

# Mitel M685i Expansion Module

41-001525-00 REV01

INSTALLATION GUIDE

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## **Mitel M685i Expansion Module Installation Guide**

41-001525-00 REV01 - December 2014

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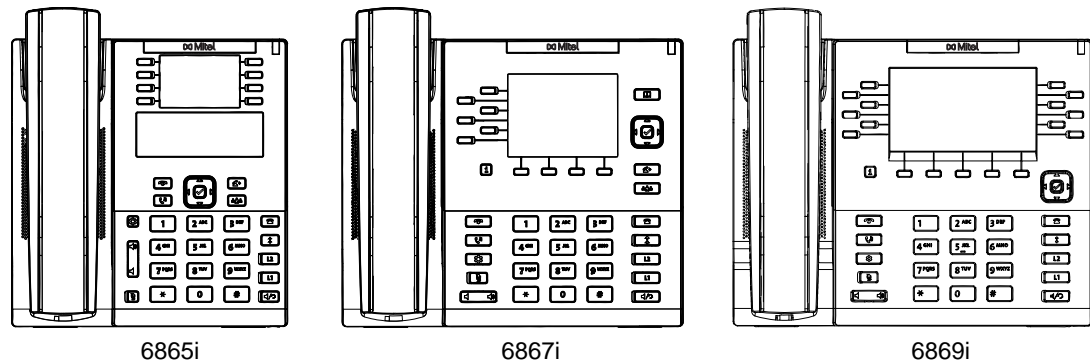
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## WELCOME

Congratulations on your purchase of the Mitel M685i Expansion Module! The M685i Expansion Module is designed to increase the power and flexibility of the 6800i Series IP telephones. Up to three modules can be used with the 6865i, 6867i, and 6869i IP phones to create a powerful, feature rich console option.



Modules share power and signaling with the phone, eliminating the need for additional wiring. Designed for receptionists, administrative assistants, call center agents, power users, and executives who need to monitor and manage a large volume of calls on a regular basis, the M685i Expansion Module provides an intelligent choice for all enterprise IP environments.

## EXPANSION MODULE FEATURES

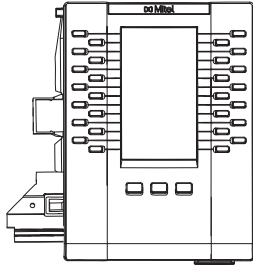
- Supported on the 6865i, 6867i, and 6869i
- 4.3" 480x272 pixel color backlit LCD display
- 84 programmable softkeys with LEDs (3 pages of 28 keys each)
- Programmable softkeys support advanced features such as Shared Call Appearance (SCA), Busy Lamp Field (BLF), and Speed Dial
- Can be daisy chained with additional M685i modules as well as M680i modules for a combined total of up to 3 expansion modules
- Powered by the Mitel phone (no separate power adapter required)

## ABOUT THIS GUIDE

This manual describes how to physically set up and install your new M685i Expansion Module. Contact your system administrator if you have any questions with regards to the M685i Expansion Module or the 6865i, 6867i, and 6869i IP phones.

## EXPANSION MODULE PARTS

When you unpack the M685i Expansion Module package, you should ensure that you have all of the following items. If any part is missing, contact the supplier of your phone.



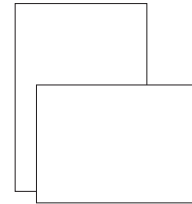
M685i Expansion Module



Two-Angle Stand

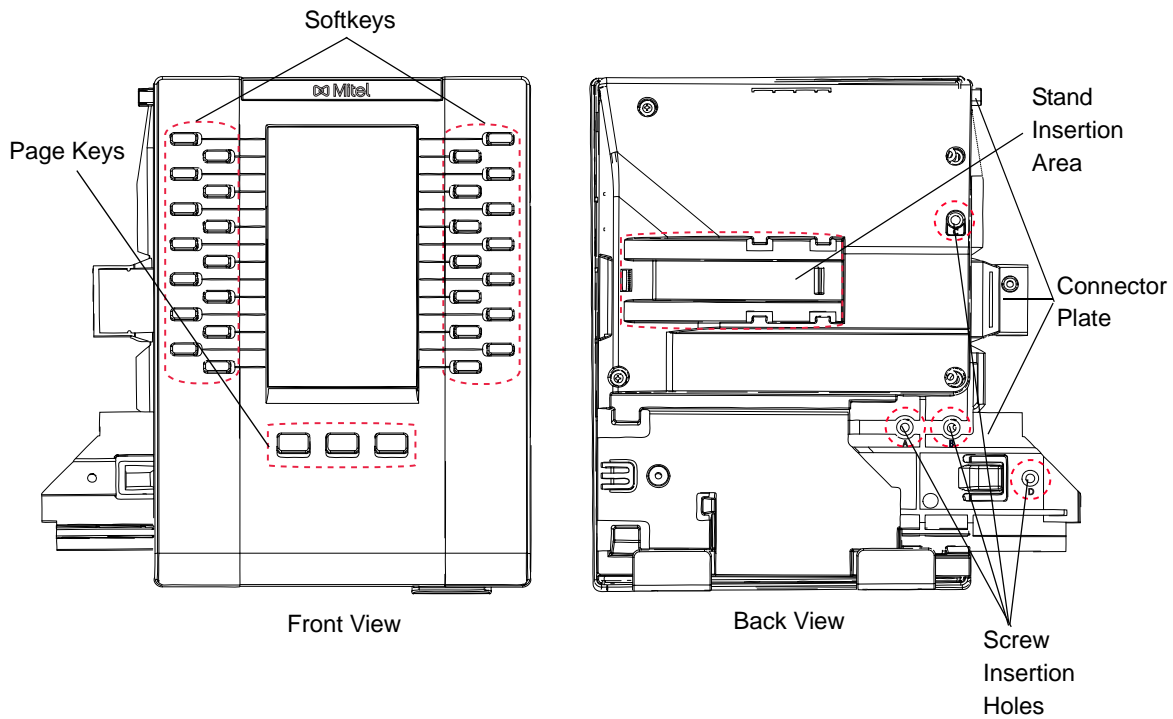


1x 6mm Screw  
2x 8mm Screw



Documentation and Regulatory/  
Safety Insert

## HARDWARE FEATURES



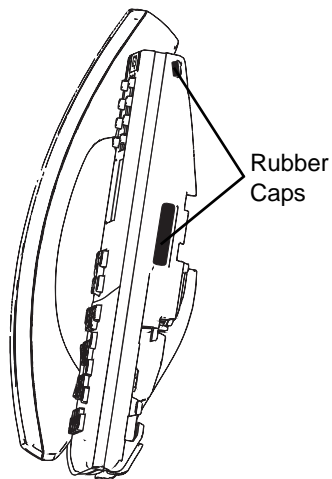
## INSTALLATION

The M685i Expansion Module connects to the right side of the 6865i, 6867i, and 6869i IP phone via the connector plate.

### CONNECTING THE M685I EXPANSION MODULE TO YOUR PHONE

Use the following procedure to connect the M685i Expansion Module to your IP phone:

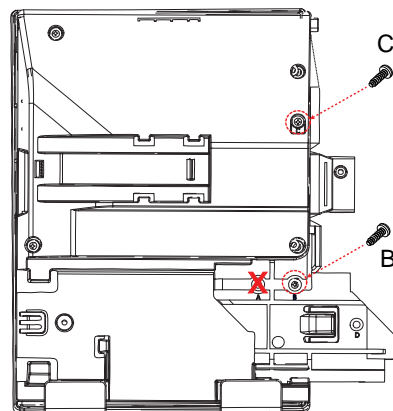
1. Locate and remove the two connector plate insertion area rubber caps on the right side of the phone.



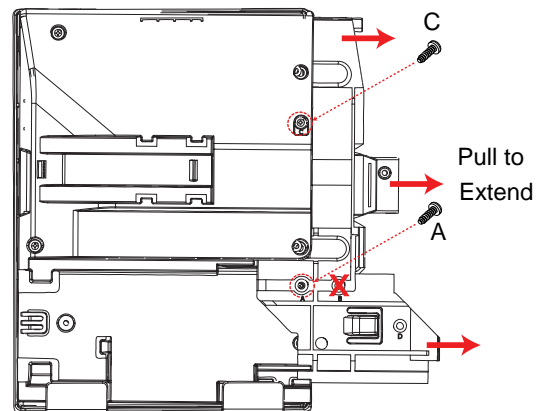
2. Turn your phone over so that the back of the phone is facing you.
3. Turn your M685i Expansion Module over so that the back of the module is facing you.
4. If connecting the module to the 6865i, using a #2 Philips head screwdriver, insert the two 8mm screws in the holes labelled B and C and proceed to Step 4.

or

If connecting the module to the 6867i or 6869i, extend the connector plate by gently pulling the connector plate to the right and using a #2 Philips head screwdriver, screw in the two 8mm screws in the holes labelled A and C.



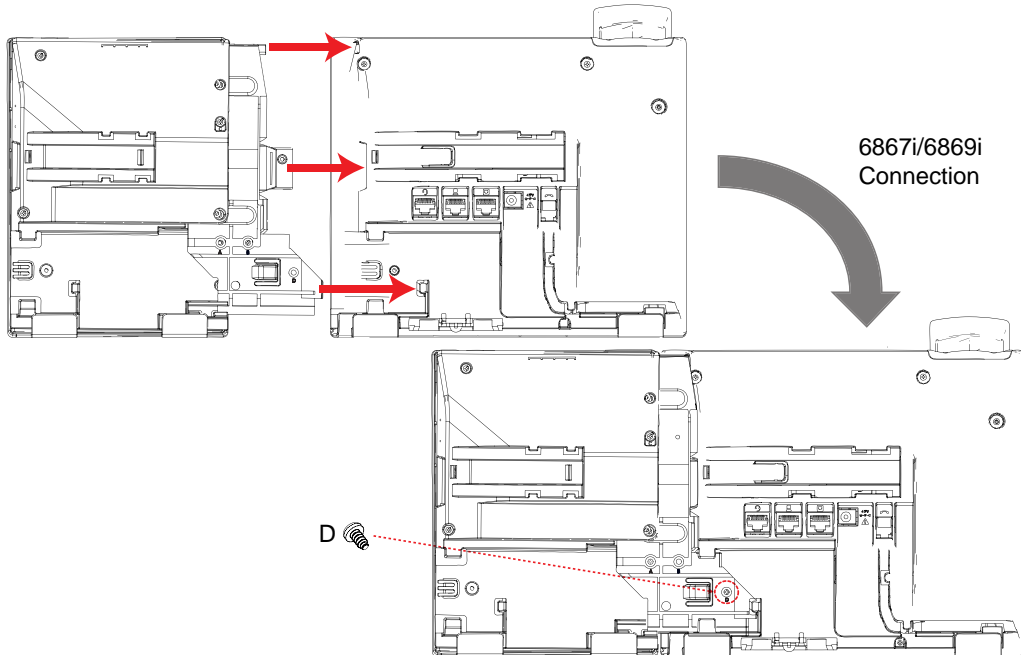
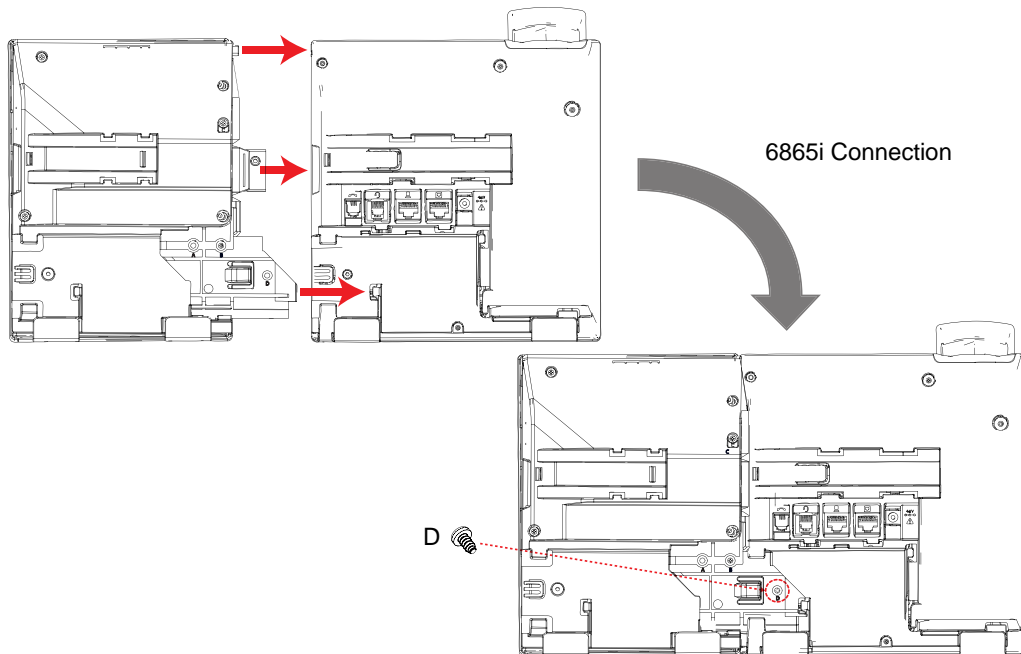
Unextended Connector Plate (6865i)



Extended Connector Plate (6867i/6869i)

## Mitel M685i Expansion Module Installation Guide

5. Connect the M685i Expansion Module to your phone using the connector plate as indicated in the illustration below.



6. Using a #2 Philips head screwdriver, screw in the 6mm screw into the hole labelled D.

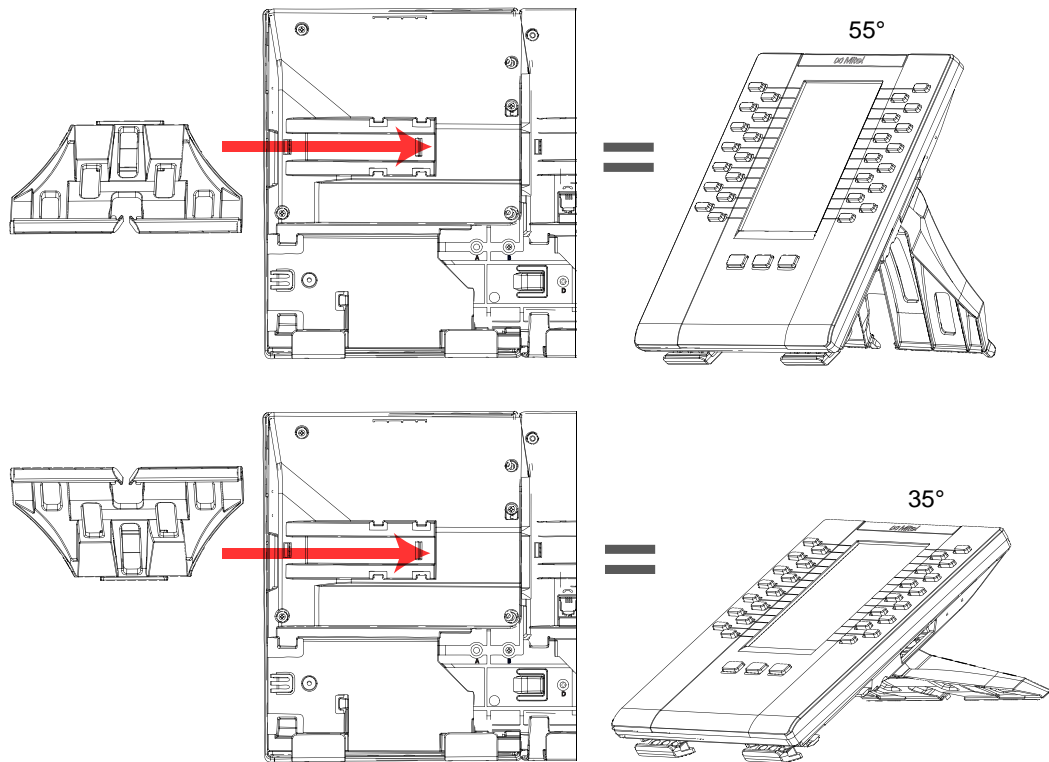


## ATTACHING THE STAND

1. Locate the stand insertion area on the back of the M685i Expansion Module.
2. Carefully insert the stand into the insertion area and slide the stand towards the right until it snaps in place.



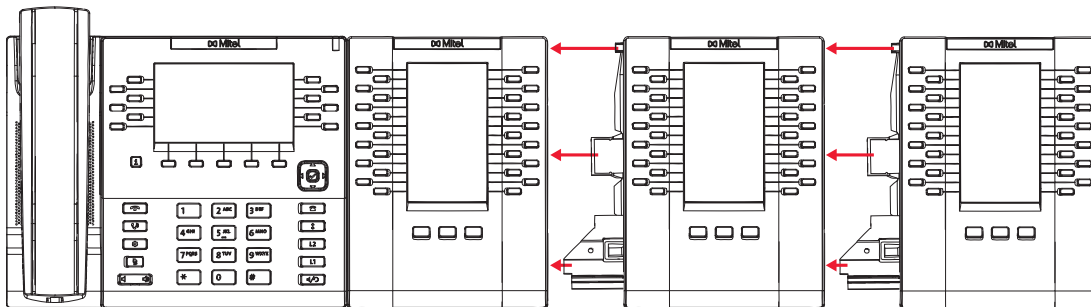
**Note:** The orientation of the stand determines the viewing angle. If the bottom of the stand is installed facing the top of the module the viewing angle will be 35°. If the bottom of the stand is installed facing the bottom of the module the viewing angle will be 55°. The orientation of the module's stand must match the orientation of the phone's stand.



3. Turn over both units so that they are sitting face up on the desk with the M685i Expansion Module sitting flush against the right side of the phone.

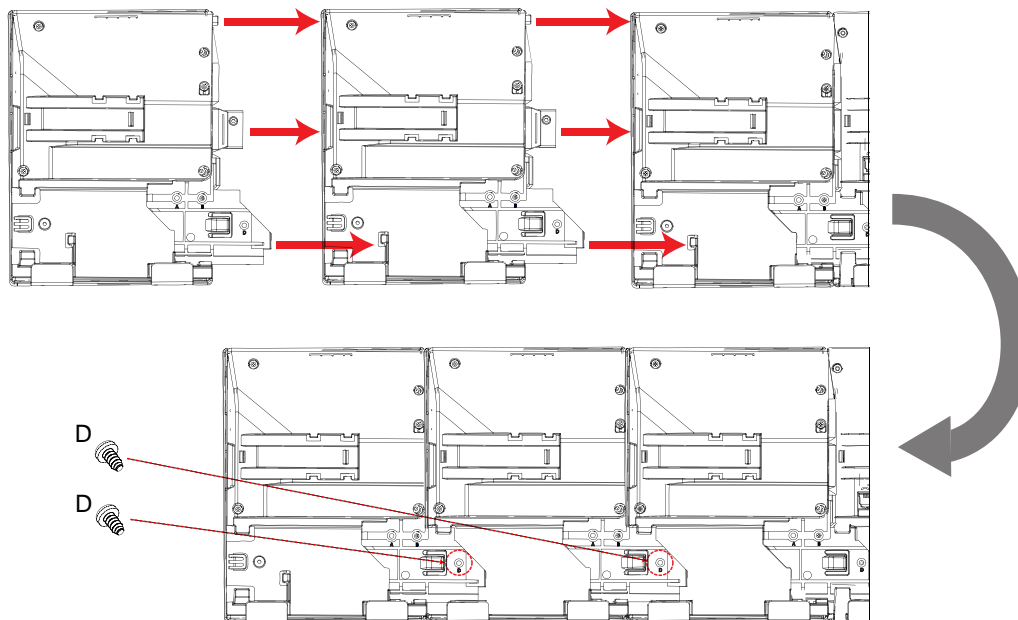
## ATTACHING MULTIPLE M685I EXPANSION MODULES

Multiple M685i Expansion Modules (up to a total of three) can be daisy-chained to a phone providing a total of 252 softkeys (three modules with three pages of 28 softkeys each).



Use the following procedure to connect additional M685i Expansion Modules to your IP phone:

1. Turn your phone and connected M685i Expansion Module over so that the back is facing you.
2. Turn your additional M685i Expansion Module(s) over so that the back of the module(s) is/are facing you.
3. Connect the additional M685i Expansion Module(s) to your initial M685i Expansion Module using the connector plate(s) as indicated in the illustration below.



4. Using a #2 Philips head screwdriver, screw in the 6mm screw(s) into the hole(s) labelled D.

## CONFIGURATION AND USAGE

### UPGRADING THE M685I EXPANSION MODULE

The M685i does not require a separate firmware package. M685i software is embedded within the respective phone's firmware package.

When the M685i is connected and is powered up, the LED corresponding to the second button on the module will turn solid red and the module will check to see if an upgrade is required. If it does not have the latest software, the module will upgrade itself using the phone's embedded firmware. This process will take approximately 10 seconds, in which case the LED corresponding to the second button on the M685i will stay solid red for the duration. If the upgrade is successful, the LED will turn green. If the LED stays solid and red for longer than 10 seconds, the upgrade may have failed. In such scenarios, unplug and reattach the power source from the phone to attempt the upgrade again.

As software upgrades are performed one at a time, each additional M685i connected increases the approximate upgrade time by 10 seconds (e.g. three connected M685i expansion modules will take approximately 30 seconds to upgrade).

## CONFIGURING THE M685I EXPANSION MODULE

The M685i Expansion Module programmable softkeys support a multitude of different functions. You can configure the keys using the Mitel Web UI at the path, **Operation->Expansion Module <N>** (where N is the module number) when modules are attached to the 6865i, 6867i, or 6869i IP phone.

The screenshot shows the Mitel Web UI interface for the 'Expansion Module 1' configuration. The left sidebar contains navigation options: Status, System Information, Operation, User Password, Phone Lock, Programmable Keys, Keypad Speed Dial, Directory, **Reset**, **Expansion Module 1**, Basic Settings, Preferences, and Account Configuration. The main content area is titled 'System Information' and contains the following sections:

- Network Status:** A table with columns for Attribute, LAN Port, and PC Port.
 

Attribute	LAN Port	PC Port
Link State	Up	Down
Negotiation	Auto	Auto
Speed	100Mbps	10Mbps
Duplex	Full	Half
- Hardware Information:** A table with columns for Attribute and Value.
 

Attribute	Value
MAC Address	00-11-22-33-44-55
Platform	6865i Revision 0
- Firmware Information:** A table with columns for Attribute and Value.
 

Attribute	Value
Firmware Version	3.3.1.5014
Firmware Release Code	SIP
Boot Version	1.0.0.0
Date/Time	May 4 2013 03:27:15
- SIP Status:** A table with columns for Line, SIP Account, Status, and Backup Registrar Used?.
 

Line	SIP Account	Status	Backup Registrar Used?
1	650@proxy.com:5060	Registered	Yes
2	651@proxy.com:5060	Registered	Yes
3	653@proxy.com:5060	Registered	Yes
4	654@proxy.com:5060	401	No



### Notes:

1. On each of the respective Expansion Module <N> pages, the M685i Bootloader version and App version is displayed. Upgrades to the M685i expansion module are reflected in the App version (i.e. the Bootloader version does not change when the M685i is upgraded).
2. Refer to the **Mitel Model 6865i SIP Phone User Guide**, **Mitel Model 6867i SIP Phone User Guide**, or **Mitel Model 6869i SIP Phone User Guide** for a list of functions and detailed procedures on how to configure the softkeys.

## USING THE M685I EXPANSION MODULE

After configuring the softkeys on the M685i Expansion Module, simply press the softkey you want to use when applicable.

## LIMITED WARRANTY

(Not applicable in Australia – see below for Limited Warranty in Australia)

Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy, either repair or replace the product at no charge, if returned within the Warranty Period. If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the product, it may be replaced with a refurbished product of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

### EXCLUSIONS

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

Mitel shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customer's use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of products used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Mitel with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

### WARRANTY REPAIR SERVICES

Should the product fail during the Warranty Period;

- **In North America**, please call 1-800-574-1611 for further information.
- **Outside North America**, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this product for warranty service, you must present proof of purchase.

### AFTER WARRANTY SERVICE

Mitel offers ongoing repair and support for this product. This service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions:

- **In North America**, contact our service information number: 1-800-574-1611.
- **Outside North America**, contact your sales representative.



**Note:** Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the Warranty Period. Unauthorized repair will void the warranty.

## LIMITED WARRANTY (AUSTRALIA ONLY)

The benefits under the Mitel Limited Warranty below are in addition to other rights and remedies to which you may be entitled under a law in relation to the products.

In addition to all rights and remedies to which you may be entitled under the *Competition and Consumer Act 2010* (Commonwealth) and any other relevant legislation, Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy under this limited warranty, either repair or replace the product at no charge, if returned within the Warranty Period.

### REPAIR NOTICE

To the extent that the product contains user-generated data, you should be aware that repair of the goods may result in loss of the data. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If it is necessary to replace the product under this limited warranty, it may be replaced with a refurbished product of the same design and color.

If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

### EXCLUSIONS

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

To the extent permitted by law, Mitel shall not be liable for any incidental damages, including, but not limited to, loss, damage or expense directly or indirectly arising from your use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, is not intended to have the effect of excluding, restricting or modifying the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (**the ACL**), the exercise of a right conferred by such a provision or any liability of Mitel in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

This express warranty sets forth the entire liability and obligations of Mitel with respect to breach of this express warranty and is in lieu of all other express or implied warranties other than those conferred by a law whose application cannot be excluded, restricted or modified. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## WARRANTY REPAIR SERVICES

**Procedure:** Should the product fail during the Warranty Period and you wish to make a claim under this express warranty, please contact the Mitel authorized reseller who sold you this product (details as per the invoice) and present proof of purchase. You will be responsible for shipping charges, if any.

Manufacturer: Mitel Networks Corporation  
745 Springvale Road  
Mulgrave VIC 3170  
ABN 16 140 787 195  
Phone: +61 3 8562 2700

**Limitation of Liability for Products not of a kind ordinarily acquired for personal, domestic or household use or consumption (e.g. goods/services ordinarily supplied for business-use)**

- 1.1** To the extent permitted by law and subject to clause 1.2 below, the liability of Mitel to you for any non-compliance with a statutory guarantee or loss or damage arising out of or in connection with the supply of goods or services (whether for tort (including negligence), statute, custom, law or on any other basis) is limited to:
- a.** in the case of services:
    - i.** the resupply of the services; or
    - ii.** the payment of the cost of resupply; and
  - b.** in the case of goods:
    - i.** the replacement of the goods or the supply of equivalent goods; or
    - ii.** the repair of the goods; or
    - iii.** the payment of the cost of replacing the goods or of acquiring equivalent goods; or
    - iv.** the payment of the cost of having the goods repaired.
- 1.2** Clause 1.1 is not intended to have the effect of excluding, restricting or modifying:
- a.** the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (**the ACL**); or
  - b.** the exercise of a right conferred by such a provision; or
  - c.** any liability of Mitel in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

## AFTER WARRANTY SERVICE

Mitel offers ongoing repair and support for this product. If you are not otherwise entitled to a remedy for a failure to comply with a guarantee that cannot be excluded under the Australian Consumer Law, this service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions contact:

Mitel Networks Corporation  
745 Springvale Road  
Mulgrave VIC 3170  
ABN 16 140 787 195  
Phone: +61 3 8562 2700



**Note:** Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. Unauthorized repair will void this express warranty.

