTING MITEL SUPPORT

If you have read this release note, and consulted the Troubleshooting section of your phone model's manual and still have problems, please contact Mitel Support via one of these methods:

### North America

- Toll Free 1-800-574-1611
- Direct +1-469-365-3639
- Online at <http://www.mitel.com>, click on Technical Support.

### Outside North America

Please contact your regional Mitel Technical Support.

