Mitel 6930 IP

Quick Reference Guide

1. LCD Screen
2. Programmable Keys
3. Soft Keys
4. Navigation Keys/Select Button
5. Dial Pad
6. Fixed Function Keys
7. Handset (Optional cordless handset shown)
8. Speaker

Fixed Function Keys

- Contacts
- Call History
- Voicemail
- Settings
- Volume
- Goodbye
- Redial
- Hold
- Mute
- Speaker / Headset

12 programmable, multi-function, self-labeling keys allowing up to 72 specific functions
5 intuitive state sensitive softkeys

HOTDESK

+ Tap the Hotdesk softkey
+ Tap the Login softkey
+ Enter your extension number
+ Press # *(pound)*
+ Enter PIN (default is 1111)
+ Press # *(pound)*

Please Note:

Your voice mailbox PIN # and Hotdesk PIN # are the same. Once you setup your mailbox and reset your voicemail PIN; your Hotdesk PIN will be changed as well.

INTERNAL CALLS

+ Pick up the handset (optional)
+ Dial the extension number
+ Called party's phone will ring

MAKING A CALL

+ Lift the Handset OR
+ Press (**Speaker/Headset**)
+ Dial **9** for an outside line
+ Dial the **10** digit telephone number

ANSWERING A CALL

+ Lift the Handset OR
+ Press (**Speaker/Headset**)

ENDING CALLS

+ Hang up or press (**Goodbye**)

TRANSFER A CALL

While connected to a live call

+ Tap the Transfer softkey
+ Dial the desired number
+ Hang up *OR* wait for the called party to answer, announce the transfer, then hang up

TRANSFER TO VOICEMAIL

While connected to the caller

+ Press
+ Dial the extension number
+ Hang up to complete transfer

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HOLD

To place a call on Hold

+ Press (**Hold**)
+ Hang up or place another call

To return to a call on Hold

Tap the applicable **Line** Key with the flashing (**Hold**) Icon.

REDIAL

To redial the most recently dialed number displayed on the Home screen

+ Press the hard key twice *OR*
+ Tap the Redial softkey

Pressing the hard key once accesses the **Call History** application

MUTE

To Mute the microphone during a call

+ Press (**Mute**), the Mute light turns on

To turn Mute off during a call

+ Press (**Mute**), the Mute light turns off

CONFERENCE

While connected to a 2-party call

+ Tap Add User softkey
+ Dial the number of the next party
+ Wait for an answer
+ Tap Join Calls all parties are connected

To leave a Conference

+ Hang up or press (**Goodbye**)

ACD KEY

These features are only applicable to Agents in and ACD Call Group. When you hit the **ACD** key additional features will appear in your soft key display.

Logout

Makes you unavailable to take an ACD call.

Make Busy

Makes you unavailable to take an ACD call.
Enter your Make Busy code

+ Hit **Clear Busy** to turn off

Help

Sends a help request to the supervisor, who can then listen in, or join the call.

RECORD-A-CALL (If programmed on your system)

This feature uses your voicemail system to record your phone conversations.

You may be required by law to inform the caller(s) you are recording the conversation

*To start a recording while on a 2-party c*all

+ Press the **Rec Call** feature key

CONTROLS WHILE RECORDING

+ To Pause, tap the Pause softkey
+ To resume, tap the Resume softkey
+ To stop recording without saving, tap the Erase softkey
+ To stop and save a recording, tap the Save softkey, or simply hang up

CUSTOMIZE YOUR NEW PHONE!

Simply program the buttons on your phone

Speed Call programmable key configuration

A Speed Call key allows you to dial a specified number with one key press. Speed Call keys can be useful as they can be programmed to dial directly to an internal or external number or quickly access features that use feature access codes.

Note: Configuring a programmable key using the press-and-hold method is only available if enabled by your System Administrator.

Programming a Speed Call key

1. Press and hold the applicable programmable key (for 4-5 seconds) until the Label Name field is displayed.
2. In the Label Name field, enter a label to apply to the key using the on-screen keyboard.
3. Tap the Number field and enter a number using the dialpad keys.
4. (Optional) Tap the Private check box to make the key a Private Speed Call key. When a Private Speed Call key is tapped, the call is considered private and caller ID information is not displayed in the phone's call history.
5. Tap the Save softkey to save the information to the key you selected.

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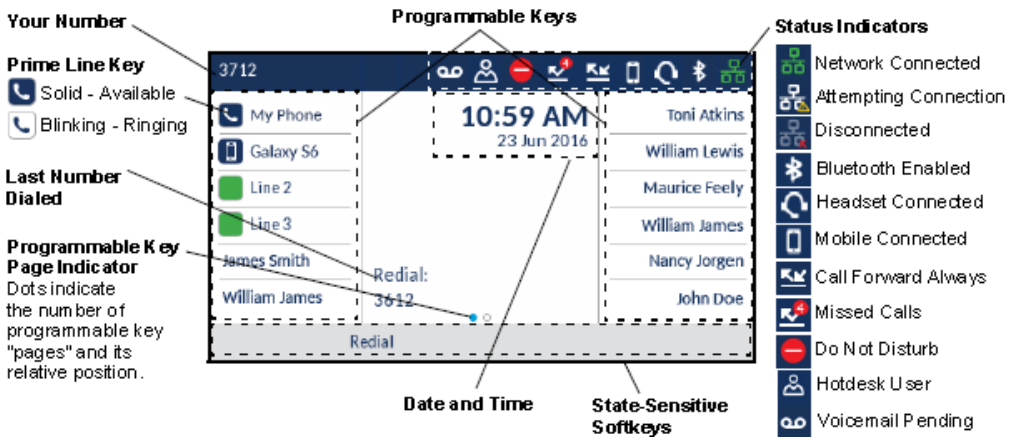
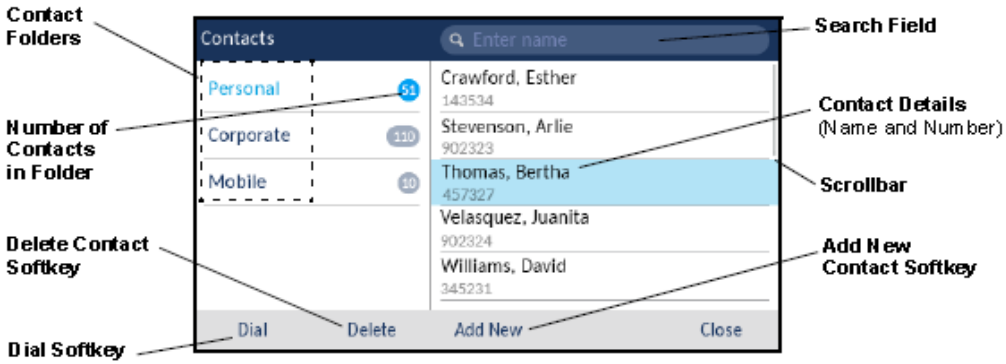
HOME SCREEN

The Home Screen displays the date and time along with your number and last dialed number. It is the default screen displayed when the phone is in an idle state.



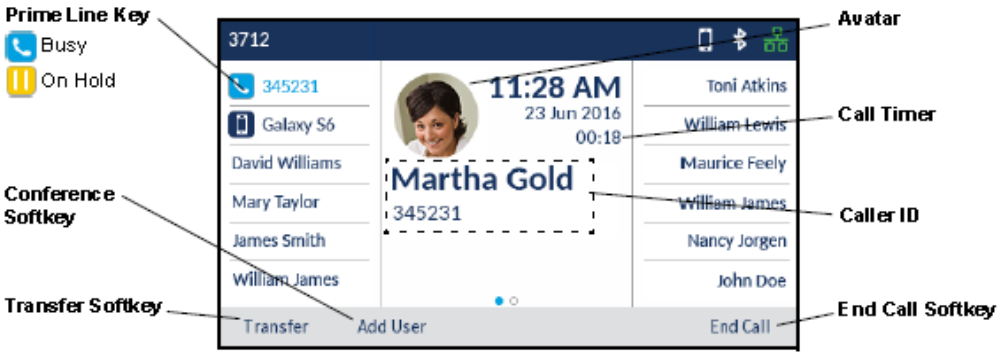
CONTACTS SCREEN

The Contacts application is your personal phone book and directory, conveniently stored within your phone. The Mitel MiVoice 6930 IP Phone supports a localized Personal contact folder as well as enhanced functionality allowing for interoperability with LDAP (corporate) directories. The phone also supports MobileLink Synchronization with mobile phone contact lists using Bluetooth capabilities



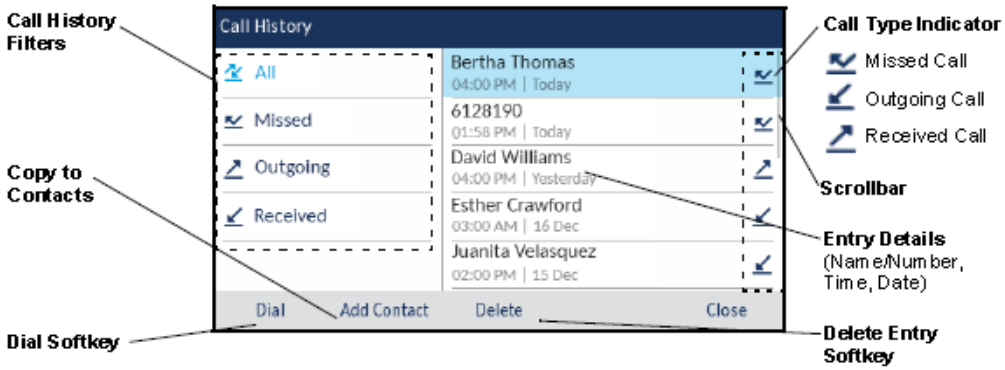
CALL SCREEN

During an incoming, outgoing or when on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar, name, number, and call duration timer. The context-sensitive softkeys also change allowing you access to more call handling features.



CALL HISTORY

The Call History application is a stored log of your missed, outgoing and received calls. You can view, delete and dial out to call history entries as well as copy entries to your Personal folder in the Contacts application.



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MobileLink features

The Mitel MiVoice 6930 IP Phone supports MobileLink, a feature that provides seamless mobile integration using Bluetooth wireless technology. MobileLink highlights include the ability to:

- Sync your mobile phone's contact list with your 6930 IP Phone.
- Answer a mobile phone call using your 6930 IP Phone.
- Move active calls between the 6930 IP Phone and your mobile phone.

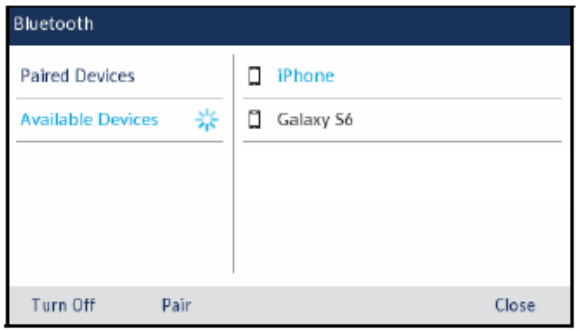
Note: MobileLink features are available only if your Administrator has enabled them. Contact your Administrator for details on how to enable MobileLink functionality on your phone.

Pairing a mobile phone using Bluetooth

1. Press the key, navigate to **Bluetooth** setting, and press the **Select** button or **Select** softkey.
2. Press the **Turn On** softkey to enable Bluetooth functionality.
   Ensure your mobile phone is discoverable as the Mitel MiVoice 6930 IP Phone automatically scans for available Bluetooth devices.

Note: For information on how to make your mobile phone Bluetooth discoverable, refer to the documentation provided with your respective mobile phone.

3. When your mobile phone has been discovered, use the navigation keys to highlight the respective entry on the list of available devices and press the **Select** button or **Pair** softkey.
   A Bluetooth pairing request displays on both the Mitel MiVoice 6930 IP Phone and your mobile device.



4. Ensure the pairing code matches on both devices and press **Yes** on the Mitel MiVoice 6930 IP Phone and acknowledge the pairing request on your mobile phone.
   The Mitel MiVoice 6930 IP Phone attempts to pair the mobile phone and if successful, automatically attempts to connect to the mobile phone.

Note: If pairing or connecting fails, a failed error message displays on screen. Press **Retry** to attempt to pair or connect again, or **Cancel** to cancel the attempt.

5. Press **OK** to acknowledge the successful connection.
   The connected mobile phone is added to the list of **Paired Devices** and is ready to use.

Syncing mobile contacts

The Mitel MiVoice 6930 IP Phone automatically attempts to sync your mobile contacts to the Contacts application upon pairing and connection.

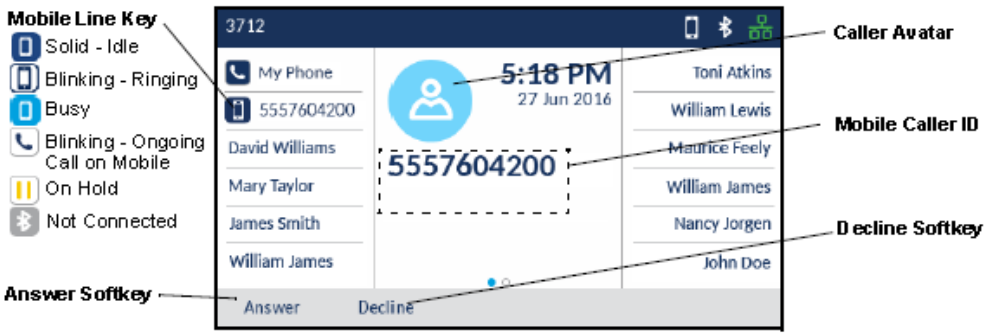
To manually update your mobile clients:

1. Press the key to access the Contacts application.
2. Navigate to the **Mobile** contacts folder.
3. Press the **Update** softkey.
   The Mitel MiVoice 6930 IP Phone attempts to re-synchronize and update your mobile contacts.

Note: If the update fails, a failed to retrieve contacts message displays on screen. Press **Retry** to attempt to update again, or **Cancel** to cancel the attempt.

Answering an incoming mobile call using your Mitel MiVoice 6930 IP Phone

When your mobile phone is paired and connected to your Mitel MiVoice 6930 IP Phone, incoming calls on your mobile phone will be indicated on your 6930 IP Phone as well.



Lift the handset for handset operation or press the key, blinking **Bluetooth Line** key, or **Answer** softkey for handsfree operation.

Moving the audio of an active mobile call between your mobile phone and Mitel MiVoice 6930 IP Phone

Press the **Push call** softkey to push the mobile call's audio from your Mitel MiVoice 6930 IP Phone to your mobile phone

or

Press the **Mobile Line** key to pull the mobile call's audio from your mobile phone to the Mitel MiVoice 6930 IP Phone.

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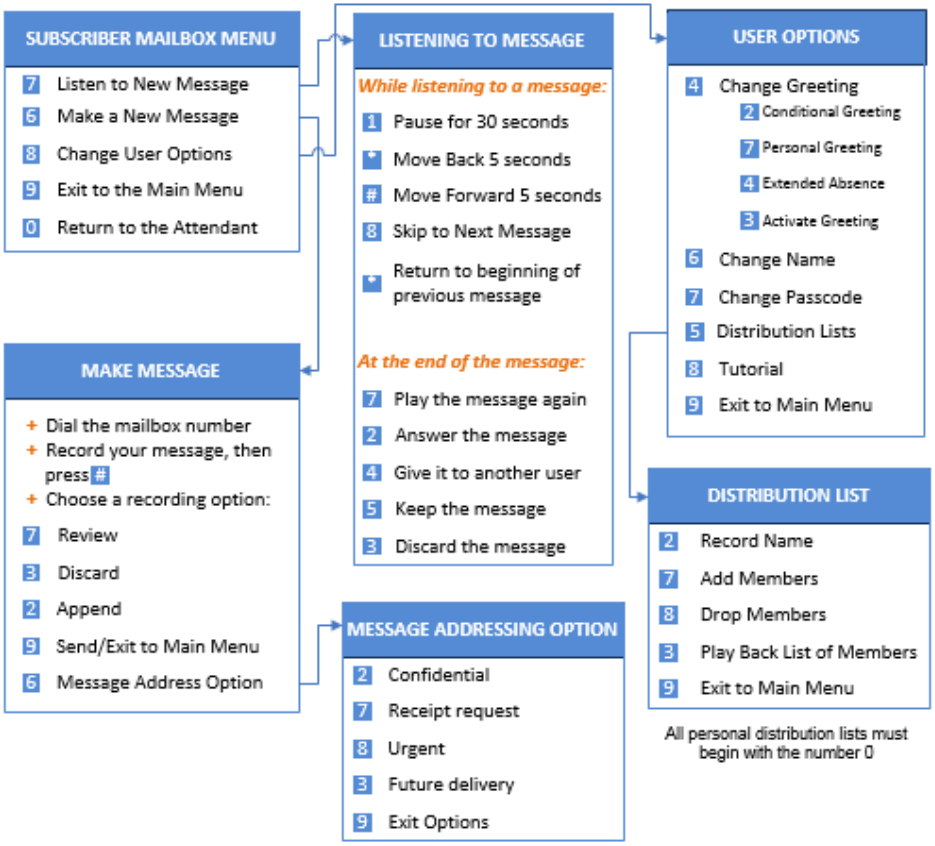
Voicemail Flowchart



You can undelete a message by pressing * immediately after deleting the message. You will be unable to recover the deleted message after you disconnect the call

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SETTING UP YOUR MAILBOX

+ Press the voicemail key
+ Enter temporary passcode 1111

The voicemail system tutorial will walk you through setting up your mailbox, i.e.:

+ Change passcode
+ Record personal greeting
+ Record name

ACCESSING YOUR MAILBOX

When the message waiting light is on

+ Lift the handset or press
+ Press the voicemail key
+ Enter passcode

When the message waiting light is off

+ Lift the handset or press
+ Press the voicemail key
+ Enter passcode

Outside of office

+ Dial your direct line or main number
+ When voicemail answers, press *
+ Enter passcode

From another desk

+ Lift the handset or press
+ Press the voicemail key
+ Press * when prompted for a passcode
+ Enter mailbox number then press #
+ When greeting starts, press *
+ Enter passcode

RECORD PERSONAL GREETING

+ Access your mailbox
+ Press 8 for User Options
+ Press 4 to change your greeting
+ Press 7 to record your greeting
+ Record your greeting then press #
+ Press 9 to save your greeting

When you hear "Greeting Saved" your active greeting is confirmed.

WHILE LISTENING TO A MESSAGE

+ Press 1 to pause for 30 seconds
+ Press * to move back 5 seconds
+ Press # to move forward 5 seconds
+ Press 8 to skip to the next message

FORWARD A COPY OF A MESSAGE TO ANOTHER MAILBOX

After listening to a message

+ Press 4 to give the message
+ Enter mailbox number to give the message to
+ Press # to record a greeting that will be sent with the message
+ Press 9 to send the recording and exit to the main menu.

SAMPLE GREETING

Hello, you have reached the voice mailbox for _____. I'm not available to take your call, please leave your name, number and a brief message. I'll return your call as soon as possible.

SHORTCUTS

While listening to a message

* - Rewinds in 5 sec increments
# - Fast forward in 5 sec increments
1 - Pause
7 - Resume
8 # - Skip to the next message
8 * - Skip back to the previous message
8 4 - Replay the time stamp
1 - Skips personal greeting to begin recording immediately
9 - Send the recording