

HVS: Training Packet for 6867i Business Set

With Communicator Lite

User ID=Ten-digit telephone number@la.gov

Example: 2252195757@la.gov

Your User ID: _____

THIS GUIDE HAS BEEN EDITED TO REMOVE PRIVATE INFORMATION

OTS EUC Info and Training: 225 219-5757

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HVS Help Sheets

Business Set Diagram.....	5
Options That Can Be Set on Your Phone.....	7
Cheat Sheet" (Logins and URLs).....	9
How to Change Your Passwords	11
Communicator Log In and Guide	13
Clearspan Anywhere, Step-By-Step	19
Program Speed Dial Soft Keys.....	23
Program Speed Dial 100 Codes.....	25
Connecting the Phone to Jack on the Wall and to PC.....	29
6867i Shortcuts.....	32

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Business Set Diagram

HVS Business 6867i Device			
Enterprise:	SOLA	Voice Mail Portal remote Access:	225-342-9000 (initial password 5-6-7-8)
Group:	Capitol Park 1	Clearspan Anywhere Portal:	225-342-9002 (uses your mail password)
Department			
Phone Device Type:	6867i	Dial Plan:	<u>Just Like Your Cell Phone</u> [No access code, 9+ , 9-1+, or 1+]
Top Soft Keys: 5 each on up to 4 'pages'. Open blanks can be programmed as personal speed dial keys.		Internal and Local Calls:	Dial 7 digits
		Long Distance Calls:	Dial 10 digits



TRAINING - Video Tutorials, and link to documentation:
<https://www.mitel.com/services/mitel-training/att-end-user-training>

<http://learn.mitel.com/categories/6867i-phone>

Press #
after dialing numbers or feature access codes

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Options That Can Be Set on Your Phone

6867i Customization Options via the Options List Key on the phone:

PHONE OPTIONS VIA THE IP PHONE UI

You can customize your phone by pressing the  key and accessing the IP phone UI. These options allow you to customize the following phone settings:

ICON	OPTION
	<p>Status</p> <p>Select Status and scroll down one screen (to Network) to see the following Read-only info which may be helpful during trouble-shooting:</p> <ul style="list-style-type: none">• IP Address of the phone• MAC Address of the phone• LAN Port – speed and duplex• PC Port - speed and duplex
	<p>Audio</p> <p>Select the Audio Icon, and scroll down for changeable options:</p> <ul style="list-style-type: none">• Audio Mode: Select to see following options:<ul style="list-style-type: none">○ Speaker○ Headset○ Speaker/Headset○ Headset/Speaker• Headset: Select to get to following headset options:<ul style="list-style-type: none">○ Headset Mic Volume: Select Low, Medium, or High○ DHSg: Select Off –or- On• Ring Tones: Select and scroll through various ring tones. Press “Save” when you hear the one you want for your phone.
	<p>Display</p> <p>Select the Display Icon to view or change:</p> <ul style="list-style-type: none">• Home Screen Mode (choose #2 to see name and number at top right)• Screen Saver Timer• Brightness level and timer



Dialing

Select the Dialpad Icon to access these options:

- Live Dialpad (on / off)
 - On: If you dial a number while the phone is on-hook, the phone automatically go to handsfree mode and dials the number.
 - Off: If you dial a number while the phone is on-hook, lifting the receiver or pressing the Speaker/Headset button initiates a call to that number
- Speed Dial Edit
 - Dialpad (keys 1-9)
 - Left Softkeys (aka “top” softkeys--buttons to left of display)
 - Bottom Softkeys (buttons immediately beneath display)



Restart

This is the last option on the right. Select **Restart** to reboot your phone.

This is considered a *soft reset*. For a *hard reset*, unplug the LAN cord from your phone for a few seconds and then reconnect.

“Cheat Sheet” (Logins and URLs)

CONFIDENTIAL

User ID:	Your ten-digit telephone number followed by @la.gov, in lower case letters. Example: 2252195757@la.gov Your user id: _____
Passwords:	Voice Mail Portal and Clearspan Anywhere password: The default is CONTACT YOUR Telecommunications Coordinator (TC) to change
Password Reset:	CONTACT YOUR TELECOMMUNICATIONS COORDINATOR
Clearspan Anywhere feature:	Anywhere portal access number: 225-342-9002 Reminder: You must first set up location for Clearspan Anywhere using Communicator LITE . When dialing the Anywhere portal, enter your voice mail password. TIP: Create a contact on your cell phone and name it “HVS”. For a phone number, enter 225-342-9002 followed by a pause (comma) and your Voice Mail password. Save.
Communicator Desktop LITE Setup: (A Web-Based Application)	This app allows you to store and search for contacts, click to dial, set up Call Forwarding, Hide Your Number, Activate Do Not Disturb, set up/enable Clearspan Anywhere *or* Simultaneous Ring Download Clearspan Communicator Basic for Windows.exe here: https://www.mitel.com/services/mitel-training/att-end-user-training Contact Help Desk 225-219-6900, for activation assistance. Initial Login: Open app, Copy and paste this server name: <u>Server Name/Login URL:</u> https://pub-xs.hvs.att.com/dms/bc/dt/config.xml <u>User Name:</u> SEE TC <u>Password:</u> SEE TC TIP: When you first log in, select Save Password, Automatically Login, and integrate with Outlook Contacts
Training on-line	https://www.mitel.com/services/mitel-training/att-end-user-training TIP: “Mitel Minute” videos offer quick, single-feature training. Select Phones Tutorials, the select your phone type (6863i basic set or 6867i business set).
Voice Mail Access	<u>On an HVS phone:</u> Press Voice Mail button or dial *86 <u>From a non-HVS phone,</u> dial 225-342-9000 ; or dial your own number and press *

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How to Change Your Passwords

Reset Voice Mail and Communicator Passwords

Password parameters for the Communicator Client (App on PC):

- Minimum 8 characters
- Mixed case; at least one *Capital Letter*
- At least one *Number*
- At least one *Special Character* (*,#,@,&...)
- Expires every 90 days

Sample Passwords that meet criteria: Spring16* #1Clifton Tiger*88

Password parameters for Voicemail:

- Four or more digits
- Can't match extension number

Sample Passwords that meet criteria: 1234 2001 1000245

TO RESET PASSWORD: Enter this URL in the browser address bar::

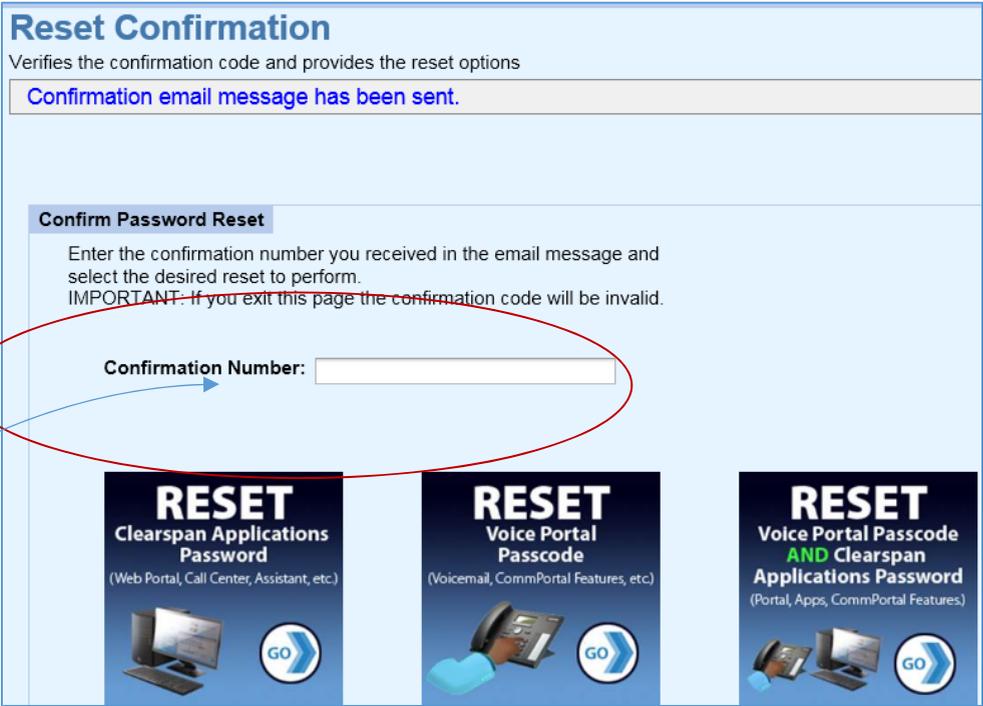
<https://pub-cfg.hvs.att.com/myaccount/>

Tip: Save the above address as a "favorite".

Following are screenshots the user will see:

The screenshot shows a web form titled "Reset Password Request" with a light blue background. Below the title is a subtitle: "Allows a user to reset their Clearspan web portal/application password or voicemail/voice portal password". The form contains a section titled "Request Password Reset" with the following text: "Enter 2 of the identifiers below (UserId, phone number or email address) and press the Send Request button. (You will receive an email with a confirmation number to enter)". There are three input fields: "UserId:", "Phone Number:", and "Email Address:". The "Phone Number:" field has a note "(numbers only - no formatting)" to its right. At the bottom of the form is a "Send Request" button.

The user only needs to enter **2 of the 3** identifiers. Once **Send Request** is pressed, the user will see a **Reset Confirmation** screen (see below), and will receive an email with a **confirmation number** that must be entered on the Reset Confirmation screen:

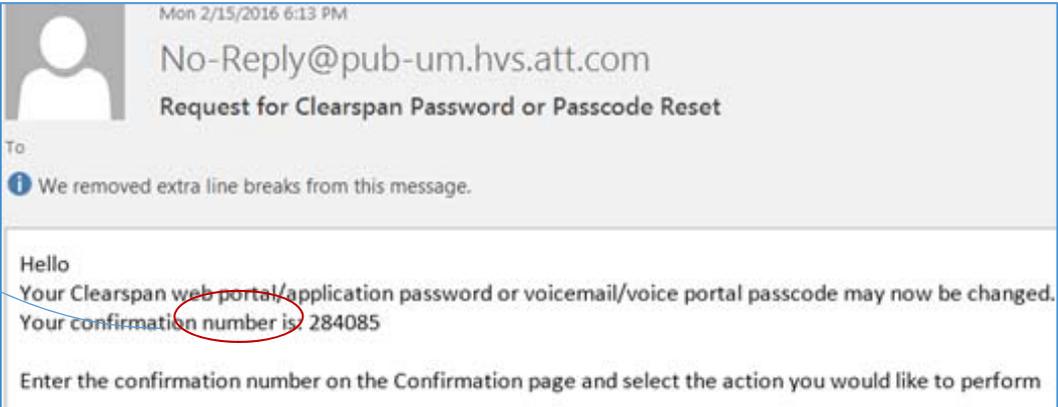


Passwords that may be reset: User can choose action to reset one, *or both*:

“Clearspan Applications”: Communicator or Web Portal log-in password.

“Voice Portal Passcode”: Voice mail password

Example of the “Confirmation email message” that the user will receive:



After entering the confirmation number on the confirmation page, the user will be able to create a new password.

Communicator Desktop (Lite) for Windows

requires PC application download

- How to log in for the first time
- Quick Reference Guide for
 - Adding Contacts
 - Searching Contacts for Click-to-Dial
 - Viewing Call History
 - Setting Up Clearspan Anywhere
 - Other Features

Note: Communicator Lite is a free, "Basic" version of the Communicator Desktop application.

The full application is an optional add-on that bills an additional monthly charge. Only the full application allows for calls to be received and placed over your computer (without the use of a desk phone). The full version also contains features such as Chat and Presence.

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Clearspan Communicator Lite

Initial Login Cheat Sheet

- 1 Use this login URL >>>
- 2 Enter **your user id**
- 3 Save

Communicator Basic

File Edit Help

Mitel®
Clearspan® Communicator™

Server Address
<https://pub-xs.hvs.att.com/dms/bc/dt/config.xml>

Enterprise Email
_____.@la.gov

Save

Cancel

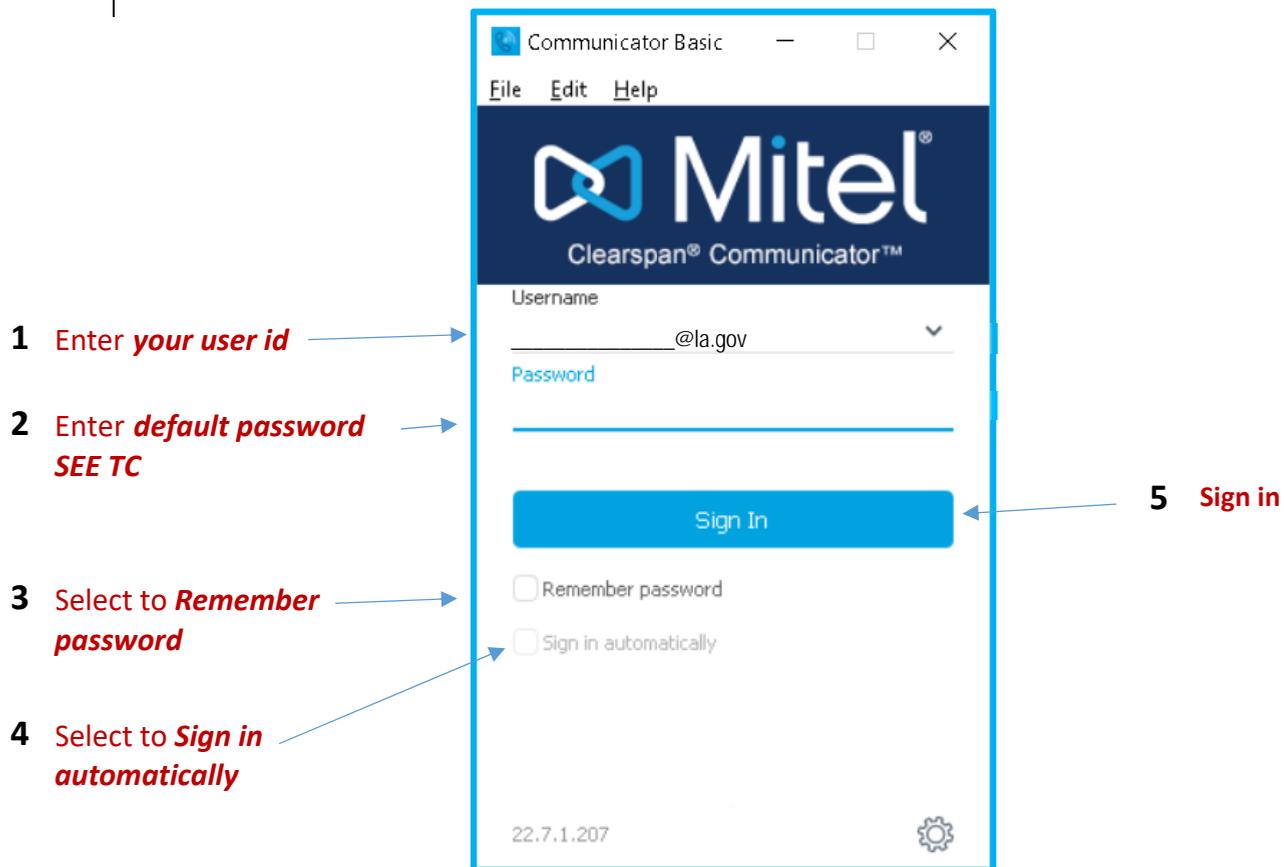
22.7.1.207

1 Login URL/Server Address=
<https://pub-xs.hvs.att.com/dms/bc/dt/config.xml>

2 Your User ID=

SEE TC

Your User ID_____



If prompted, allow Communicator Lite to search Outlook contacts

1 Your User ID=

SEE TC

Your User ID _____

2 Default Password=

<SEE TC>

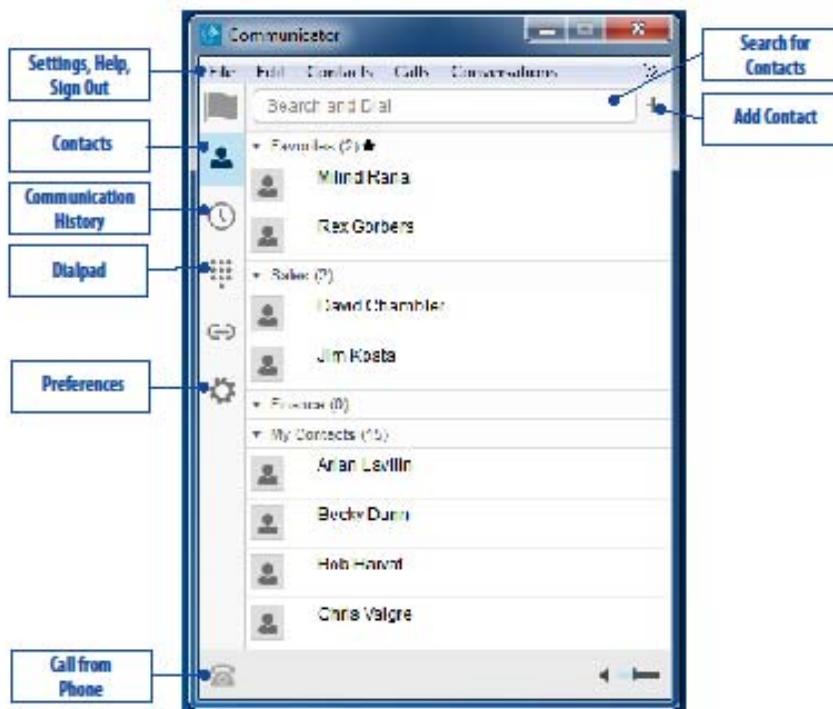
QUICK REFERENCE GUIDE

Clearspan Communicator Desktop Basic for PC and Mac

Clearspan Communicator Desktop Basic for PC and MAC offers a convenient, intuitive client interface for multimedia services. You can place and receive phone calls from your desk phone using the client application. It also integrates various features with the Clearspan Communicator server platform.

SIGN IN

1. When Clearspan Communicator starts up, the sign-in screen displays.
2. If you are signing in for the first time, you must enter the URI of the server, username, and password, which are supplied by your administrator. On subsequent logins, you can select your username from the drop-down list and enter your own password.
3. Click Sign in. If you want to run Clearspan Communicator or sign in automatically, you can change the Preferences by clicking  on the left side of the Communicator window.



SEARCH FOR CONTACTS TO ADD OR CALL

You can search your personal directory and the main directory.

1. In the Search and Dial field at the top of the screen, enter a name.
2. Right-click an entry in the search results to communicate with the contact or add the contact to your Contacts list.



Note: Remove the characters in the search box after your search. If any characters remain in the search box, your contacts will not display when you click on the Contacts icon.

ADD A CONTACT OR CONFERENCE

1. To manually add a contact or conference to your Contacts list, click **+** near the top right corner of the main screen and select Add Contact or Add Conference Contact.
2. Enter the name and contact information.
3. Click the checkmark to add the entry to your Contacts list.

CREATE A CONTACTS LIST GROUP

1. To create a group of contacts, click **+** near the top right corner of the main screen and select Add Group.
2. Choose a name for the group. The group appears in your Contacts list, and you can add contacts under it.

PLACE A CALL FROM YOUR PHONE

1. Click on the contact to call.
2. Click . The call is placed from your desk phone.

VIEW THE COMMUNICATION HISTORY

Click to view the Communication History. The icons indicate status as follows:

- Completed call.
- Missed or diverted call.
- Outbound call.



CONFIGURE CALL SETTINGS

1. Click on the left side of the Communicator window.
2. Select Incoming Calls from the drop-down menu.

The following settings are available:

- Do Not Disturb
- Anonymous Call Rejection
- Call Forwarding
- Simultaneous Ring
- Remote Office
- Call Waiting
- Clearspan Anywhere



CONFIGURE PREFERENCES

1. Click on the left side of the Communicator window.
2. Select from the drop-down menu to view or modify settings for the following:

- General
- Media
- Incoming Calls
- Outgoing Calls
- Voicemail
- Services
- Extensions
- Advanced



System Requirements

Ensure that you have the latest software release of Clearspan Communicator. Your system administrator will provide the location.

The following operating systems are supported: Mac OS 10.6 Snow Leopard, Mac OS 10.7 Lion, Mac OS 10.8 Mountain Lion, Windows XP, Vista, Windows 7, or Windows 8 (Classical view only).

The application requires 125 MB of disk space.

For voice calls, a sound card, speakers and microphone, USB headset, or Bluetooth headset are required.

A minimum of 1 GB RAM is required.

A minimum processor of 1 GHz is required; however, 1.5 GHz is recommended, and a Pentium 4 at a minimum.

Open Graphics Library (Open GL) 1.5 or higher is recommended.

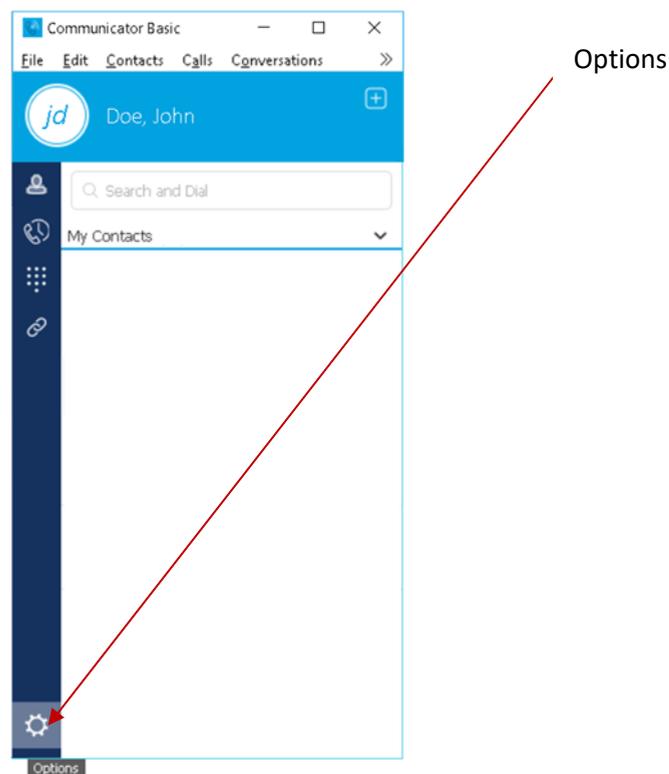
Clearspan Anywhere - Lite

- You can make and receive business calls from your personal cell phone, using your business number as the outgoing calling line ID.
- You can move (“pull”) business calls from your desk phone to your personal cell phone, and back to your desk phone.
- You can enable or disable this application, using Communicator Lite.

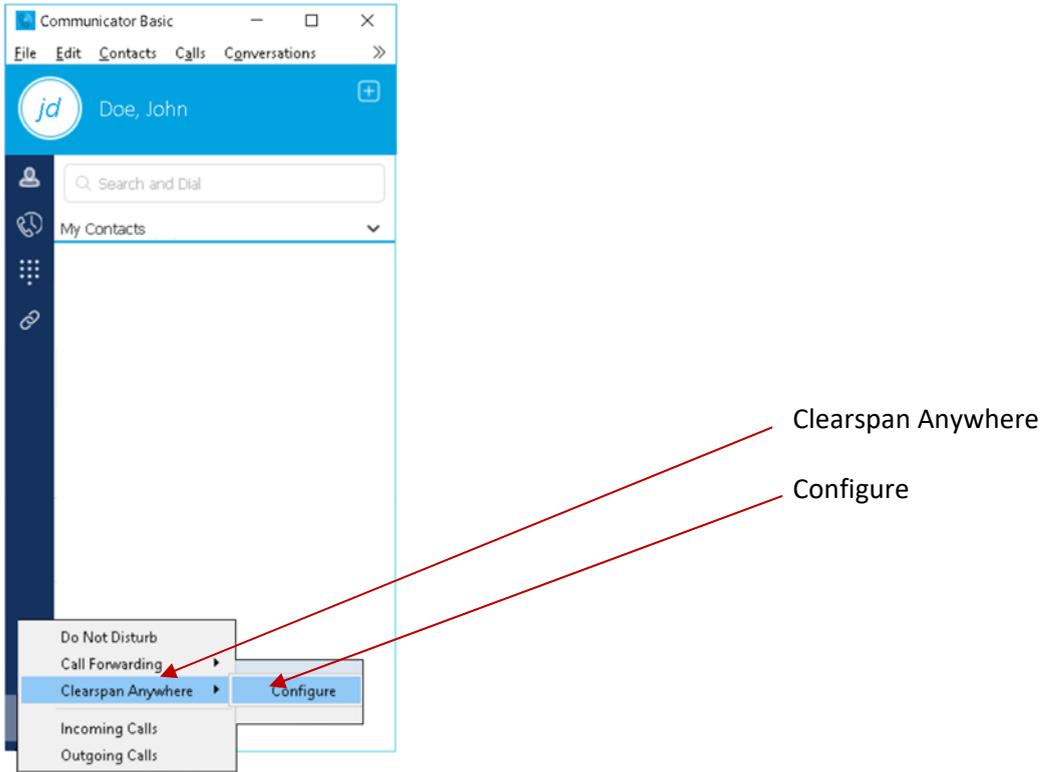
To set up Clearspan Anywhere:

Log on to **Communicator Lite**.

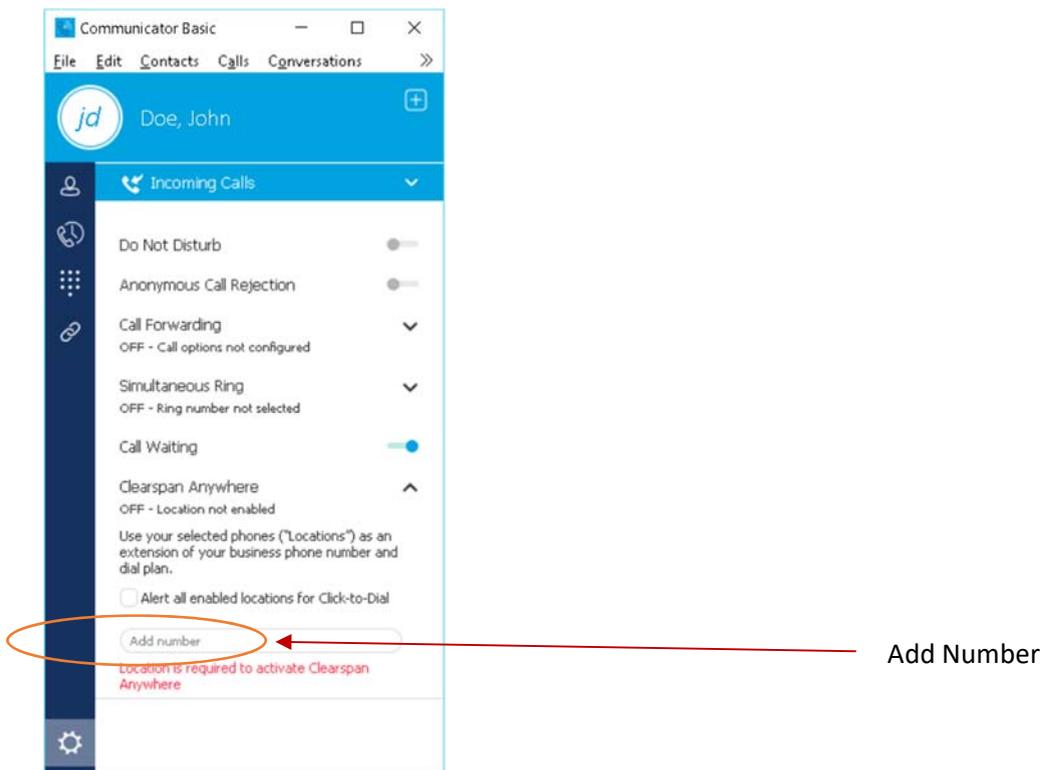
Right click on **Options**



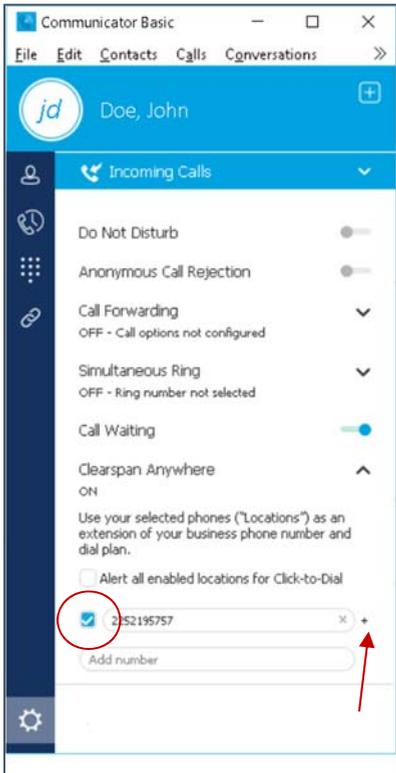
Select **Clearspan Anywhere**, then **Configure**



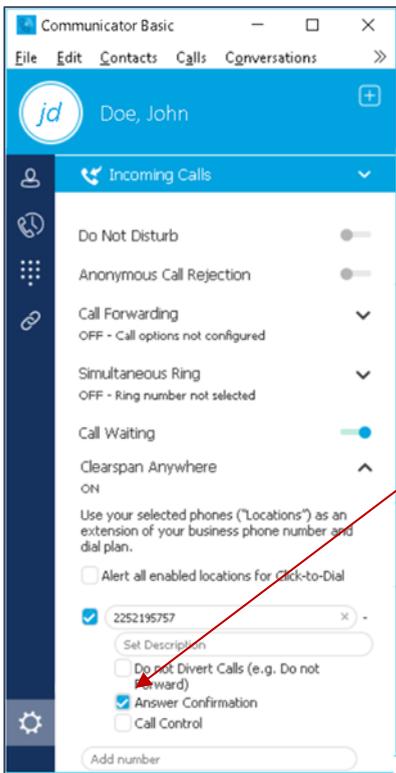
Click **Add Number**. Type your mobile phone number. Press “Enter” on the keyboard to save.



Check the box to use the number you entered. Then click the “+” sign to see more options.



Check Answer Confirmation



Answer Confirmation

Requiring Answer Confirmation means you will be prompted to press a digit before accepting a Clearspan Anywhere call on your cell phone. It will keep business callers from leaving messages in your

personal cell mailbox, as business calls will be pulled back to your HVS office voice mail. *It is also protection from callers going straight to cell phone voice mail when you battery is dead(!)*

*Note, if or when you want to make your business calls **stop** ringing on your personal device, simply turn off Clearspan Anywhere (log into Communicator, right-click on Options, Click on Clearspan Anywhere, click your phone number so the check mark is removed. You can also choose Configure and remove the check beside your cell phone number, or delete your cellphone number entirely.)*

****NEXT**:** *Create a Contact on your cell phone, and call it “HVS”.*

- Put in the number **225-342-9002** followed by a pause (comma on my phone), your voice mail password, and #.

Now when you select this contact on your cell phone, it will dial the Clearspan Anywhere Portal, will input your voice mail password for you, and then give you dial tone so that you can place a call. The outgoing call will now show your business Caller ID.

How to “Pull Calls”:

Move an active call from your desk phone to your cell phone:

- While engaged in a call on your desk phone, press the HVS contact that you created on your cell phone. When you hear dial tone, dial ***11**.

Move an active Clearspan call from your cell phone to your desk phone:

- While engaged in a call that you either a) received as a Clearspan Anywhere call; or b) dialed out through the Anywhere portal: From your desk phone, dial ***11**. The call is seamlessly moved to the new phone, and the mobile call is dropped.

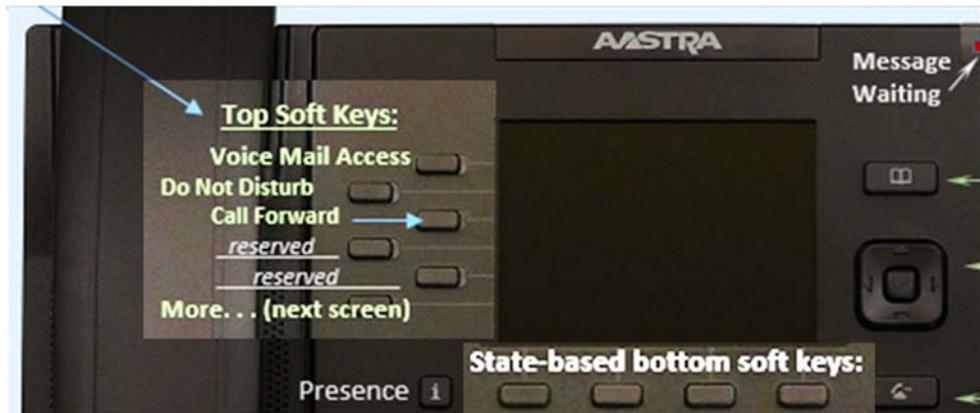
How to dial through the Clearspan Portal from *another* number; e.g. your home phone: As long as you have *one* number set up for Clearspan Anywhere, you can dial into the portal from any phone, and place an outgoing call that will go out with your business Caller ID.

- Just dial the Anywhere Portal: **225-342-9002**.
- You will hear, *“Please enter the number from which you are calling, followed by the pound sign”*.
 - Enter your actual Clearspan Anywhere number that you set up earlier (e.g. your cell no.) and press #.
- You will be asked to *“Enter your password”*.
 - Enter your HVS voice mail password.
- You will hear dial tone, and can place a call through the portal showing your business Caller ID on that call.

Program Speed Dial Soft Keys

6867i: Program Speed Dial Soft Keys through the IP Address.

Business sets have two sets of soft keys that **the user can program as speed dial buttons**. The buttons on the Top Left of the display are called Top Soft Keys. The buttons just beneath the display are called Bottom Soft Keys.



Steps for programming speed dial buttons on the business set:

1. Obtain the phone's IP Address:

Press the Options  key and select Status.  Scroll down one screen and make a note of the IP address displayed.

2. Open your web browser, and enter the phone's IP address into the address field, and press enter. (You don't need to type www or http first.)
3. At the Windows Security prompt, log in with User name of **<SEE TC>**. Press OK.

REMOVED FOR SECURITY PURPOSES

4. Beneath "Operation" on the left side of the screen, select "Softkeys and XML"



5. Select the “Top Keys” tab, and enter info for Type, Label, and Value, as shown:

Key types that are greyed out (keys 1-10 on this user’s phone) cannot be changed by the user...

Blank keys 11-20 have been programmed by this user as Speeddial buttons. Use this snapshot as a guide to program your own.

Softkeys Configuration

Bottom Keys | **Top Keys**

Key	Type	Label	Value
1	Speeddial	VoiceMail	*95
2	Do Not Disturb	DND	*78
3	Call Forward	Forward	
4	Line		
5	Line		
6	BLF/List	BLF List	
7	BLF/List	BLF List	
8	BLF/List	BLF List	
9	BLF/List	BLF List	
10	BLF/List	BLF List	
11	Speeddial	PamCell	2252000000#
12	Speeddial	ToddCell	2252000000#
13	Speeddial	MarkCell	2252000000#
14	Speeddial	Shawn	2252000000#
15	Speeddial	ACTS17345	8880110000#
16	Speeddial	HansonCell	2252000000#
17	Speeddial	Laura	2253427725#
18	Speeddial	Kaylan	2252000000#
19	Speeddial	Clifton	2252000000#
20	Speeddial	Redial	*66#

Note: Telephone numbers are digits only, no dashes, spaces or parentheses.

6. Click “Save Settings” at bottom, and “Log Off” at top right.

Program Speed Dial 100 Codes

HVS Personal Speed Dial 100 (00-99)



Use this sheet to record numbers you plan to store for speed dial.

Programming Code:

***75 followed by code to be assigned or changed, and TN**

Access Speed Dial 100 by dialing #, the assigned code, and # again

Example: *75 00 2253875411#

After programming, dial as follows: #00 #

Speed Dial Code	Phone Number	Description	To DIAL:
00	225-387-5411	Time & Temperature	#00 #
01			#01 #
02			#02 #
03			#03 #
04			#04 #
05			#05 #
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Connecting Phones to Jack on the Wall and to PC



Connecting your phone to the jack on the wall, and
Connecting your PC to your Phone.



Installation Guide

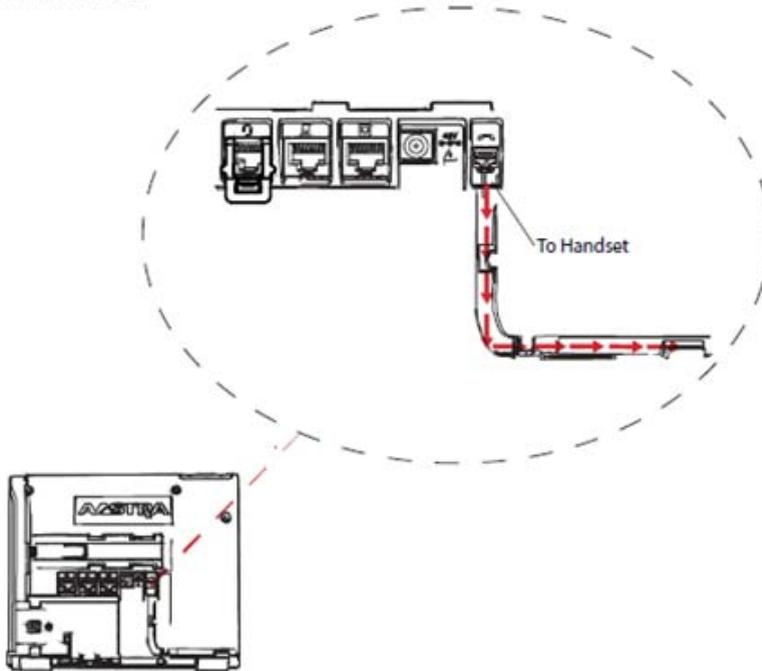
VoIP 911 WARNING:

*** 9-1-1 may not be available during electrical or network outages. ***
This device has been registered for 911 at a specific State of LA address.
Prior to moving this phone, an order must be placed to update the
service location. Call 225-342-7777 for assistance.

Connecting a Handset or Headset

Handset

Turn the phone over and locate the handset jack marked . Insert one end of handset cord into the jack until it clicks into place. Then route the handset cord through the groove as shown in the illustration below. Attach the handset to the other end of the handset cord.



Headset (Optional)

Turn the phone over and locate the headset jack marked . If you have a headset with an RJ9/RJ22 4-pin connector, insert the headset cord into the jack until it clicks into place. Then route the headset cord through the groove as shown in the above illustration.

If you have a DHSG/EHS headset with an RJ45 6-pin or 8-pin connector, remove the plastic headset jack adaptor and then insert the cord into the jack until it clicks into place.



Alert!

The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

Connecting to the Network and to Power

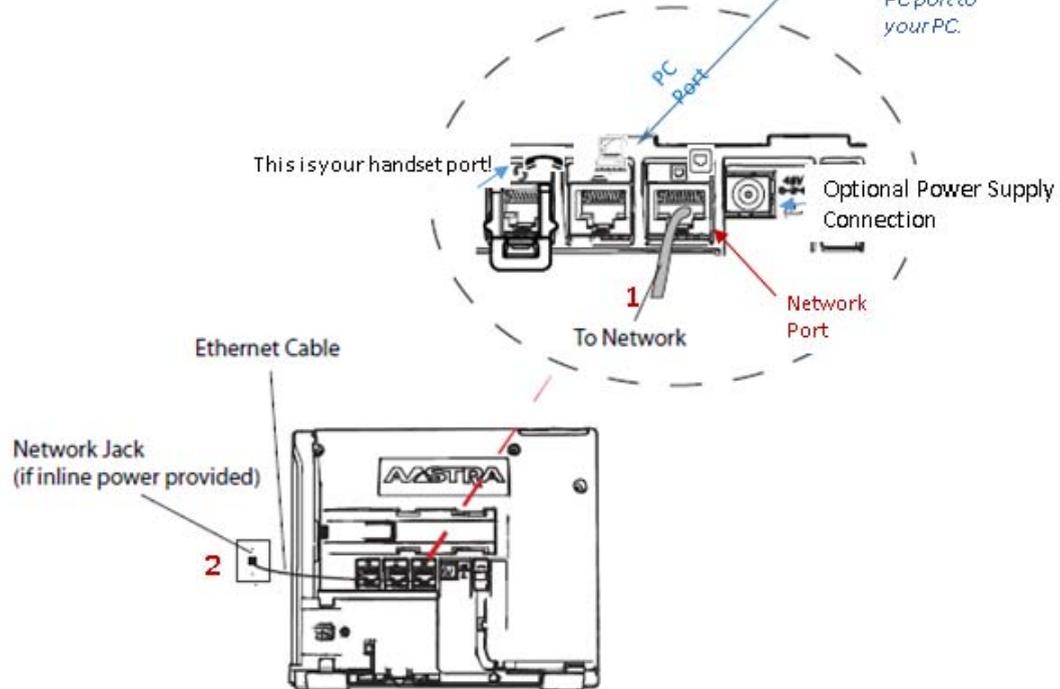
Inline Power

If your network provides 802.3af compliant inline power, the phone is powered through the network.

1. On the back of your phone, connect an Ethernet cable into the network port marked with .
2. Plug the other end of the Ethernet cable directly into the network jack on the wall.
3. Connect an Ethernet cable from your PC network interface to the PC port on your phone.



- 3**
Install a separate Ethernet Cable from your phone's PC port to your PC.



6867i Business Set: Shortcuts		
HVS Feature	Variation	Action(s) to Take
Send call to voice mail	Call is ringing on your set	Depress " Goodbye " key (red handset icon)
	Send ALL your calls	Depress " DND " (Do Not Disturb) top soft key
	Transfer a call you have answered to another user's voicemail	Depress "XFER" soft key, Dial *55 and the extension number of the user receiving the voice mail. (Example: XFER *55 3423100#)
Program speed dial numbers against your soft keys	Against your Top (<i>left</i>) Soft Keys	Obtain the IP address of your phone (press Options Key, select Status, scroll down once.)
		Type your IP address in your Internet Explorer address bar (no www or http needed) and hit "Enter".
		Login name is: SEE TC Password: SEE TC
		Select " Softkeys and XML " on Left
		Select tab for "Top Keys" , and set up your speed dials. When finished, press " Save Settings " at bottom. Log out.
Transfer a Call	While on a call	Press XFER soft key.
		Dial the party's number, plus # . Listen for ringing.
		Announce the call and hang up.
	To another user's voice mail	Depress "XFER" soft key, Dial *55 and the extension number of the user receiving the voice mail. (Example: XFER *55 3423100#)
Park a call	Against your own extension number	Press the ". . ." bottom right soft key
		Press the Park bottom soft key
		Press # to park the call against the extension you are on.
		Hang Up.
		TO RETRIEVE: (From same phone) lift handset, press " Pickup " softkey, and press # . or RETRIEVE (From another user's phone) lift handset, press "pickup" softkey, Dial your own extension number and press # .
	Against another user's extension number	Press the ". . ." bottom right soft key
		Press the Park bottom soft key
		Dial the other user's extension number and press # .
		Hang Up.
		TO RETRIEVE: At the other user's phone, lift handset, press " pickup " softkey and dial # .
PULL a call *	From your desk phone to your mobile phone	Locate the HVS contact that you created on your cell phone
		Select that contact to dial, and wait to hear dial tone from the portal.
		Dial *11 to pull the call from your desk phone.
	From your mobile phone to your desk phone	This only works if the call on your cell was placed from (or pulled via) the Clearspan Anywhere Portal. Simply go offhook and dial *11 on your desk phone.
Rings before voice mail	Change the no. of rings before voice mail answers	From your phone, access dial tone, dial *610#
		Press the digit for the number of rings desired, then press # .
* For complete instructions for setting up and using the Call Pull feature, review the "Clearspan Anywhere Lite" document.		