Quick Reference Guide

Mitel MiVoice 6930 IP Phone

Getting started

User Interface (UI) overview

Home screen
The Home (default) screen is displayed when the phone is in the idle state. The Home screen displays status indicators, user directory number, avatar, last dialed number, time, date and list of programmable softkeys.

Programmable Keys
Up to 72 programmable keys, a maximum of 12 programmable keys per page

Goodbye
Ends active calls and used for exiting menus

Redial
Displays Call History with a list of outgoing calls

Hold
Places an active call on hold or resumes a call from hold

Mute
Mutes/unmutes all outgoing audio on headset, handset or speaker

Softkeys
Five state-sensitive softkeys

Call History
Displays a list of missed, outgoing and received calls as well as My Mobile and Missed calls

Voicemail
Provides access to your voicemail service

Settings
Provides services and options that allow you to customize your phone

Volume
Adjusts the volume of the ringer, handset, speaker, and headset

Navigation/Select
Multi-directional navigation keys are used to navigate through phone menu. Press the center button to select menu options and perform various actions

Speaker/Headset
Toggles the phone’s audio between speaker and headset.

Programmable Keys
Up to 72 programmable keys, a maximum of 12 programmable keys per page

Status Indicators
Network Connected
Attempting Connection
Disconnected
Bluetooth Enabled
Headset Connected
Mobile Connected
Call Forward Always
Missed Calls
Do Not Disturb
Hotdesk User
Voicemail Pending

Voicemail
Provides access to voicemail service

Contacts
Displays a list of your contacts

Transfer Softkey
Transfers an active call to another user

Conference Softkey
Confers two active calls

Programmable Key
Up to 72 programmable keys, a maximum of 12 programmable keys per page

Programmable Key Page Indicator
Dots indicate the number of programmable key pages and its relative position

Call screen
When on an active call, caller’s avatar, name, number and call duration timer is displayed. The context-sensitive softkeys are updated with applicable call handling features.

On the Home screen, the left and right navigation keys can be used to access the additional pages of programmable keys

Warning!
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.

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Basic call handling

Making a call
1. Lift the handset or press the \( \text{Handsfree} \) key, and dial the number.
2. Press the Line programmable key and dial the number.

Ending a call
Place the handset back in its cradle, press the End Call softkey, or press the \( \text{Hold} \) key.

Answering a call
Lift the handset or press the \( \text{Handsfree} \) key for handsfree operation.

Redialing
Press the Redial softkey once or the \( \text{Redial} \) key twice to call the last dialed number as displayed on the Home screen or Press the \( \text{Redial} \) key once to access the Call History application with a list of recently dialed numbers. Use the up and down navigation keys to scroll through the entries and either press the Select button or Dial softkey to redial the selected number.

Muting
Press the \( \text{Mute} \) key while on an active call to mute the microphone for your handset, headset, or speaker. Press the \( \text{Mute} \) key again to unmute the audio.

Holding and resuming
1. To place an active call on hold, press the \( \text{Hold} \) key. A \( \text{(hold)} \) icon flashes on the respective Line key.
2. To resume the call, press the \( \text{Resume} \) key again or press the respective Line key.

Advanced call handling

Transferring a call
1. Ensure you are on active call with the party you wish to transfer.
2. Press the Transfer softkey. The active call is placed on hold.
3. Enter the transfer recipient’s number and press the Transfer softkey.

Creating a multi-party conference call
1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
2. Press the Add User softkey. The active call is placed on hold.
3. Enter the conference target’s number.
4. Wait for an answer, consult, and then press the Join Calls softkey to create the three-way conference call.
5. Repeat steps 2 to 4 to add an additional party (maximum of seven participants) to the conference.

Voicemail

Setting up voicemail
1. Press the \( \text{Voicemail} \) key to begin setting up your voicemail.
2. Enter your 4-digit extension as your passcode for the initial log in.
3. Carefully listen to the voice prompts to change your passcode, record your name, and set up your greetings.

Retrieving voicemail
1. Press the \( \text{Voicemail} \) and enter your passcode.
2. Follow the voice prompts to listen to your voice messages.

Note: For details on all the available features and options, refer to the Mitel MiVoice 6930 IP Phone User Guide.

Note: For more details on voicemail features and options, refer to the documentation available at techdocs.blogs.brynmawr.edu.