Mitel 6865 SIP Phone

Key Features

- Support for up to 24 lines when connected to an expansion module
- 3.4" 128x48 pixel LCD display with soft white backlighting
- HD wideband audio
- Eight programmable hard keys
- Dual GigE Ethernet ports
- XML capabilities
- Native DHSG/EHS headset support
- Supports up to three expansion modules
- PoE Class 2

The Mitel 6865 SIP Phone offers exceptional flexibility in a true enterprise grade SIP desktop phone. Supporting up to 24 lines when connected to an expansion module, the 6865 features Dual Gigabit Ethernet ports and a large 3.4" (128x48 pixel) LCD display with soft white backlighting and large fonts, making the screen easy to read in any lighting conditions. With eight programmable keys, XML capabilities, native DHSG/EHS headset support, a true HD handset, and a speakerphone that delivers remarkable wideband HD audio quality, the Mitel 6865 SIP Phone is ideally suited for the small to large business that needs Gigabit throughout for PC connectivity.

Key Features and Benefits

REMARKABLE AUDIO

All Mitel 6800 series SIP phones feature high definition audio technology to deliver enhanced performance and voice clarity. Integrating HD wideband audio codecs, advanced audio processing and hardware components that support a true wideband frequency range, the 6865 offers a superior voice experience on each audio path – handset, speakerphone or headset port – making conversations crystal clear and more life-like.

ENHANCED CALL MANAGEMENT

With an extensive storage capacity for personal directories, callers logs, redial lists, and eight programmable key entries, the Mitel 6865 SIP Phone is designed to easily manage access to all of the most frequently used call management features. Even more productivity-enhancing features are available at the push of a button, including Shared Call Appearance (SCA), Busy Lamp Fields (BLF), three-way conferencing, transfer, call waiting, call park, call pickup, intercom and paging. The 6865 supports up to three expansion modules, offering additional programmable keys that can be used to access a broad list of advanced features.

Mitel®

Flexible Headset Options

The Mitel 6865 SIP Phone features an innovative headset port that uniquely provides dual support for DHSG/EHS and modular four-pin headset connections. Users with wireless headsets that support DHSG/EHS can connect directly to the 6865 using standard third party cables.

Environmentally Friendly

All Mitel 6800 series SIP phones have been designed with the environment in mind. Using dynamic Power over Ethernet (PoE) class reporting, the 6865 has a PoE Class 2 rating and automatically switches classes when an M685 LCD expansion module is connected, enabling the phone and network switches to efficiently manage power consumption. The Mitel 6865 SIP Phone also supports an optional Efficiency Level "V" compliant power adaptor if required. With smaller packaging that includes 100% recycled and biodegradable material, the Mitel 6800 series SIP Phones comprise one of the most environmentally friendly family of SIP phones on the market.

Feature Keys

- *2 dedicated line keys with LEDs*
- *8 Programmable keys with LEDs*
- *4-way navigation key with Select/OK button*
- *Dedicated function keys, including Conference, Transfer, Callers List, Hold, Redial, Goodbye, Options, 2 volume keys, Mute (with LED) and Speaker/Headset (with LED)*

Audio and Codecs

- *Mitel Hi-Q Audio Technology*
- *Hearing aid compatible (HAC) handset*
- *Full-duplex quality speakerphone*
- *Wideband handset and speakerphone*
- *Codecs: G.711 μ-law / A-law, G.729, G.722, AMR*, AMR-WB(G.722.2)*, G.726, iLBC, BV16, BV32, L16*
- *Echo cancellation*
- *Comfort noise utilization*
- *Packet loss concealment*
- *Voice Quality Metrics, including MOS*
- *DHSG/EHS and 4-pin modular headset supported*

Display and Indicators

- *Monochrome LCD*
  - *3.4" 128x48 pixel graphical backlit display*
  - *Soft white backlight for user comfort in any lighting condition*
- *LED for call and message waiting indication*

Security

- *User and administrator level passwords for login*
- *Encryption of configuration files*
- *HTTPS configuration and web management*
- *Phone lock with PIN*
- *Digest Authentication*
- *Transport Layer Security (TLS)*
- *Secure Real-Time Protocol (SRTP)*

XML API Capabilities

- *Display control based on user actions or events*
- *Dynamic Phone Configuration*
- *RTP Streaming Control*
- *CTI applications*
- *Extensive XML documentation and sample apps*

Localization

- *Multilingual support – English, French, Spanish, Italian, German*
- *Downloadable language pack support for customization and additional language translations*
- *Country-specific call progress tones and cadences*
- *Latin1, Latin2 Character sets*

Protocol

- *IETF SIP (RFC3261) and associated RFCs*
- *Extensive SIP standards compliance*

Networking and Provisioning

- *Dual 10/100/1000 Mbps Ethernet ports (LAN/PC}*
- *Manual or Dynamic Host Configuration Protocol (DHCP) IP address setup*
- *Support of multiple DHCP options: 2,12,42,43,60,66,77, 120,132,159,160*
- *Time and date synchronization using SNTP*
- *Quality of Service support – IEEE 802.1 p/Q VLAN and priority tagging, Type of Service (TOS), and Differentiated Services Code Point*
- *Integrated HTTP/HTTPS server for web administration and maintenance, including a built-in troubleshooting section*
- *Mass deployment via central provisioning of user configuration files – TFTP, FTP, HTTP, HTTPS*
- *TR-069 support*
- *Redundant server support*
    - *DNS-SRV*
    - *Backup proxy/registrar server support*
- *RTCP support (RFC1889)*
- *RTP streaming for Paging and Intercom applications*
- *IEEE 802.1x*
- *LLDP-MED*

Power

- *PoE Class 2*
- *Dynamic PoE class changes when expansion modules are added*
- *Level "V" energy efficiency rated power adapters available*
    - *87-00012AAA-A (Europe)*
    - *87-00013AAA-A (North America)*
    - *D6700-0131-48-20 (Universal)*

Package Content

- *Mitel 6865 SIP Phone (80C00001AAA-A)*
- *Handset and coil cord*
- *Adjustable two-angle stand (35° & 60°)*

Accessories

- *M685 LCD Expansion Module (80C00007AAA-A)*
- *M680 Paper Expansion Module (80C00010AAA-A)*
- *Wall Mount Kit (80C00011AAA-A)*

*license required

Mitel® | mitel.com

Powering connections