MiVoice 6940 IP Phone

User Guide for MiVoice Connect

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation. Send an email to iplegal@mitel.com for more details.

Trademarks

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or their respective owners. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks. Customer's use of this product and/or software shall be in accordance with the EULA and /or other accompanying licensing terms.

Mitel's Power Over Ethernet (PoE) Powered Device (PD) products are covered by one or more of the U.S. patents (and any foreign patent counterparts thereto) identified at Mitel's website: www.mitel.com/patents.

For more information about the PD patents that are licensed, please refer www.cmspatents.com.

About this Guide

This guide explains how to use the basic features of your Mitel MiVoice 6940 IP Phone with MiVoice Connect.

Documentation

- *Mitel MiVoice 6940 IP Phone Quick Reference Guide* – Contains call handling instructions, an overview of the user interface (UI) and details on UI navigation, as well as information about other important features. The Quick Reference Guide can be downloaded from Mitel MiVoice 6940 IP Phone Quick Reference Guide.

- *Mitel MiVoice 6940 IP Phone Installation Guide* – Contains installation and set-up instructions, general features and functions, and basic options list customization. The Installation Guide can be downloaded from Mitel MiVoice 6940 IP Phone Installation Guide.

Supporting Documentation

To access phone and system-specific documentation:

1. Log on to Mitel **MiAccess**.

2. In left-hand menu, select **Doc Center.**

3. Select **DEVICES AND ACCESSORIES** > **SIP PHONES AND PERIPHERALS** > **6900 SERIES SIP PHONES FOR MIVOICE CONNECT** > **6900 SIP PHONES**.

Phone Features

Feature highlights include:

- 7 inches WVGA (800x480) color TFT capacitive touch-screen LCD display with brightness controls

- Built-in-two-port, 10/100/1000 Gigabit Ethernet switch

- Embedded Bluetooth 4.0

- USB 2.0 port (500mA maximum)

- Cordless Bluetooth handset

- Enhanced wideband, full-duplex speakerphone for handsfree calls

- Extensive support for peripherals and modules: Mitel Cordless Bluetooth handset, Mitel Integrated DECT Headset, S720 Bluetooth Speaker, Bluetooth headset, M695 Color Programmable Key (PKM) modules (button box), and Mitel Wireless LAN Adapter

- AC power adapter (sold separately)

- 12 touchscreen top softkeys supporting up to 48 functions and six state-based touchscreen bottom softkeys supporting up to 30 functions

- MobileLink support - seamless mobile integration using Bluetooth wireless technology

*Availability of feature depends on your phone system or service provider.

Installation and Setting Up

Please refer to the *Mitel 6940 IP Phone Installation Guide* included with your phone for basic installation and physical setup information.

Tips for Your Comfort and Safety

Do Not Cradle the Handset

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset.

Protect Your Hearing

Your 6940 IP phone has a control for adjusting the volume of the handset, headset, and speakerphone. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjust the Viewing Angle

The stand for your 6940 IP phone supports two viewing angles (30° and 60°). Adjust the stand to suit your viewing preference. For instructions on how to adjust the stand, see the *6940 IP Phone Installation Guide.*

Overview of the 6940 IP Phone

Welcome to your IP phone!

Figure 1 provides an overview of the Mitel MiVoice 6940 IP Phone components. Figure 2 on page 4 shows the ports on the back of the phone.

Figure 1: 6940 IP Phone Components

Power Adapter Port

USB Port

Handset Jack is hearing-aid compatible (HAC)

PC Port

Network and Power Port
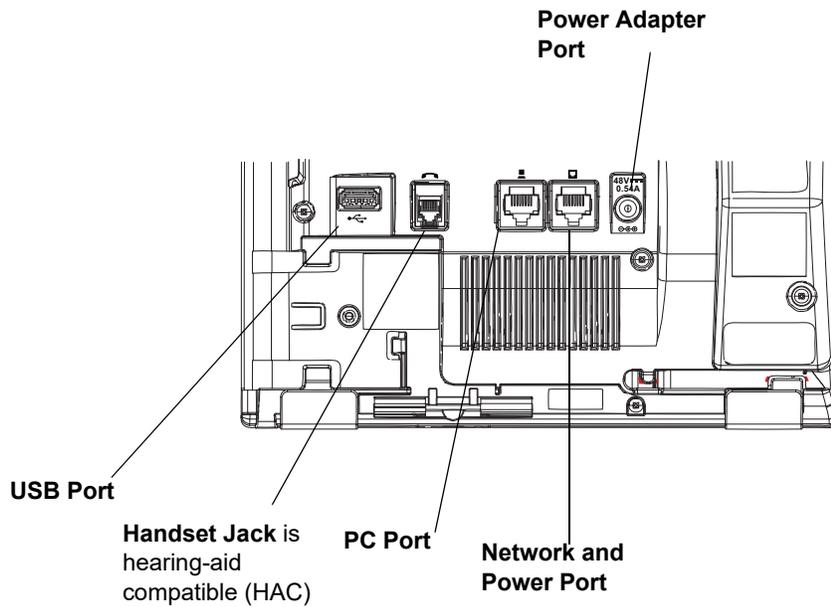
Figure 2: Ports on the Back of the 6940 IP Phone

Keys Description

The following table describes the keys on the Mitel MiVoice 6940 IP Phone.

Key	Description
	Directory key - Displays a list of your contacts.
	History key - Displays a list of your missed, outgoing, and answered calls.
	Voicemail key - Provides access to your voicemail service (if configured).
	Settings key - Provides services and static settings that allow you to customize your phone.
	Volume controls - Adjusts the volume for the ringer, handset, headset, and speakerphone. Press the volume control keys while the phone is ringing to adjust the ringer volume. Press these keys during an active call to adjust the volume of the audio device being used (handset, headset, or speaker).
	Goodbye key - Ends an active call. Pressing the **Goodbye** key also exits an open list (such as **Call History**) and menus (such as the **Static Settings** menu) without saving changes.
	Redial key - Displays a list of your previously dialed calls. Double-press the **Redial key** to call the last dialed number.

4

Key	Description
⏸	**Hold key** - Places an active call on hold. To retrieve a held call, press the applicable **Line** key.
	For more information, see Placing a Call On Hold or Off Hold on page 28.
🎤	**Mute key** - Mutes the microphone so that your caller cannot hear you. (The LED next to the key turns on when the microphone is on mute.)
🔊/🎧	**Speaker/Headset key** - Transfers the active call to the speaker or headset, allowing hands-free use of the phone.

Plugging In and Starting the Phone

The 6940 IP phone automatically begins the startup sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone.

The phone displays the following startup screens.

5
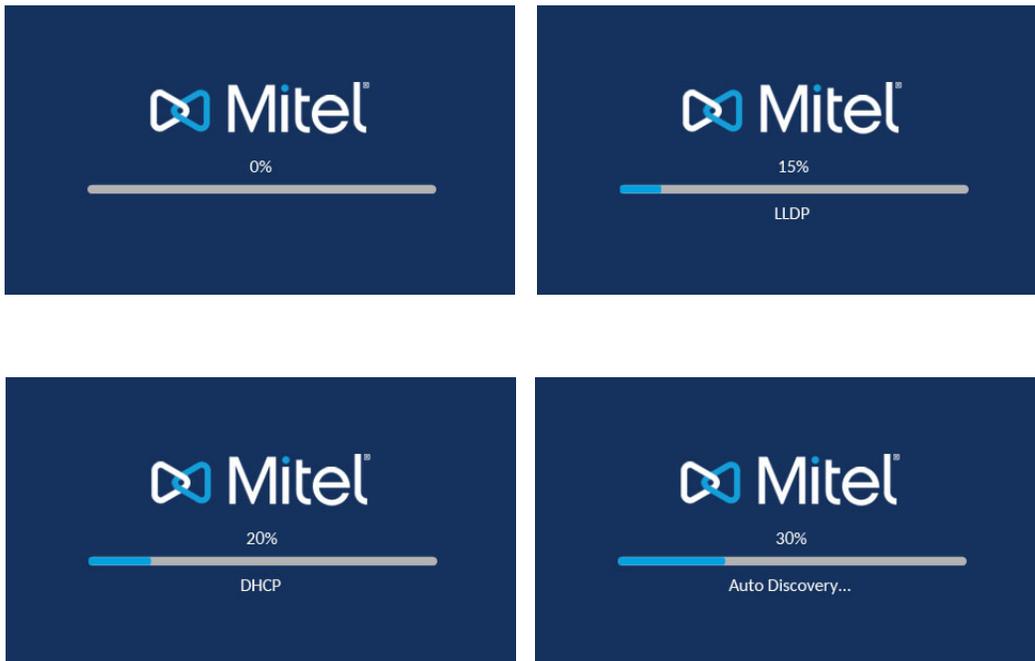
The 6940 IP phone then checks the settings and looks for new configuration and firmware updates from a configuration server. It may take a few moments while the phone downloads the latest updates.
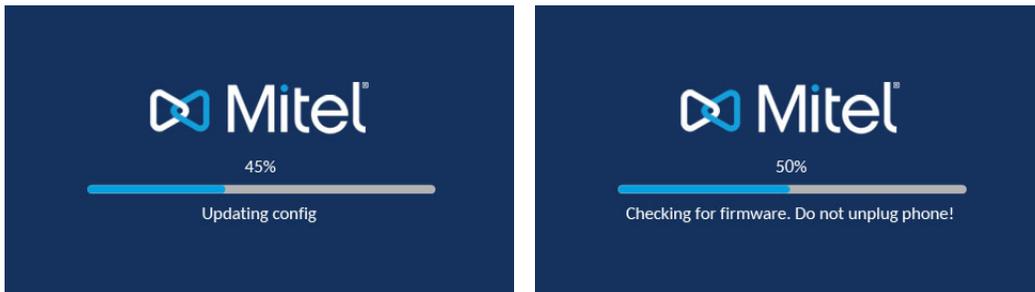
> **Note:** Updates to your phone can be scheduled to be automatically installed from the server. This is setup on the phone system by your Mitel administrator and should be scheduled during non-business hours or slow call periods.

> **CAUTION:** Do not unplug or remove power to the phone while the phone is checking or installing firmware and configuration information.

If language packs were loaded to your phone, the following screen is displayed during startup.

When the configuration update is complete, the phone displays the following screens before it displays the **Home** screen.
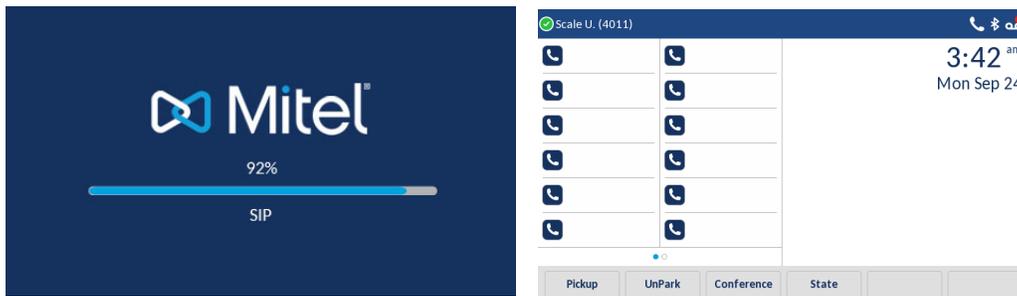
Network Connected/Network Disconnected

If your phone successfully connects to the network, the phone displays the **Home** screen.

If your phone did not successfully connect to the network, the **Network Disconnected** prompt is displayed and the status light turns on.
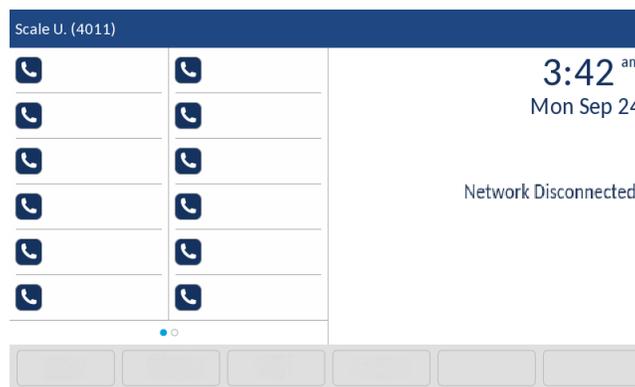
If this happens, check that the cables are firmly connected to the phone and to the wall jack. The phone automatically detects when it is reconnected successfully and the **Network Disconnected** prompt is removed from the screen. However, if changes have been made to your phone's network settings, you may need to restart your phone. Check with your Mitel administrator or Network administrator for assistance.

For more information about connecting your phone, see the *Mitel 6940 IP Phone Installation Guide*.

Note: If the phone displays a **No Service** status message, you can still use the phone, but the phone is not registered with the system. For more information about registering your phone, contact your Mitel administrator.

Your Phone's Display

The display screen on your IP phone shows your name and extension, availability state, call appearance keys, work-group agent status, programmed keys, and other information. Figure 3 shows the elements on the display screen.
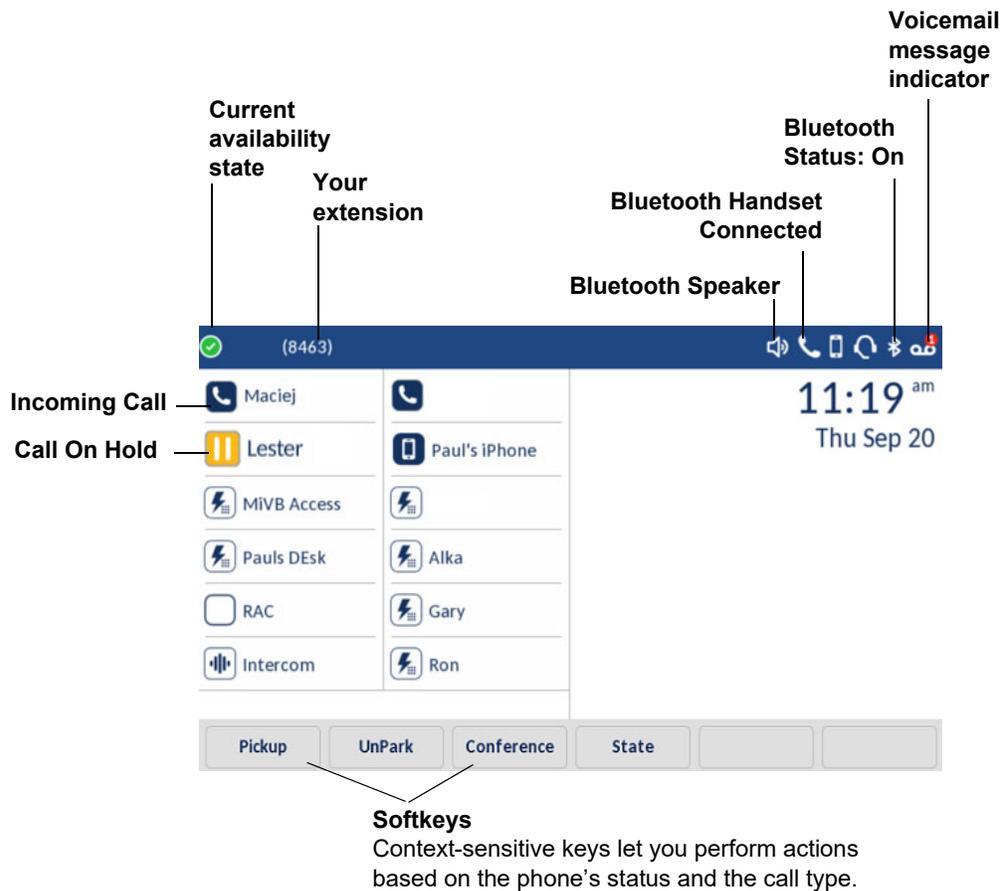
Figure 3: Elements on the Display Screen of the 6940 IP phone

Call Appearance Keys and Programmable Keys

Your phone features 12 call appearance keys that show incoming, active, or held calls. For information about functions that the Mitel administrator can configure for these programmable keys, see Phone Settings Via Connect Portal on page 33.

Setting Up Your Phone

To use all the functions of your IP phone, your phone needs to be assigned to you and you need to know the password for the voicemail system. You can determine whether your phone is already assigned to you as follows:

- If the phone displays your name and extension, your Mitel administrator has already assigned your phone to you, and you do not need to assign yourself to your phone. When your phone is in this state, you can receive calls, make calls, and check for new messages using visual voicemail.

- If the phone displays "Available" and the date and time, use the procedure in Assigning Your Extension or Phone Number to the Phone on page 10 to assign your extension to your phone. Until the phone is assigned, you can place internal calls by dialing a number or using the Directory, but you cannot receive calls or use visual voicemail, and you might not be able to place external calls.

- If the phone displays "Anonymous" and the date and time, your extension is assigned as the primary phone for someone who is currently assigned to some other phone or endpoint. You can assign your extension to the phone by following the procedure in Assigning Your Extension or Phone Number to the Phone on page 10.

- If the phone displays "Voice Service," use the procedure in Assigning Your Extension or Phone Number to the Phone on page 10 to assign your extension to your phone.

With the appropriate permissions (set by your Mitel administrator or authorized contact), you can log in to any Mitel 6900-Series IP phone in the system to assign your extension or phone number to that phone.

For information about registering your phone with a MiVoice Connect system, see Registering a Phone in a MiVoice Connect System on page 9.

Registering a Phone in a MiVoice Connect System

To register a phone in a MiVoice Connect system, perform the following steps:

1. Press ⚙.

2. Tap the **Advanced** softkey.

3. Enter the **Administration Password** and tap the **Enter** softkey.

4. Navigate to **Voice Services** > **MiVoice Connect** and press the select button or tap the **Select** softkey.

5. In the **Config. Server** field, enter the **MiVoice Connect Server IP Address**.

Configuration Servers	
Config server 1	10.211.44.66
Config server 2	
Config server 3	
Config server 4	
Config server 5	
Config server 6	

Save	Backspace	Dot "."			Cancel

6. Tap the **Save** softkey to save your changes.
   The IP phone automatically restarts and connects to the MiVoice Connect server.

Assigning Your Extension or Phone Number to the Phone

The procedure that you use to assign your phone depends on whether the phone displays "Available", or "Anonymous," or "Voice Service".

If Your Phone Displays "Available" or "Anonymous"

If your phone displays "Available" or "Anonymous," use this procedure to assign your extension to your phone.

1. Tap the **Assign** softkey.

2. Enter the extension number that your Mitel administrator provided.

3. Enter the password provided by your Mitel administrator.

4. Tap the **Enter** softkey.
   Your extension is assigned to your phone and your name and extension is displayed.

Logging In to the Voicemail System

If you are a new user in the Mitel system, you need to log in to the voicemail system to record your name and personal greeting. For details, see

Operating Your Phone

This section provides an overview of the following basic phone tasks:

- Placing calls

- Answering calls

- Auto Answer

- Sending an incoming call to voicemail

- Adjusting the ring and listening volume

- Turning off the phone's ringer

- Muting a call

- MobileLink

Placing Calls

To place a call, you can use the handset, the speakerphone, or a headset.

> **Note:** The call timer on the 6940 IP phone starts after the call is answered.

Using the Handset to Place a Call

1. To place a call, pick up the handset and dial a phone number.

2. To end the call, hang up the handset.

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the **Speaker** or **Speaker/Headset** audio mode. For more information about setting the audio mode on your phone, see Audio on page 52.

- To dial using handsfree, first press ⬚/⬚ and enter a number at the dial tone.

- If you are in **Speaker** audio mode, lift the handset and press ⬚/⬚ to switch between handsfree and handset.

- If you are in **Speaker/Headset** audio mode, press ⬚/⬚ to switch between handsfree and headset.

- When the handset is on hook, press ⬚ to disconnect the call.

> **Note:** When handsfree is on, the LED next to the hardkey turns on.

Using the Headset to Place a Call

The headset feature allows you to speak to someone without using the handset or speakerphone. Your phone must be in either the **Headset** or **Headset/Speaker** audio mode. For more information about setting the audio mode on your phone, see Audio on page 52.

1. To place a call using the headset, press ⬚/⬚ and dial the phone number.
   The LED next to the hardkey blinks red, and the call is dialed.

2. To end the call, press ⌈ ☎ ⌋ again.
The LED next to the hardkey stops blinking.

Answering Calls

When a call is ringing at your extension, the inbound caller's name, extension, and incoming call icon display on the screen. Additionally, the line/call appearance LED flashes quickly indicating the incoming call.

> **Note:** During an incoming call, tapping **Silence**, silences the ringtone and handles call with configured call-handling rules.

To answer a call, you can use the handset, the speakerphone, or a headset. You can also answer a call through your speakerphone or headset using either of the following methods:

- Tap the blinking call appearance softkey.

- If the incoming call is shown in the focus window on your phone's display, tap the **Answer** softkey.

> **Note:** The call timer on the 6940 IP phone starts after the call is answered.

For more information about handling multiple calls, see

Using the Handset to Answer a Call

1. To answer a call, pick up the handset when the phone rings.

2. To end a call, hang up the handset.

Using the Speakerphone to Answer a Call

If you plan to use a Speakerphone to answer calls, see for instructions on how to designate **Speaker** or **Speaker/Headset** as your default auto off-hook preference.

1. To answer a call, press ⌈◁/◁⌋.
The LED next to the hardkey lights red.

2. To end the call, press ⌈ ☎ ⌋.
The LED next to the hardkey turns off.

Using a Headset to Answer a Call

If you plan to use a headset to answer calls, see for instructions on how to designate your wireless or wired headset as your default auto off-hook preference.

1. To answer a call using the headset, do one of the following:

- If you use a wired headset, press ⌈◁/◁⌋.

- If you use a wireless headset, go off-hook with your headset.

2. If your automatic off-hook preference is configured to use your headset, tap the blinking red call appearance button or tap the **Answer** softkey. (If you use a wireless headset, the phone then displays a message prompting you to press the off-hook button on your headset.)
The LED next to the hardkey stops blinking.

- To end the call, do one of the following:

- If you use a wired headset, press [☎].
- If you use a wireless headset, put your headset in to the on-hook position.
  The LED next to the hardkey stops blinking.

Note: The audio mode setting you have selected in *the Settings > Audio> Audio Mode* menu on the IP phone determines whether a call goes to speakerphone or to the headset operation. For more information, see Audio on page 52.

Auto-Answer/Play Warning Tone

The auto-answer feature on the IP phone allows you to enable or disable automatic answering for an Intercom call.

If **Auto-Answer** is enabled, the phone automatically answers an incoming intercom call. If **Play Warning Tone** is also enabled, the phone plays a tone to alert you before answering the intercom call.

Note: Your Mitel administrator can set a time period delay before the phone automatically answers. Contact your Mitel administrator for more information.

Adjusting the Ring and Listening Volume

To adjust the volume on your phone, use the [🔉 🔊] keys. The volume settings for the ringer, handset, speakerphone, and headset are independent of each other, and you can set them as follows:

- Adjust the volume of your phone's ringer while the phone is on hook.

- Adjust the handset listening volume while the handset is off hook.

- Adjust the speakerphone volume when the LED next to [🔊/☎] is illuminated.

- Adjust the headset listening volume when the LED next to [🔊/☎] is blinking.

Note: When using a wireless headset, if you experience audio problems, ensure that your wireless headset is configured according to the manufacturer's instructions. Problems that might result from improper configuration include the following:
  - You cannot hear a dial tone.
  - The volume for you or the other party is not loud enough.
  - You hear a buzzing or hissing sound.

Muting a Call

- To mute a call so that the caller does not hear you, press [🔇].
  The LED next to the hardkey blinks in red when the mute is active.

  Note: Mute does not work during number dial-out.

- To unmute a call so that the caller can hear you, press [🔇] again.
  The LED next to the hardkey does not blink when the mute is not active.

MobileLink

The 6940 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 6940 IP phone.

• Answer a mobile phone call using your 6940 IP phone.

• Move a mobile call audio between the 6940 IP phone and your mobile phone.

Note: The Mobile softkey needs to be configured by your Mitel administrator in the **Connect Portal**.

The **Mobile Line** key icon changes to reflect the status of the line as follows:

Icon	Description
	Indicates the mobile line is connected with a mobile phone and is idle.
	(Blinking) Indicates the mobile line is ringing due to an incoming call on your mobile phone.
	Indicates the mobile line is busy.
	(Blinking) Indicates the call on the mobile line is on hold.
	Indicates the mobile phone is not connected.

Notes:
• Additional Bluetooth devices connected to your mobile phone (such as smart watches and headsets) may impede or alter the behavior of the MobileLink feature. It is recommended to disconnect any additional Bluetooth devices from your mobile phone when using the MobileLink feature on your 6940 IP Phone.
• Mobile integration with the IP desktop phones does not support any softphone client application on the mobile phones.

Pairing a Mobile Phone Using Bluetooth

For instructions on how to pair your mobile phone with your 6940 IP phone, see Pairing a Bluetooth Device on page 40.

Syncing Mobile Contacts

When pairing and connecting a mobile phone for the first time, the 6940 IP phone automatically attempts to sync your mobile contacts to the **Directory** application.

> **Note:** Your initial mobile contact list will remain in the **Directory** application even if you connect to a secondary mobile phone. To update your mobile contacts so that they are aligned with the secondary mobile phone, you must manually synchronize your mobile contacts.

To manually update your mobile contacts:

1. Ensure you have paired your mobile phone with your 6940 IP phone. See Pairing a Bluetooth Device on page 40.

2. Press ⌷⌷ .
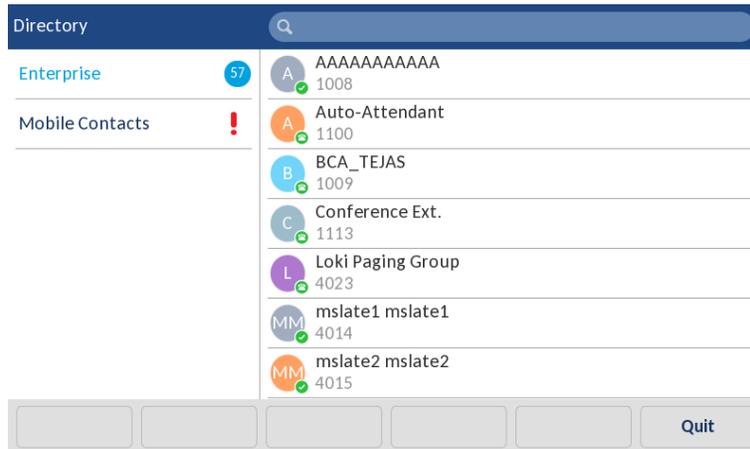
3. Tap the **Mobile Contacts** folder.
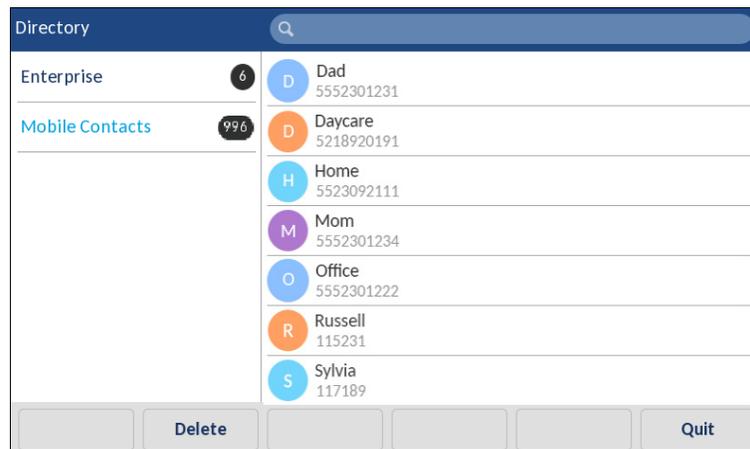
4. Tap the **Update** softkey.

The 6940 IP phone attempts to re-synchronize and update your mobile contacts.

> **Notes:**
> • You may need to acknowledge the request on your mobile phone.
> • If the update fails, a 'failed to retrieve contacts' message appears. Tap the **Retry** softkey to attempt to update again, or tap the **Cancel** softkey to cancel the attempt.
> • Some mobile phones will sync only the contacts stored on the phone's flash memory. Contacts stored on the phone's SIM card may not sync with the 6940 IP phone.
> • Mobile contacts are cleared from the **Directory** application when the phone's firmware has been upgraded. If your mobile device is configured to allow for automatic re-synchronization, the 6940 IP phone will synchronize the contacts again the next time your mobile device connects to your IP phone. If your mobile device is not configured for automatic re-synchronization, you must manually synchronize your mobile contacts.
> • For more information about the **Directory** application, see Using the Directory on page 23.

Answering an Incoming Mobile Call Using Your 6940 IP Phone

When your mobile phone is paired and connected to your 6940 IP phone, incoming calls on your mobile phone are displayed on your 6940 IP phone as well.
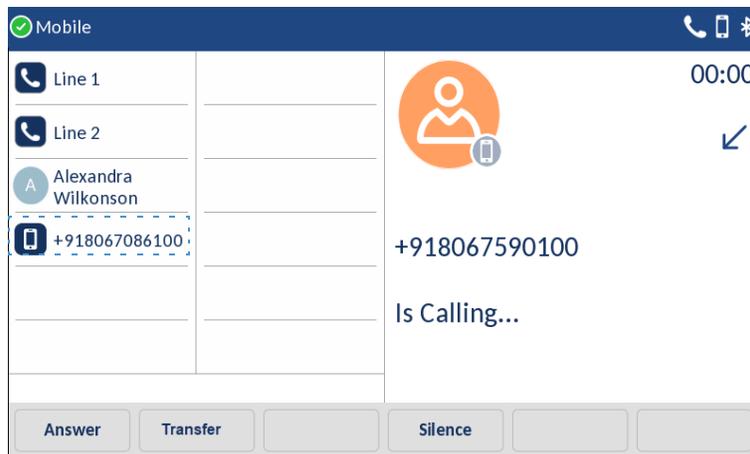
To answer the incoming mobile call using your 6940 IP phone, lift the handset for handset operation, press ⌨ (**Speaker/Headset**), tap the blinking 📱 **Bluetooth Line** key, or tap the **Answer** softkey for handsfree operation.

> **Notes:**
> • When there is an incoming call on both the IP phone line and the mobile line and you lift the phone handset, the IP call takes priority over the mobile call.
> • During an active (ongoing, ringing or held) Bluetooth mobile call, you will not hear a call hold reminder tone.

Moving Audio from an Active Mobile Call Between Your Mobile Phone and 6940 IP Phone

Tap the **Mobile Line** key to pull the mobile call audio to your 6940 IP phone from your mobile phone.

> **Note:** When an incoming call on a Bluetooth connected mobile is answered by pressing either or tapping the **Mobile** softkey on the IP phone, the audio goes to the preferred device. For example, when the audio mode is in speaker/headset mode and a Bluetooth mobile call is answered, by preferred mode, the audio goes to the speaker. If the user changes the audio mode to headset, consecutive call actions with the mobile phone retains audio with the headset and does not change to speaker mode each time the mobile softkey is tapped on the IP phone.

Mute and Hold Call

When mobile phones are paired and integrated with Mitel desktop phones, control and operations are seamless and optimized by using the control function of Mitel phones. However, certain individual mobile device functions such as transfer of audio or hold cell phone call might not always be processed by Mitel phones and can lead to unhandled states on Mitel phones.
To prevent this, when a mobile phone call is active on a Mitel desktop phone, use the mute/hold call feature only on the Mitel desktop phone. When a mobile phone call is active on a mobile phone, use the mute/hold call feature only on the mobile phone.

Guide to the Icons Displayed on Your Phone

Your 6940 IP phone displays icons for phone status and features. These icons are described in the following tables:

- Table 1 describes the title bar icons on the main screen of the phone.

- Table 2 on page 19 describes the call appearance button icons on the main screen of the phone.

- Table 3 on page 21 describes the bridged call appearance button icons on the main screen of the phone.

- Table 4 on page 21 describes the shared call appearance button icons on the main screen of the phone.

- Table 5 on page 22 describes the history icons.

- Table 6 on page 23 describes the presence icons in the Directory.

- Table 8 on page 68 describes the voicemail icons.

Table 1:   Title Bar Icons on the Main Screen

Icon	Description
	Availability state: Available
	Availability state: In a Meeting
	Availability state: Do not disturb
	Availability state: Out of office
	Availability state: Vacation
	Availability state: Custom
	Missed call
	Voicemail message indicator

Table 2:   Call Appearance Icons and Blink Patterns

Icon	Blink Icon	Blink	Description
		On	Do not disturb
		Off	Idle or no call
		On	Dialing or off hook
		On	Connected call
		Blinking	Incoming call
		Red, steady	Whisper page is active
		On	Connected conference call
		Blinking	The call is on hold locally. (Hold initiated locally. Remote side will hear music on hold.)
		Blinking	The call is on hold remotely. (Remote side initiated hold. Local side will hear music on hold.)
		Off	The call is being recorded (Check other areas for status indicators.)
		On	The designated extension for the programmed button has a "do not disturb" availability state active.
		Off	Monitored extension is in Idle state.
		On	The monitored extension has a "do not disturb" availability state active.
			The monitored extension has unheard voicemail messages.

19

Table 2: Call Appearance Icons and Blink Patterns

Icon	Blink Icon	Blink	Description
			The monitored extension has unheard voicemail messages and a "do not disturb" availability state active.
		On	The monitored extension is in a conference call.
		On	The monitored extension is in a connected call.
		Blinking	The monitored extension is in a connected call and you picked up an incoming call for the monitored extension.
		Blinking	The monitored extension has a call on hold and you picked up an incoming call for the monitored extension.
		Blinking	The monitored extension is in a connected call and has a call on hold.
		Blinking	The monitored extension is in a connected call and is receiving another call.
		Blinking	The call is being recorded, and the recording operation was initiated by pressing the programmed button.
		Blinking	Whisper page mute is active. When whisper page is active, the non-whisper active call can be muted (whisper page mute). The muted call shows this icon.

Table 3:   Bridge Call Appearance and Blink Patterns

Icon	Blink Icon	Blink Pattern	Description
		Off	Idle or no call
		On	Dialing or off hook
		On	Connected call
		Blinking	Incoming call
		On	Connected conference call
		Blinking	The call is on hold locally. (Hold initiated locally. Remote side will hear music on hold.)
		Blinking	The call is on hold remotely. (Remote side initiated hold. Local side will hear music on hold.)
		On	Line in use by someone
			Line in use by someone else (Can Conference)

Table 4:   Shared Call Appearance and Blink Patterns

Icon	Blink Icon	Blink	Description
		Off	Idle or no call
		On	Dialing or off hook
		On	Connected call or seized call
		On	Connected conference call
		Blinking	The call is on hold locally. (Hold initiated locally. Remote side will hear music on hold.)

Table 4:   Shared Call Appearance and Blink Patterns

Icon	Blink Icon	Blink	Description
⏸		Blinking	The call is on hold remotely. (Remote side initiated hold. Local side will hear music on hold.)
➖		On	Line in use by someone
➖			Line in use by someone else (Can Conference)

Table 5:   Call History Icons

Icon	Description
↙	Inbound call
↗	Outgoing call
↘	Missed call
→	Redirected Call
↗↙	All Calls

Icons displayed in the Directory indicate the presence or status of the person you want to call. These presence icons are shown in Table 4. If the person or entity's presence is unknown, no presence icon is shown. Presence icons are also not displayed for phones in the Available or Anonymous states. Figure 4 shows an example of the presence icons in the Directory.
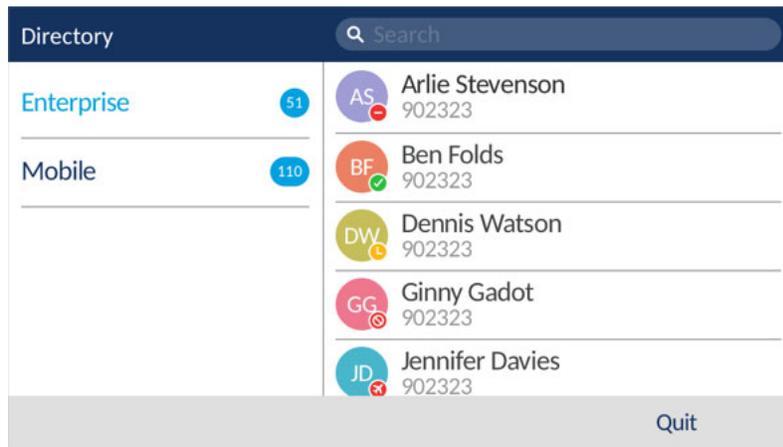
Figure 4: Directory with Presence Icons

Table 6:   Presence Icons in the Directory

Icon	Description
	Available
	In a meeting
	Out of office
	Extended Absence
	Anonymous
	The user has set a custom availability state.
	The user's extension is on hold or has a call parked on it.
	Do not disturb
	On a call

Using the Voicemail

To access your voicemail messages, press [oo] .

For complete details about voicemail, see Using Visual Voicemail on page 67.

Using the Directory

You can use the Directory to quickly look up and dial a person's extension. If you have the proper permissions, you can contact a person through the intercom or use the whisper page. In addition, if your Mitel administrator has added detailed contact information to the system, you can see information such as a person's email address, alternate phone numbers, and alternate contacts in the Directory.

> **Note:** By default, the focus is on the search bar when the Directory application is launched and the input field type is 123>.

Making a Call Using Directory

1. Press ⬚ 👤 ⬚.

    Note: To close the directory, press ⬚ 👤 ⬚ or tap the **Quit** softkey.

2. Locate the name of the person you want to call using one of the following methods:

    - Swipe up or down through the directory list until the name of the person you want to call is highlighted.

    - Dial the numbers that correspond with the first few letters in the person's first or last name, pressing a number key once for any letter on that key. For example, to find the name Smith, dial the numbers 76484. You might need to press keys for only the first few letters of the person's name before the name is recognized. If the filtered list contains more than one name, scroll through the list until the name of the person you want to call is highlighted.

    Note: To delete characters in the filter, tap the **Backspace** softkey. Delete all the characters in the filter to return to the full Directory list.

    Note: You may include a wild card character when searching for a name in the directory by pressing (*) followed by the number which displays all matching names. For example, to find "O'Brien" in the directory, you would dial 6*27436.

    Note: You may search by both first and last name at the same time. After entering the first two or three digits for the first or last name, press # to enter the first two or three digits for the other name (first or last). For example, to find the entry for Steve Williams or William Stephens dial 78#94.

3. With the contact's name highlighted, tap the numbers column to navigate to the numbers selection column.

4. Tap the **Dial** softkey, press ⬚◁/◁⬚, or pick up the handset to dial the contact's phone number.

    Note: If your Mitel administrator has enabled presence for the user, the presence icon in the Directory indicates the current status of the person you want to call. For details about the presence icons, see Table 6 on page 23.

Finding Detailed Contact Information

1. Press ⬚ 👤 ⬚.

2. Swipe up or down to scroll to the contact.

3. Tap the **Details** softkey.
    The person's contact details are displayed.

4. To return to the main Directory screen, tap the **Close** softkey.

Dialing Voicemail from Directory

1. Press ⬚ 👤 ⬚.

2. Swipe up or down to scroll to the contact.

3. Tap the **Details** softkey.
    The person's contact details are displayed.

4. Tap the **Dial Voicemail** softkey.
   The phone calls the voicemail of the contact you selected.

Sending a Whisper Page through Directory

If your Mitel administrator has given you the necessary permissions, you can break in to an active call to speak with someone on an internal extension without the remote caller hearing the interruption.

1. Press ⎡ ⌷ ⎤.

2. Swipe up or down to scroll to the required contact.

3. Tap the **Open** softkey.
   The person's contact details are displayed.

4. Tap the **Whisper** softkey.
   The phone sends a whisper page to the person you selected.

Help

The help option lets you immediately contact a member of the MiVoice Connect support team.

1. Press ⎡ ⌷ ⎤.

2. Tap the **Help** softkey.
   A confirmation window is displayed.

3. Tap the **Yes** softkey to confirm that you want to place a call.

Using the Call History

The call history displays recent inbound, outbound, missed, and transferred calls, with the most recent call listed first. Each entry in the History list displays the caller's name or number (if available) and the time or date of the call. If no caller ID information is available for a particular number, the phone displays "Caller ID Unknown."

By default, the call history displays the **All** folder if there are no missed calls. But if there are missed calls on the phone, then the call history displays the **Missed** folder.

With the call history, you can view all calls, or you can filter to see only incoming (From), outgoing (To), or missed calls. You can also dial directly from the call history or delete calls from your call history.

Figure 5: Call History

Viewing a List Of All Calls Placed, Received, or Missed

1. Press ⬚.

    | **Note:** To close the call history, press ⬚ or tap the **Quit** softkey.

2. Tap the required option to view the list of entries.

    *   All

    *   Missed

    *   Outgoing

    *   Received

3. Swipe up or down to scroll through the entries in the list.

4. Tap an entry and then tap the **Details** softkey to see more detailed information about the entry.

Placing a Call Using the Call History

1. Press ⬚.

    | **Note:** To close the call history, press ⬚ or tap the **Quit** softkey.

2. Tap the required option to view.

    *   All

    *   Missed

    *   Outgoing

    *   Received

3. Swipe up or down to scroll through the entries in the list.

4. Tap an entry and then tap the **Details** softkey.

5. Choose one of the following options to dial the call:

    *   Tap the **Dial** softkey.

    *   Pick up the handset to take the phone off hook.

    *   Press ⬚ to take the phone off hook.

Using the Intercom through the Call History

If you have the proper permissions, you can use the Intercom for internal extensions.

1. Press ⬚.

    | **Note:** To close the call history, press ⬚ key or tap the **Quit** softkey.

2. Swipe up or down to scroll through the History list to the contact.

3. Tap the **Intercom** softkey.
    The phone initiates an intercom connection.

Deleting a Call from the Call History

1. Press ⬚.

    | **Note:** To close the call history, press ⬚ or tap the **Quit** softkey.

2. Swipe up or down to scroll through the History list and navigate to the contact to be deleted.

3. Tap the **Delete** softkey.

4. When prompted tap the **Delete** softkey.
   The call is removed from the call history.

Interacting With Calls

This section describes the following ways to interact with calls:

- Placing a call on hold or off hold

- Diverting an incoming call to voicemail or another number

- Transferring a call

- Parking and unparking calls

- Picking up an incoming call for another extension

Placing a Call On Hold or Off Hold

- To place an active call on hold, press [ⅠⅠ].

The screen displays the ❚❚ icon indicating the call is on hold. Additionally, the line/call appearance light begins to flash slowly and after a short time the phone beeps softly to remind you that you still have a call on hold.

- To take a call off hold, do either of the following:
  - Press [ⅠⅠ].
  - Tap the **Pickup** softkey.

If your phone is on hook while a call is on hold, you hear a reminder ring in 10 seconds and then at one-minute intervals while any call remains on hold.

Diverting an Incoming Call to Voicemail

Whether your phone is idle or you are engaged in a call, you can send an incoming call to your voicemail without answering it.

To Send an Incoming Call to Voicemail

- While the phone rings, do one of the following
  - Press [⊙⊙].
  - Tap the **To Vm** softkey.
  - Press **#**.

The call is sent to your voicemail.

Transferring a Call

You can transfer a call in two ways.

- In a blind transfer, you transfer the call without the other party first answering your call.
- In a consultative transfer, you talk to the other party before completing the transfer.

Both types of transfer use a similar procedure.

To Do a Blind Transfer

1. While engaged in a call, tap the **Transfer** softkey.

2. Dial the number you want to transfer the call to.

   Note: If you want to cancel the transfer, tap the **Cancel** softkey, take the original call off hold, or put the phone back on-hook before the timeout is reached.

3. Tap the **Transfer** softkey.

   The call is transferred to the designated number.

To Do a Consultative Transfer

1. While engaged in a call, tap the **Transfer** softkey.

2. Dial the number you want to transfer the call to.

   Note: If you want to cancel the transfer, tap the **Cancel** softkey or take the original call off hold.

3. After the other party answers the call, do one of the following:

   - To complete the transfer, tap the **Transfer** softkey.
   - To cancel the transfer, tap the **Drop** softkey.

Parking and Unparking Calls

With the appropriate permissions (set by your Mitel administrator), you can park a connected call on another extension and you can unpark that call and return it to your extension.

Note: To unpark a call, the call must be on hold on the other extension.

To Park a Call

1. While the call is active, tap the **Park** softkey.

2. Dial the extension number where you want to park the call.
   The call is parked on the designated extension.

Note: If the call is not answered on the parked phone within a certain amount of time (as configured by your Mitel administrator), the call returns to the original extension. The default is 60 seconds.

To Unpark a Call and Return it to Your Extension

1. Tap the **Unpark** softkey.

2. Dial the extension number from which you want to unpark the call.
    The parked call is returned to your extension.

Picking Up an Incoming Call for Another Extension

With the appropriate permissions (set by your Mitel administrator), you can pick up a call that is ringing on another extension.

1. If you want to answer a call coming in to another phone, tap the **Pickup** softkey.

2. Dial the extension number for which you want to pick up an incoming call.
    The call is now an active call on your extension.

Customizing Your Phone

There are two ways to customize specific options on your phone:

- Using the ⬚ ⚙ ⬚ (**Settings** hardkey) on the IP phone.

- Using the **Connect Portal** in an Internet browser window from your PC.

Phone Settings Via IP Phone UI

You can customize your phone and view your phone status by pressing ⬚ ⚙ ⬚, opening the **User Settings** menu. This menu provides a single location to access all your phone settings.

1. Press ⬚ ⚙ ⬚ on the phone to access the **User Settings** menu.

> **User Settings - Login**
>
> Enter Voicemail Password
>
> [   ]
>
> | Assign | Advanced | Log Issue | | | Cancel |

2. Enter your voicemail password, and tap the **Enter** softkey.

> **User Settings**
>
> 👤 Availability   🕐 Time and Date   📊 Status   ⁑ Bluetooth   👤 Directory
>
> ⚙ Cloud Domain   🔍 Diagnostics   🔊 Audio   🖥 Display   ⏻ Restart
>
> | Advanced | Log Issue | | | | Quit |
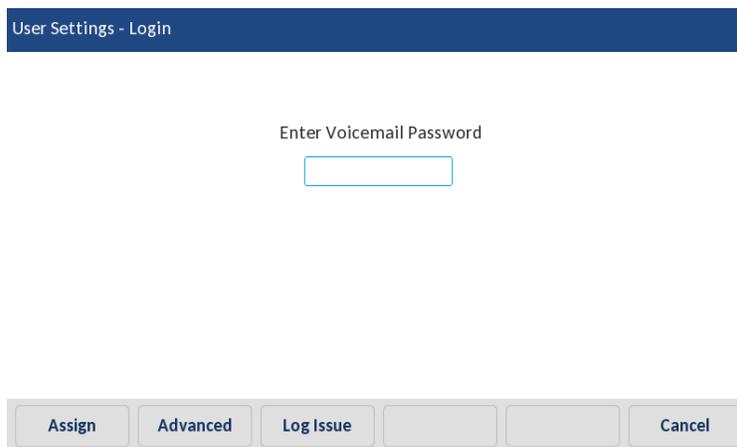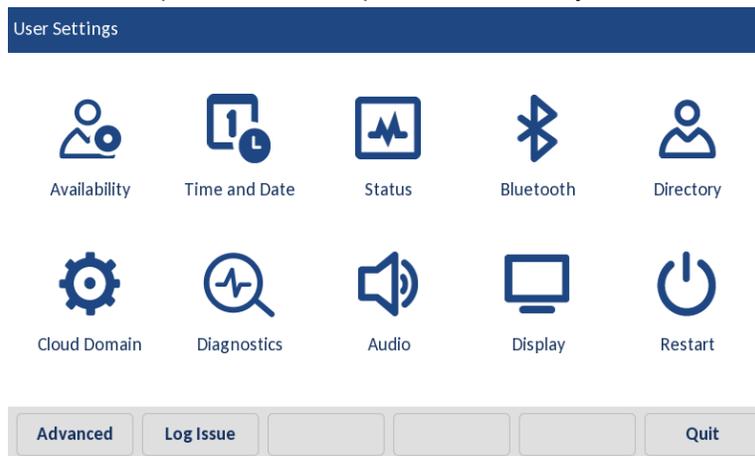
3. Tap an icon to access a setting menu.

   > **Note:** Swipe left or right to switch pages in the User Settings List.

4. Swipe up or down to scroll through any lists and tap an item to make any required changes.

5. Do one of the following:

   - Tap the **Save** softkey to save your changes.

- • Press ⌞☎⌟ or the **Quit** softkey at any time to exit without saving changes.

Notes:
- • For more information about customizing your phone using the available options from the IP phone UI, see Audio on page 52.
- • For more information about **Advanced** settings, contact your Mitel administrator.

The following phone settings can be configured through the **Settings** menu:

Icon	Option
	Availability
	Time and Date
	Settings
	Time Zone
	Status
	Bluetooth
	Directory
	Additional Phone
	Settings
	External Sources
	Diagnostics
	Ping
	Traceroute
	Capture
	Log upload
	Audio Diagnostics
	Audio
	Audio Mode
	Headset

Icon	Option
♫	Ring Tones
⬜	**Display**
`</>`	**Programmable Buttons**
	Speed Dial
	Monitor Extension
⏻	**Restart**

> **Note:** All **Advanced** settings are administrator-level functions, and are not accessible by the user. These settings should be set up and changed only by your Mitel administrator.

Phone Settings Via Connect Portal

In addition to the using your phone's interface to change options, you can customize settings on the IP phone using the Connect Portal.

For more information about the Connect Portal please see https://oneview.mitel.com/s/article/Mitel-Connect-System-Administration-Guide.

Log Issue

You can collect the phone's logs and upload them to a server.

1. Press ⌨ ⚙ .

2. Press the **Log Issue** softkey, and wait five minutes for log processing to occur.

Understanding Availability States

You can set six distinct availability states for your extension. These availability states can be configured with various options to forward incoming calls to another number or send them to voicemail. Using the voicemail system, you can also record a different personal greeting for each availability state.

By using your phone's interface, you can configure options for each availability state, such as call forwarding destinations, number of rings, and simultaneous ring. (You can also configure these options in the Connect client.)

The availability states are as follows:

- Available (the default) allows you to answer all incoming calls.

- In a meeting

- Out of office

- Extended Absence

- Custom

- Do not disturb

If you select a "Do not disturb" availability state, your phone displays the 🚫 icon for all call appearance keys. The "Do not disturb" option is in effect when you specify that calls are always to be forwarded. For more information, see Specifying Options for Availability States on page 34.

Changing Your Active Availability State

1. Tap the **State** softkey.
   The active state is indicated.

2. Tap the desired **Availability** option.

3. Tap the **Save** softkey.
   The availability state for your phone changes to the selected state.

Specifying Options for Availability States

1. Press ⚙.

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the Availability icon.

4. Select an **Availability** option by tapping ‹ / › .

5. Tap **Call Forward Mode** and then tap ‹ / › to specify when to forward calls:

   - **Always** means that calls received when this availability state is active are always forwarded to the specified destination number. When you select Always, you can also specify the Always destination, which is the number that you want calls forwarded to, or you can accept the default.

- **No answer** means that calls received when this availability state is active will be forwarded to the specified destination number only when you do not answer your phone or when your phone is unable to accept additional calls. You can also configure the following options or accept the defaults:

  - **No answer destination.** Specify the number you want calls forwarded to when you do not answer them.

  - **Number of rings** Specify the number of times the phone rings before the call is forwarded.

  - **Busy destination** Specify the number to forward the call to if your extension is busy.

- **Never** means that calls received when this availability state is active will never be forwarded.

6. For the **Simulring** option, select **On** or **Off** depending on whether you want the phones that you have configured through the Connect client to ring simultaneously with your extension. (However, if you choose to always forward calls to another number, your extension does not ring.)

7. After setting options, tap the **Save** softkey.
   The changes are saved and the availability state is set.

8. Tap the **Quit** softkey.

Time and Date

On the IP phones, the following time and date sub-options are available to be configured:

- Settings:
  - Time Format
  - Daylight Savings
  - Date Format
- Time Zone

Settings

Configuring the Time Format, Daylight Savings, and Date Format

1. Press ⎡ ⚙ ⎤.

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Time and Date** icon.

4. Tap the **Settings** icon.

Time and Date

Time Format	● 12 Hour
Daylight Savings	○ 24 Hour
Date Format	

| Save | | | | | Cancel |
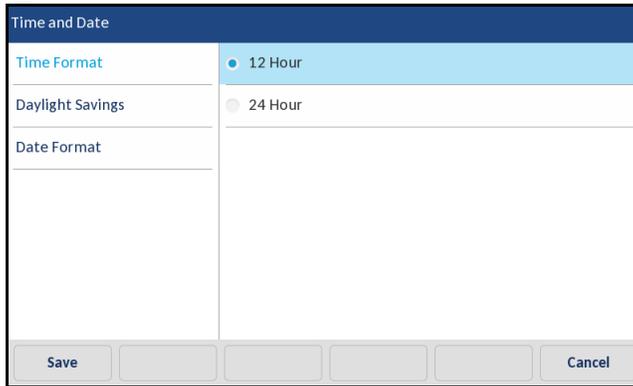
5. With **Time Format** highlighted, tap the preferred time format. Valid values are 12 Hour (the default) and 24 Hour.

6. Tap **Daylight Savings**.

Time and Date

Time Format	○ Off
Daylight Savings	○ 30min summertime
Date Format	○ 1h summertime
	● Automatic

| Save | | | | | Cancel |
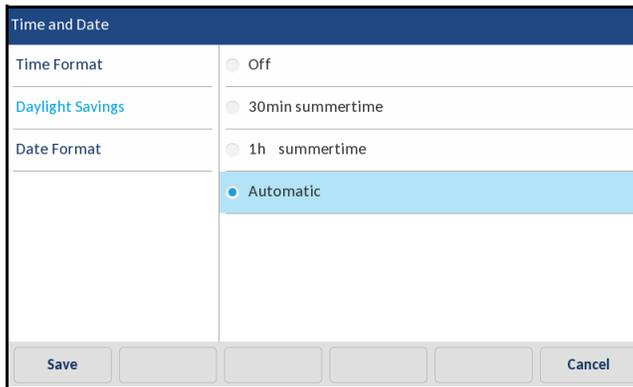
7. Choose the preferred daylight savings setting. Valid values are:

   • Off

   • 30 min summertime

   • 1h summertime

   • Automatic (default)

8. Tap **Date Format**.

Time and Date

Time Format	● WWW MMM DD
Daylight Savings	○ DD-MMM-YY
Date Format	○ YYYY-MM-DD
	○ DD/MM/YYYY
	○ DD/MM/YY
	○ DD-MM-YY
	○ MM/DD/YY

| Save | | | | | Cancel |
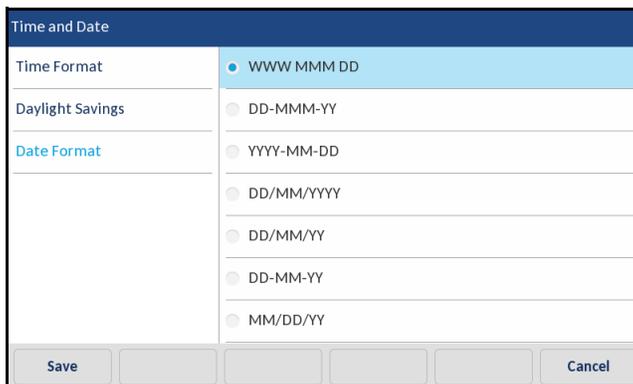
9. Swipe up or down to scroll through the list and choose the preferred date format. Valid values are:

   - WWW MMM DD (default)
   - DD-MMM-YY
   - YYYY-MM-DD
   - DD/MM/YYYY
   - DD/MM/YY
   - DD-MM-YY
   - MM/DD/YY
   - MMM DD
   - DD MMM YYYY
   - WWW DD MMM
   - DD MMM
   - DD.MM.YYYY

10. Tap the **Save** softkey to save your changes.

   Note: The time and date formats you configure are applicable to the **Home** screen as well as the Missed/Received Calls and Outgoing Redial Lists.

Time Zone

Configuring the Time Zone

1. Press [⚙] .

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Time and Date** icon.

4. Tap the **Time Zone** icon**.**
   A list of time zones displays for different areas of the world.
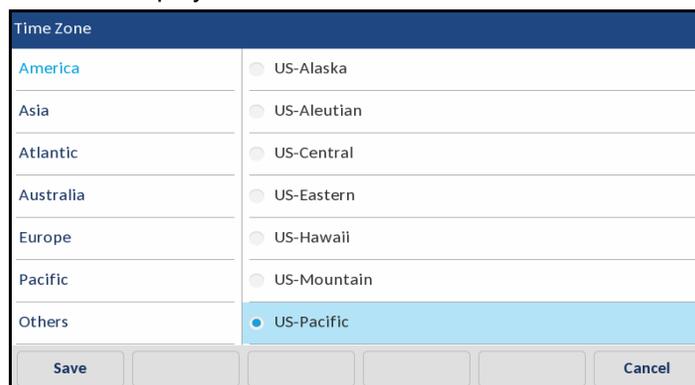
5. Scroll through the region list and highlight one of the following region:

   - America
   - Asia

- • Atlantic

- • Australia

- • Europe

- • Pacific

- • Others

6. Scroll through the time zone list and choose the time zone that applies to your area. The default time zone is US-Eastern.

7. Tap the **Save** softkey to save your changes.

Status

The **Status** option in the **Settings** menu allows you to view the following information about your phone:

- • **Firmware Info:**
  Information about the phone's firmware version, boot version, and platform.

- • **Network**:
  General information regarding your phone's network settings such as IP address, MAC address, and port information.

- • **Error Messages**:
  Error messages for the phone. If there are no error messages, **No Error Messages** is displayed.

To view the **Status** menu:

1. Press ⬜ ⚙ .

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Status** icon.

4. Tap a status option to view details. The following status options are available:
   - • Firmware Info
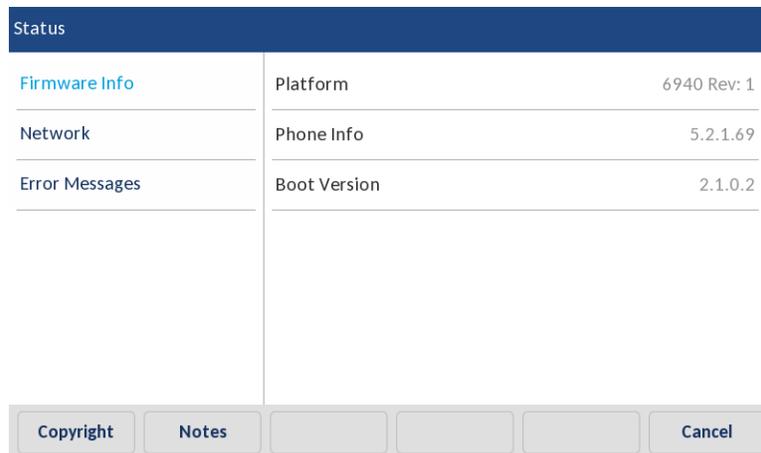
Status		
Firmware Info	Platform	6940 Rev: 1
Network	Phone Info	5.2.1.69
Error Messages	Boot Version	2.1.0.2
Copyright	Notes	Cancel
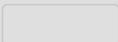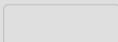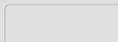
- Network

Status	
Firmware Info	IP Address	10.211.46.65
Network	MAC Address	08000FC68ABD
Error Messages	LAN Port	100/Full (Auto)
	PC Port	Link Down
	Cloud Domain	sky.shoretel.com
	Language	en-US
	Time Zone	India Standard Time

| Copyright | Notes | | | | Cancel |

- Error Messages

Status	
Firmware Info	No Error Messages
Network	
Error Messages	

| Copyright | Notes | | | | Cancel |

Notes:

- Tap the **Copyright** softkey to view copyright information.
- Tap the **Notes** softkey for the privacy policy link.
- The **Status** menu may also contain a section called **Accessory Info**. This section details the firmware versions of all the accessories attached to your phone.

Bluetooth

The 6940 IP phone supports MobileLink, a feature that provides seamless mobile integration using Bluetooth wireless technology.

Note: For more information about how to use the MobileLink features, see MobileLink on page 14.

The phone also supports the use of a Bluetooth headset as an alternate audio device and a cordless handset as an optional accessory. Using the **Bluetooth** settings menu, you can enable and disable

Bluetooth functionality on your phone as required. You can also pair, connect, and unpair a Bluetooth device as applicable.

Notes:

- The specific operation of third-party Bluetooth devices can vary by manufacturer and model. Ensure your Bluetooth device has been upgraded to its latest firmware revision. Refer to the documentation accompanying the Bluetooth device for details on operation, alerting tones, LEDs, and charging. Note that all Bluetooth devices will drop any call in progress if the maximum range is exceeded.

- Attempting to pair and connect using your Bluetooth device's respective menus may cause connectivity issues. Follow the procedures listed in the sections below to ensure the connectivity of your Bluetooth device.

- Only one Bluetooth device of each profile (that is, handset, headset, or mobile phone) can be connected at one time. Connecting to a new device of the same profile will automatically result in the disconnection of the previous device of the same profile. If there is no connection to any device (within the same profile), the phone will actively look for the most recently connected device and attempt to automatically reconnect. Manually disconnecting the device using the device's native UI will not prevent an automatic reconnection. You must either disconnect using the **Bluetooth** menu on the 6940 IP phone, "forget" the device, or the device must be out of range to circumvent the automatic reconnect process.

- When using a multi-point Bluetooth headset with your 6940 IP phone, do not pair your multi-point Bluetooth headset to multiple devices (for example, to your 6940 phone and your mobile phone), as audio and connectivity issues may occur.

- Some Bluetooth headsets have a proximity sensor feature that automatically changes the audio path depending on whether the headset is put on or taken off. It is strongly recommended to disable this feature when using the such a headset with the 6940 IP phone as it may cause audio issues. Refer to the documentation accompanying the Bluetooth device for information about how to disable this feature.

- Bluetooth headsets connected to the 6940 IP phone are limited in functionality to answering, ending, and muting calls. Additional headset features (such as rejecting calls) are not supported and will cause unexpected behavior (for example, invoking the reject call function will answer instead of reject).

- Bluetooth is enabled by default in 6940 IP phone. However, you can manually enable/disable Bluetooth by tapping the ⬜ icon.

Pairing a Bluetooth Device

1. Press ⚙ .

2. Enter your voicemail password, and tap the **Enter** softkey.
    The **User Settings** menu opens.

3. Tap the **Bluetooth** icon**.**

4. At the top of the screen, confirm that Bluetooth functionality is enabled. If it is not enabled, swipe the Bluetooth toggle switch ⬜ to the right.

5. Tap **Available Devices**.
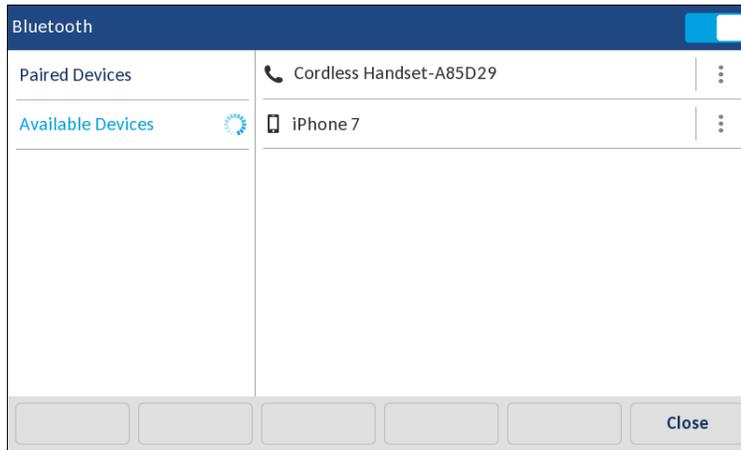
Notes:

- The 6940 IP phone scans for supported Bluetooth devices to populate the list of available devices. Refer to the respective Bluetooth device documentation for discovery and pairing procedures that must be performed on your Bluetooth device.
- When attempting to pair a Mitel cordless Bluetooth handset with the 6940 IP phone, the device name will appear in the available devices list as "Cordless Handset" followed by the last six digits of the handset's MAC address.

6. Tap the device you want to pair.
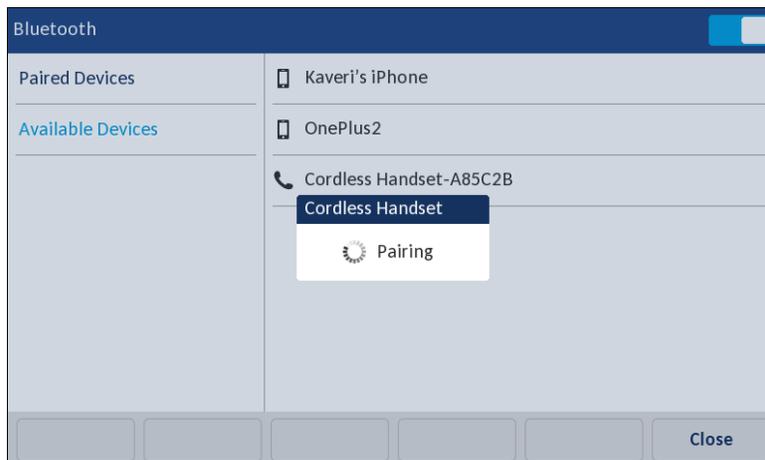
The phone attempts to pair the Bluetooth device and, if successful, automatically attempts to connect to the Bluetooth device.

Notes:

- For mobile phones and some other Bluetooth devices, a Bluetooth pairing request is displayed on both the 6940 IP Phone and the respective mobile phone or Bluetooth device. Ensure the pairing code matches on both devices, tap **Yes** on the 6940 IP Phone and acknowledge the pairing request on your mobile phone or Bluetooth device.
- You can pair multiple mobile phones with the IP phone, but only one mobile phone can be connected at a time. For example, if you try to pair and connect mobile phone-2 when mobile phone-1 is connected to the IP phone, then mobile-phone-1 will be disconnected before the IP phone connects to mobile phone-2.
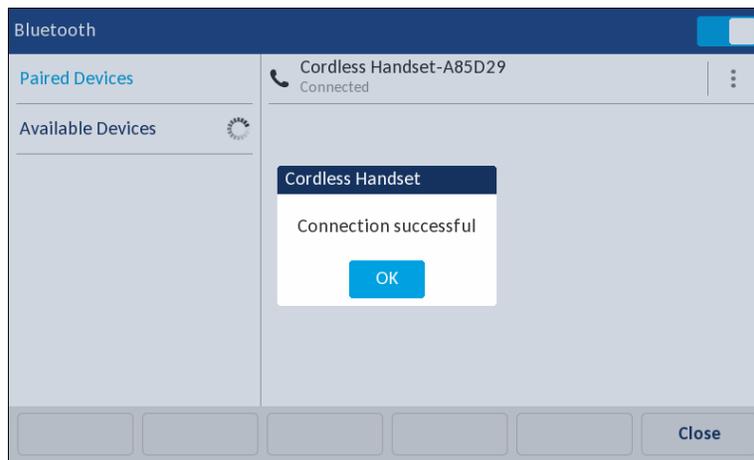
Note: If pairing or connecting fails, a failed error message appears on screen. Tap the **Retry** softkey to attempt to pair or connect again, or tap the **Cancel** softkey to cancel the attempt.

7. Tap **OK** to acknowledge the successful connection.
   The connected Bluetooth headset is added to the list of **Paired Devices** and is ready to use.

When a Bluetooth handset is connected, a handset connected icon ![icon] appears in the status bar on the **Home** screen.

When a paired Bluetooth Handset loses connectivity with the 6940 IP Phone, a warning message displays on the Home screen and an ![icon] icon appears in the status bar. Tap **OK** to clear the message.
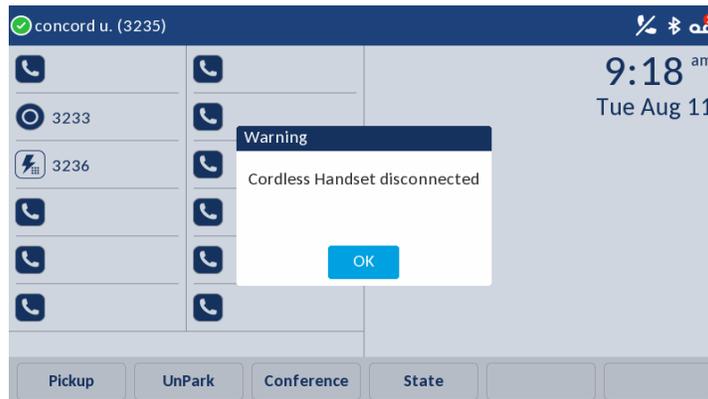
Additionally, an ![icon] icon appears on the screen saver bubble when the phone is in screen saver mode.

When the Bluetooth Handset is successfully re-connected, all notifications for connectivity loss disappear from the phone.

When a Bluetooth headset is successfully connected, a Bluetooth headset connected icon ![icon] appears in the status bar on the **Home** screen.

When a mobile phone is successfully connected, a Mobile connected icon ![icon] appears in the status bar on the **Home** screen.

When an S720 Bluetooth speaker is successfully connected, a Bluetooth headset connected icon ![icon] appears in the status bar on the **Home** screen.

Disconnecting a Bluetooth Device

To disconnect a paired Bluetooth device, simply tap on the Bluetooth device you want to disconnect. A "Disconnection Successful" message appears on the screen.
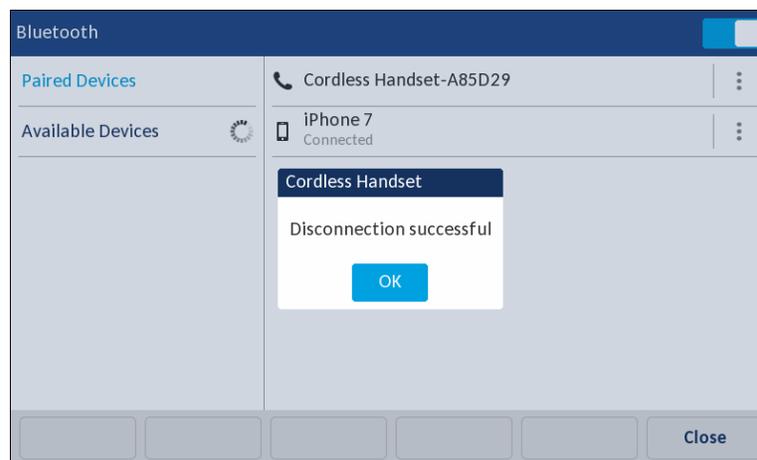
Forgetting a Bluetooth Device

1. Press ![settings icon].

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Bluetooth** icon**.**

4. Confirm that the Bluetooth functionality is enabled. If it is not enabled, swipe ⬜ to the right.

5. In the **Paired Devices** list, tap ⋮ corresponding to the Bluetooth device you want to unpair and then tap **Forget**.The following message appears on screen:
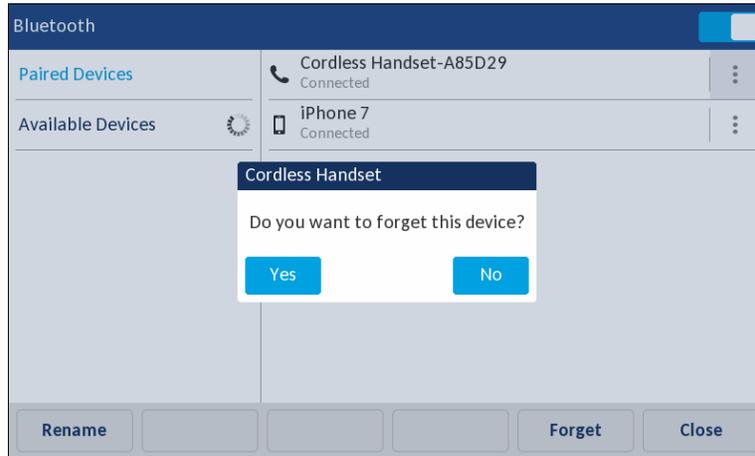
6. Tap **Yes** to unpair the device.
   The Bluetooth device is removed from the list of **Paired Devices**.

Connecting to a Different Paired Bluetooth Device

1. Press [⚙].

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Bluetooth** icon.

4. Confirm that the Bluetooth functionality is enabled. If it is not enabled, swipe the Bluetooth toggle switch [⬜] to the right.

5. In the **Paired Devices** list, tap the Bluetooth device you want to connect to.
   The phone attempts to connect to the device.

   Note: If connecting fails, an error message appears on screen. Tap the **Retry** softkey to attempt to connect again, or tap the **Cancel** softkey to cancel the attempt.
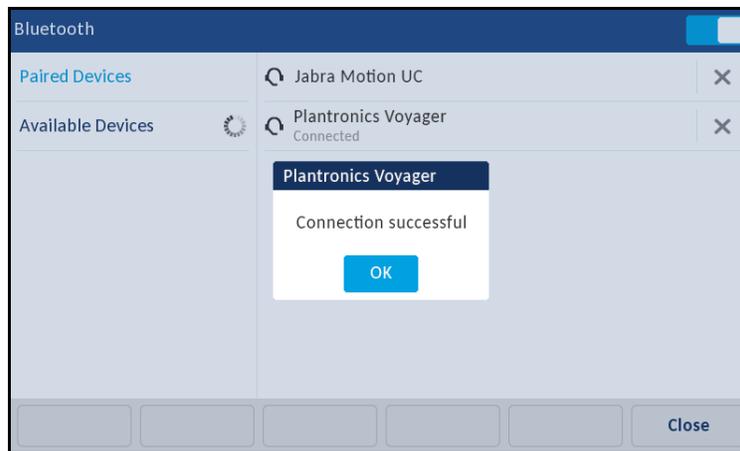
6. Tap **OK** to acknowledge the successful connection.
   The connected Bluetooth device is ready to use.

Renaming a Paired Bluetooth Device

1. Press [⚙].

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Bluetooth** icon.

4. Under paired devices, tap ⋮ adjacent to the required Bluetooth device and then tap the **Rename** softkey.
A pop up dialog appears allowing you edit the name of the Bluetooth device.
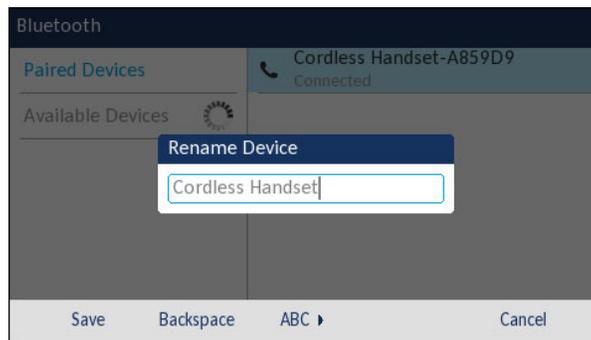
5. Edit the name of the device using the dialpad keys, and tap the **Save** softkey to save your changes.

Connecting to a Different or Disconnected Bluetooth Device

1. Press ⚙.

2. Enter your voicemail password, and tap the **Enter** softkey.
The **User Settings** menu opens.

3. Tap the **Bluetooth** icon.

4. Under paired devices, tap the Bluetooth device you want to connect.
The phone attempts to connect to the device.

> **Notes:**
> - If connecting fails, an error message appears on screen. Tap **Retry** to attempt to connect again, or **Cancel** to cancel the attempt.
> - If connecting a mobile phone, depending on the connection state of the mobile phone, you may need to retry multiple times before the mobile phone connects successfully.

5. Tap **OK** to acknowledge the successful connection.
The connected Bluetooth device is ready to use.

Directory

You can configure directory entries to display using the contact's first name and then last name or vice versa. Moreover, the option to sort contacts using either their first name or last name is available through the *Directory option in User Settings* options menu.

If external Directory sources are configured, you can enable/disable the **Mobile Contacts** as well as rename Directory folder labels through the *Directory > External Sources* options in the User Setting menu.

> **Note:** For more information about Directory functionality, see

Settings

Configuring Directory Display and Sorting Options

1. Press ⚙.

2. Enter your voicemail password, and tap the **Enter** softkey.
The **User Settings** menu opens.

3. Tap the **Directory** icon.

4. Tap the **Settings** icon.

Directory	
Display Name Order	● First Last
Sorting Preferences	○ Last, First
Save	Cancel
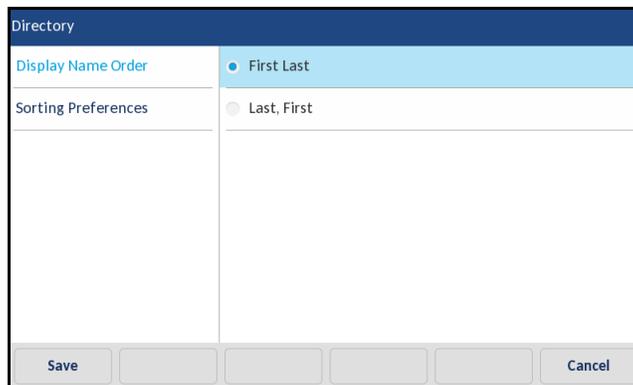
5. Choose the display name order.

6. Tap **Sorting Preferences**.

Directory	
Display Name Order	● By First Name
Sorting Preferences	○ By Last Name
Save	Cancel
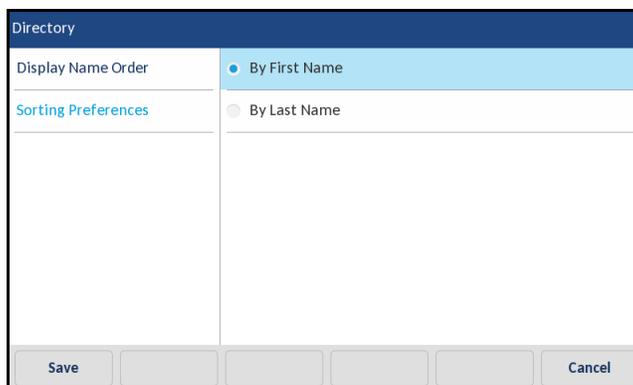
7. Choose the sorting preference.

8. Tap the **Save** softkey to save your changes.

External Sources

> **Note:** Menu available only if external Directory sources have been configured by your Mitel administrator.

Enabling/Disabling Directories and Renaming Labels

1. Press ⚙.

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Directory** icon.

4. Tap the **External Sources** icon.

5. Tap the **Mobile Contacts** check box alternatively to enable or disable external directory as per your preference.
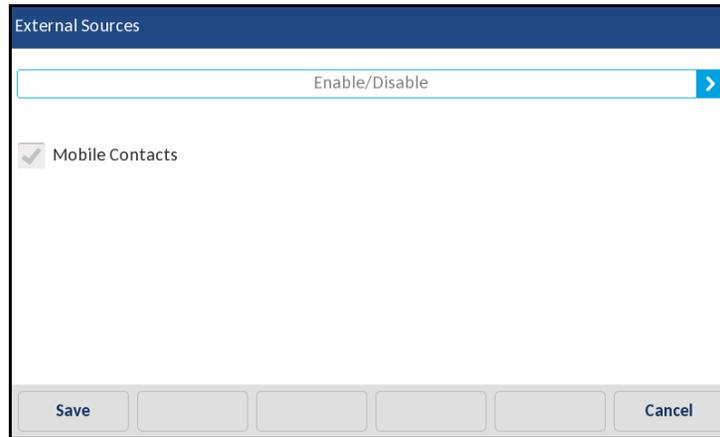
6. Tap the right arrow on the **Enable/Disable** tab to switch to the **Labels** tab.
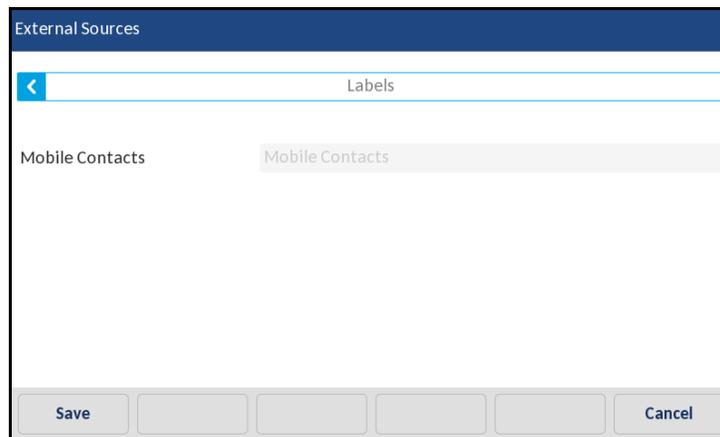
7. Tap the Directory source label field that you want to edit and using the on-screen keyboard enter a name for the directory folder.

8. Tap the **Save** softkey to save your changes.

Diagnostics

The Diagnostics menu allows you to access the following diagnostic tools:

- Ping
- Traceroute

- Capture

- Log upload

- Audio Diagnostics

Ping

The **Ping** sub-menu allows you to ping a host name or IP address directly from the 6940 IP phone. This tool can be used to verify whether or not network connections between the phone and other network endpoints are intact.

Using the Ping Tool

1. Press [⚙️].

2. Enter your voicemail password, and tap the **Enter** softkey.
The **User Settings** menu opens.

3. Tap the **Diagnostics** icon.

4. Tap **Ping**.

Ping					
Host Name or IP Address					

Ping	Backspace	Dot "."	123 ▸		Cancel
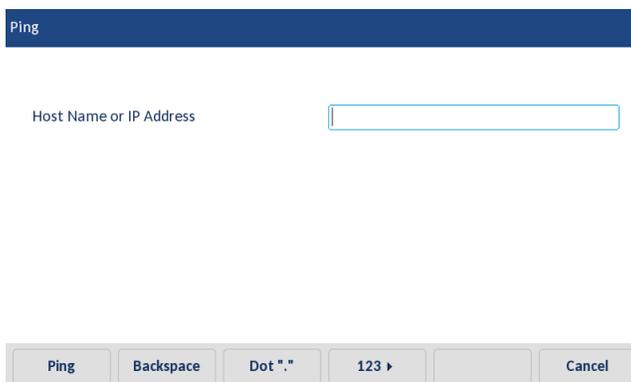
5. In the input field, enter the host name or IP address of the network endpoint you want to ping.
   Note: The **Backspace** softkey can be used to delete the last digit/character entered, the dot (".") softkey can be used to enter a dot where applicable, and the abc/123 softkey can be used to switch the keyboard from alphabetic to numeric.

6. Tap the **Ping** softkey to begin.
The IP phone displays the number of packets sent, the number of packets received, and the Round-Trip Time (RTT) min/avg/max in milliseconds.

Traceroute

The **Traceroute** sub-menu allows you to perform a trace request. You can then review the parameters that the DHCP trace returns. After you have reviewed the trace information, the DHCP Lease is released.

Performing a Traceroute

1. Press [⚙️].

2. Enter your voicemail password, and tap the **Enter** softkey.
The **User Settings** menu opens.

3. Tap the **Diagnostics** icon.

4. Tap the **Traceroute** icon

5. Enter an **IP address**.

6. Tap **Traceroute**.
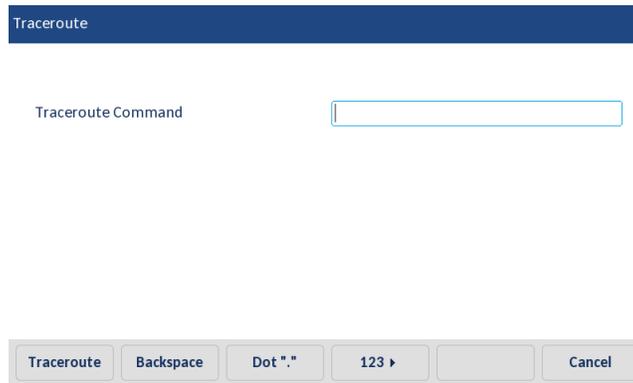
Traceroute					
Traceroute Command					
Traceroute	Backspace	Dot "."	123 ▸		Cancel

Capture

The **Capture** option allows you to capture TCP network packets for up to 1440 minutes (24 hours) as well as various logs that can in turn be used to help debug and troubleshoot various issues.

Capturing TCP Network Packets

1. Press ⚙.

2. Enter your voicemail password, and tap the **Enter** softkey.
The **User Settings** menu opens.

3. Tap the **Diagnostics** icon.

4. Tap the **Capture** icon.
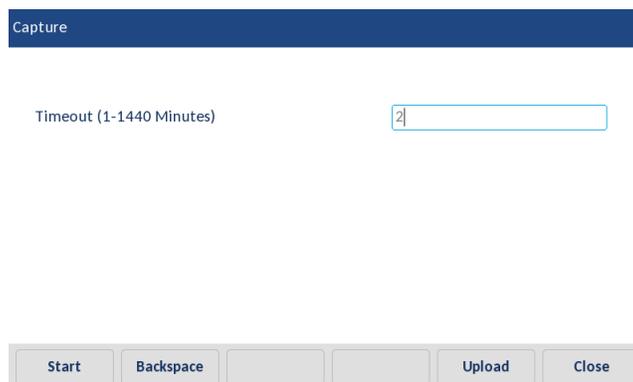
Capture					
Timeout (1-1440 Minutes)		2			
Start	Backspace			Upload	Close

5. In the **Timeout** input field, enter the amount of time (in minutes, from 1 to 1440) you want to capture TCP network packet data.

6. Tap the **Start** softkey.

   > **Note:** Tap **Stop** at any time to stop capturing TCP packet data.

7. After Capturing, tap the **Upload** softkey to upload the log.

8. Tap the **Close** softkey to go back to the **Diagnostics** menu.

Log Upload

Log upload option allows you to collect the phone's logs and upload them to a server.

Performing the Log Upload

1. Press [⚙].

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Diagnostics** icon.

4. Tap **Log upload**.

Log upload

Press "Upload" to upload a debug log

				Upload	Close

5. Tap **Upload** to upload a debug log.

6. After completion, tap **close** to go back to the **Diagnostics** menu.

Audio Diagnostics

The Audio Diagnostics sub-menu allows you to collect up to 5 minutes of audio log files that can help to debug audio issues on the 6940 IP phones.

Capturing Audio Diagnostic Logs

1. Press [⚙].

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Diagnostics** icon.

4. Tap the **Audio Diagnostics** icon.

Audio Diagnostics	
Timeout (1-5 Minutes)	1

Start	Backspace				Close
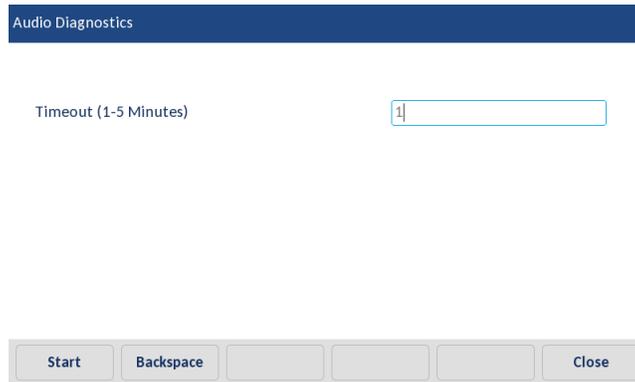
5. In the **Timeout** input field, enter the amount of time (in minutes, from 1 to 5) you want to run the audio diagnostic tool.

6. Tap **Start**.
The IP phone displays **Capturing,** and when the timeout elapses, **Collecting Logs** is displayed. When all the logs have been collected, a **Complete** message is displayed.

> **Notes:**
> • Tap the **Stop** softkey at any time to stop capturing the audio diagnostic logs.
> • A "log issue" is issued only after the completion of an audio diagnostics run.

> **CAUTION:** Do not change the audio device when you run the audio diagnostics tool.

7. Tap the **Close** softkey to go back to the **Diagnostics** menu.

Audio

The 6940 IP phone allows you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The **Audio Mode** option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set:

Audio Mode Option	Description
Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing ⬛/◷ on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing ⬛/◷ on the phone. To switch from the headset to the handset, lift the handset.
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when ⬛/◷ is pressed. By pressing the hardkey again, you can switch back and forth between the handsfree speakerphone and the headset. At any time, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.

Audio Mode Option	Description
Headset/Speaker	Incoming calls are sent to the headset first when ⬚ is pressed. By pressing the hardkey again, you can switch back and forth between the headset and the handsfree speakerphone. At any time, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.

Configuring the Audio Mode

1. Press ⬚ .

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Audio** icon

4. Tap **Audio Mode**.
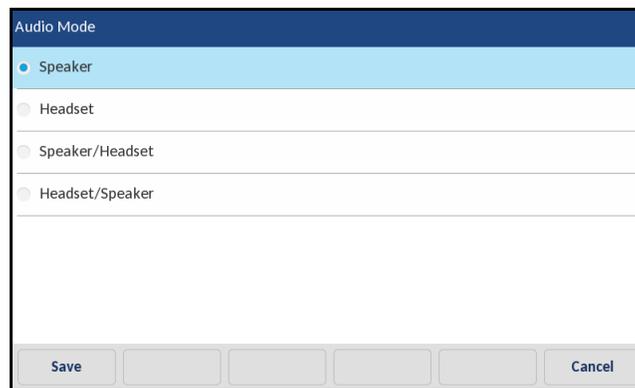
5. Tap the preferred audio mode.
   - Speaker (default)
   - Headset
   - Speaker/Headset
   - Headset/Speaker

6. Tap the **Save** softkey to save your changes.

Headset

The **Headset** option allows you to set the volume level for the headset microphone.

> **Note:** Ensure that only one headset is connected to the IP phone at a time.

Configuring Headset Mic Volume

1. Press ⬚ .

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Audio** icon.

4. Tap the **Headset** icon.

Headset	
Headset Mic Vol	○ Low
	● Medium
	○ High

| Save | | | | | Cancel |
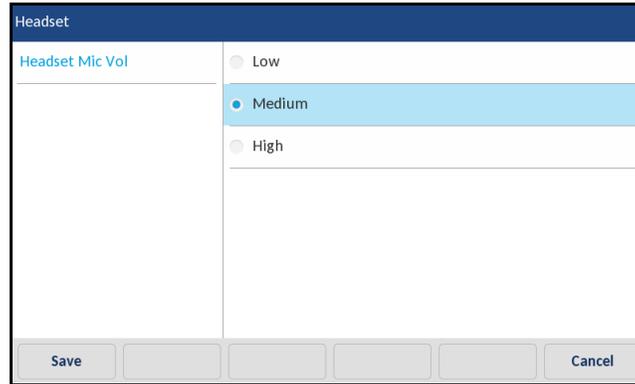
5. Choose the preferred volume setting:

- Low

- Medium (default)

- High

6. Tap the **Save** softkey to save your changes.

Changing the Ringtone

1. Press [⚙].

2. Enter your voicemail password, and tap the **Enter** softkey.
The **User Settings** menu opens.

3. Tap the **Audio** icon.

4. Tap the **Ring Tones** icon.

Ring Tones
● Standard
○ Ring 2
○ Ring 3
○ Ring 4
○ Tone 1
○ Tone 2
○ Tone 3

| Save | Play Int | Play Ext | | | Cancel |
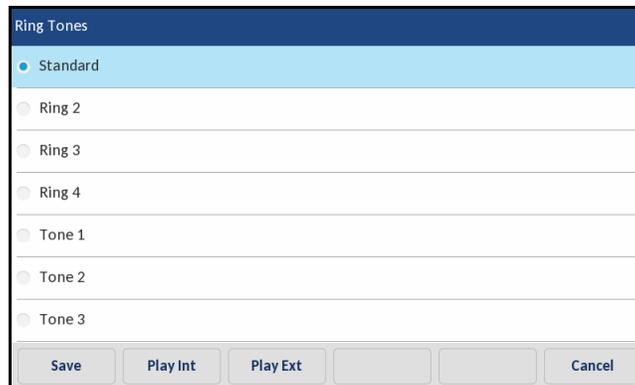
5. Scroll through and choose a ring tone (**Tone 1** through **Tone 15**, **Silent**, or any custom ring tones installed).

6. Tap the **Save** softkey to save your changes.
The ring tone you select is immediately applied to the IP phone.

Display

The **Display** option allows you to set the following settings on your phone:

- Home Screen Settings:
  - Screen Saver Timer

- Brightness Settings:
  - Brightness Level
  - Brightness Timer

- Push Notifications
  - Sound
  - Bluetooth
  - External

Home Screen Settings

The **Screen Saver Timer** option allows you to configure the amount of time (in seconds) the phone must be idle before the screen saver initiates. When the specified amount of time expires, a screen saver displaying the date and time and the number of missed calls (if applicable) is displayed on screen.

Configuring the Screen Saver Timer

1. Press [⚙] .

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Display** icon.
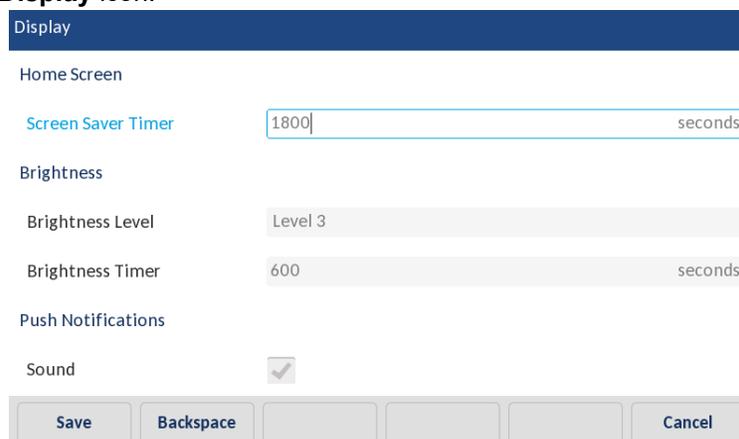
Display		
Home Screen		
Screen Saver Timer	1800	seconds
Brightness		
Brightness Level	Level 3	
Brightness Timer	600	seconds
Push Notifications		
Sound	✓	
Save	**Backspace**	**Cancel**

4. Tap the **Screen Saver Timer** field.

5. Enter a value, in seconds, using the on-screen keyboard. You can set the timer from 0 (disabled) to 7200 seconds. The default is 1800 (30 minutes).

6. Tap the **Save** softkey to save your changes.

Brightness Settings

The **Brightness Level** option on the IP phone allows you to set the amount of light that illuminates the LCD display.

The **Brightness Timer** option allows you to set the amount of time you want the LCD display to stay illuminated before turning the backlight off during a period of inactivity. For example, if you set the brightness timer to 60, when the phone reaches 60 seconds of inactivity, the LCD backlight goes off.

Setting the Brightness Level and Timer

1. Press ⚙ .

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Display** icon.

Display	
Home Screen	
Screen Saver Timer	1800 seconds
Brightness	
Brightness Level	Level 3
Brightness Timer	600 seconds
Push Notifications	
Sound	✓
Save **Backspace** **Cancel**	
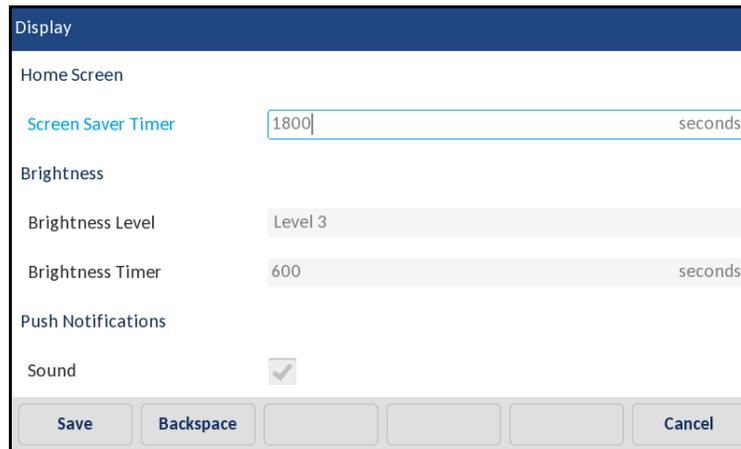
4. Tap the **Brightness Level** field.

5. Tap the left and right arrow buttons in the **Brightness Level** field to increase or decrease the intensity of brightness on the LCD.

6. Tap the **Brightness Timer** field.

7. Enter a value, in seconds, using the on-screen keyboards. You can set the timer from 1 to 36000 seconds. The default is 600 (10 minutes).

8. Tap the **Save** softkey to save your changes.

Push Notifications

A push notification is a message that pops up on the device. This ensures that the user gets notified even when the application is not running.

Setting the Push Notifications

1. Press ⚙ .

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Display** icon.

4. Scroll down and tap the check box against the desired options under **Push Notification**:

   • Sound

   • Bluetooth

   • External

5. Tap the **Save** softkey to save your changes.

Programmable Buttons

You may configure the programmable buttons on IP Phone or the M695 PKM to perform tasks by tapping just one button on the phone UI.

Configuring Programmable Buttons

1. Press ⚙ .

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Navigate to the **Programmable Buttons** option and tap the **Select** softkey.
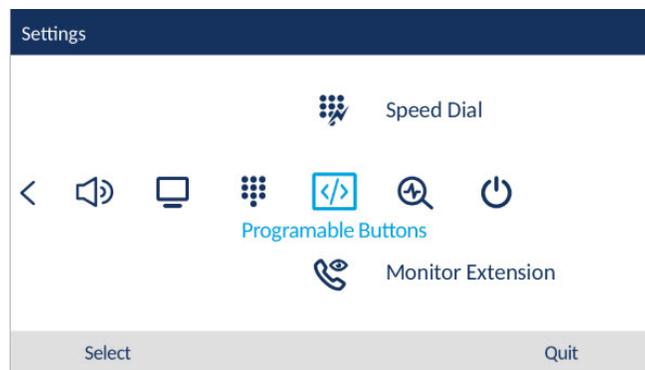
4. On the Program Keys Edit screen, select the Top Softkey for which you would like to configure any of the following program buttons:

   - Call appearance

   - Dial Number

   - Mobile Line

5. Enter the number that you want to program.

6. Enter the label that you want displayed next to the configured button.

7. Tap the **Save** soft key.

8. Repeat steps 4-7 to program another button, or Tap the **Exit** soft key.

Additional Phone

The **Additional Phone** option allows you to enable the simultaneous ringing feature. The Mitel administrator needs to configure the simultaneous ringing feature in the **MiVoice Connect Director** (Connect portal). With this feature, the Mitel administrator can configure up to two additional phones to ring in addition to the user's assigned phone.

To enable simultaneous ringing on two phone:

1. Press 🔘 .

2. Enter your voicemail password, and press the **Enter** softkey.

3. Navigate to the **Additional Phone** option and press the select button or press the **Select** softkey.

4. Select the **Additional Phone** check box and press the **Save** softkey.

Restart

You may want to restart your phone to check for updates on the server, or you may occasionally need to restart your phone for phone configuration changes or network settings to take effect. You may also need to restart your phone if you have been asked to do so by your Mitel administrator or should you experience any unexpected behavior.

Restarting Your Phone

1. Press 🔘 .

2. Enter your voicemail password, and tap the **Enter** softkey.
   The **User Settings** menu opens.

3. Tap the **Restart** icon.

   | **Note:** Swipe right to switch pages in the User Settings menu.
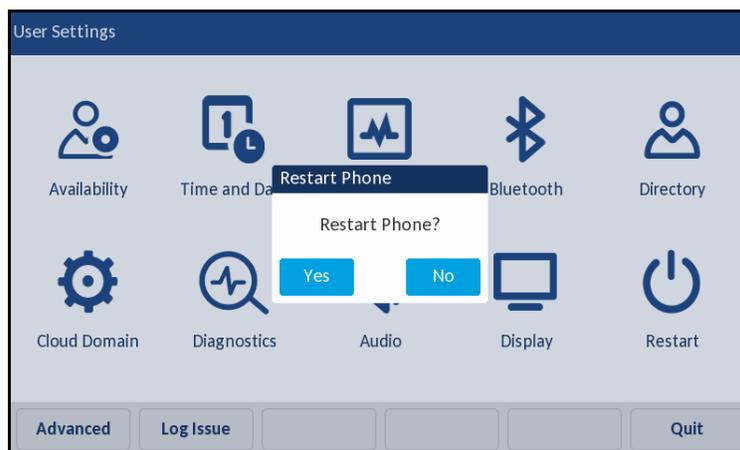
4. When the **Restart Phone?** prompt appears, tap **Yes**.
   If you do not wish to restart your phone, tap **No**.

   | **Note:** Your phone goes out of service temporarily during the restart and reboot process.

Making a Conference Call

A conference call involves more than two parties connected in a call. The number of people you can conference together in a call using your **Conference** softkey depends on your system configuration. Contact your Mitel administrator for the details about your system's conference capabilities.

You can set up a conference call using either of the following approaches:

- In a blind conference call, you conference the people together without the other person first answering your call.

- In a consultative conference call, you talk to the person before adding that person to the conference call.

To Make a Conference Call

1. Dial the extension of the first person you want to include in the conference call, and consult with that person.

2. Tap the **Conference** softkey.
   The call is put on hold.
   > **Note:** Tap the **Cancel** softkey or press the **Hold** hardkey if you want to cancel the conference.

3. Dial the extension of the next person you want to add to the conference call.

4. Optionally, after dialing the extension, you can quickly do one of the following:
   - Tap the **Consult** softkey or wait until the timeout ends to initiate a consultative conference.
   - If you have the necessary permissions, tap the **Intercom** softkey to connect with the other party through the intercom.

5. Do one of the following:
   - While the phone rings, proceed to the next step.
   - Wait for the person to answer, and consult with the person if necessary.

6. If you've initiated a consultative or Intercom conference, when prompted tap the **Conference** softkey to proceed with the conference.
   A three-way conference call is established. Your phone displays the number of other participants included in the conference call.

7. Repeat steps 1-6 for each additional person you want to include in the conference call.

Using the Merge Feature to Conference Active Calls

When you are engaged in an active call or a conference call, you can add another call to your active call through the Merge feature.

- To add the call to an existing call or conference call, tap the **Merge** softkey.
  - If there is only one other call on the phone, the new call is automatically added to the held call or conference call.
  - If more than one other call is on hold, the phone displays a list of calls you can merge the active call to. Scroll to the call you want to merge, and tap the **Merge** softkey.

- If the call in focus is a held call, when you tap the **Merge** softkey it merges the held call to the active call.

Using the Intercom

The Intercom function allows you to connect with another party without ringing the party through a call line. To use this feature, you and the other party must use Mitel IP phones and have the necessary permissions enabled by your Mitel administrator.

The intercom functionality is also available as a softkey through the Directory, the Call History, and the conferencing feature. Your Mitel administrator can also configure the Intercom as a programmed button.

To use the intercom to contact another party

1. Lift the handset.

2. Dial * 15 followed by the extension number of the person you want to contact.

Paging

If your phone and other phones at your site are configured for paging, you can speak a message to be heard on a connected speaker, usually overhead. Or you can use group paging to simultaneously page all of the phones included in a list of extensions.

To use either type of paging function, your Mitel administrator must give you access.

To send a page:

1. Dial the number your Mitel administrator provided and wait for the confirmation tone, and then begin speaking in to the handset.

2. Hang up when you are finished.

> **Note:** If you hear an error tone when you try to page, paging might not be configured at your site or you might not have the necessary permissions to use paging. Contact your Mitel administrator for assistance.

Voice Services

The Voice Services option displays the fully qualified configuration server to which the phone is registered to obtain the provisioning data.

To View The Configuration Server

1. Press ⌖ .

2. Enter your voicemail password and tap the **Enter** softkey.

3. Navigate to the **Config Server** option and tap the select button or tap the **Select** softkey.

Configuration Servers	
Config server 1	10.211.44.66
Config server 2	
Config server 3	
Config server 4	
Config server 5	
Config server 6	

Save	Backspace	Dot "."			Cancel

Or, edit the existing **MiVoice Connect Configuration Server** address.

4. Tap the **Save** softkey.

> **Note:** Mitel does not recommend changing the server configuration address after the phone is successfully registered.

Simultaneous Ringing

The simultaneous ringing feature allows users to configure up to two additional phones to ring in addition to their assigned phone. The Mitel administrator needs to configure the simultaneous ringing feature in the MiVoice Connect Director (Connect portal). When this feature configured for a user, the Additional Phone option (in the Settings) becomes available for the user.

A user can follow these steps to activate the simultaneous ringing feature:

1. Press ⚙ .

2. Enter your voicemail password and tap the **Enter** softkey.

3. Navigate to the **Additional Phone** option and tap the select button or tap the **Select** softkey.

4. Select the **Additional Phone** check box and tap the **Save** softkey to activate the simultaneous ringing feature.

To enable or disable additional ringing:

1. While your phone is ringing, tap the **AddOn** softkey.
   The designated extension starts ringing.

2. Tap the **AddOff** softkey to stop ringing on the additional phone.
   The call returns to the original extension.

Moving a Call to Another Phone

If your phone is configured to ring simultaneously with additional phones (such as your cell phone, your home phone, or another external number), you can easily move active calls from your assigned extension to one of these phones, as long as your additional phones are enabled. For example, if you are participating in a conference call, you can move the call from your desk phone to your cell phone and leave the office, without disrupting the conference call.

After a simultaneous ringing call is established, you can move the call back and forth between the simultaneous ringing devices.

- To move an in-progress call from your desk phone to an additional phone, press the Move soft key on your desk phone.

  The additional phones ring, and the call is moved when you answer one of the additional phones.

- To move an in-progress call from an additional phone to your desk phone, press the Move soft key on your desk phone.

  The call is moved to your desk phone without ringing.

Other Advanced Features

Your Mitel administrator can assign a variety of features and permissions to you that you can access through the programmable keys on your phone. Some of these features are also available through star codes.

Table 7 describes these advanced features. These features are available only if your Mitel administrator has configured your user profile with the necessary permissions.

Table 7: Advanced Features

Feature Name	Star Code	Description
Barge In	Dial ***16** plus the extension that is involved in the active call you want to join.	You can join an in-progress call ("barge in") as a conferenced participant. This feature is useful for operators, executive assistants, trainers.
		Included in this feature are some visual cues such as simple icons that allow you to monitor the extension to a limited extent.

Table 7: Advanced Features

Feature Name	Star Code	Description
Bridged Call Appearance/Shared Call Appearance	None	You can see call activity and interact with calls for another extension. This bridged information, which provides more detailed information than the Monitor Extension functionality, offers faster call handling between users. The call appearance button assigned to the targeted extension displays various icons and LED colors and blink patterns according to the type of call. **Note:** Two-key press is required for Admin to answer a BCA call. The first key press always displays the callerID screen. **Note:** On SCA user, pressing the Goodbye key on an incoming call closes the Caller ID screen but does not disconnect the incoming call.
Call Appearance	None	Represents a phone call on your extension. **Note**: Call Appearance is not supported on Button Box.
Dial Mailbox	None	You can call another person's voice mailbox directly without ringing their phone.
Record Call	None	The Record Call button functionality depends on how Connect Call Recording is configured for the user. **Record all calls (Always On Call Recording):** Press the Record Call button to pause call recording; press the button a second time to resume call recording. **Note**: It is recommended that you configure a long and short label for this button which describes the pause/restart functionality; for example, Pause. **User initiates recording (On-demand Call Recording):** Press the Record Call button to start call recording; press the button a second time to stop call recording. Only external calls can be recorded. Call recordings are saved and can be accessed from the call recording portal.
Group Pickup	None	Answer an incoming call to an extension in a pickup group. **Note**: The extension must be a valid extension for an existing pickup group.

Table 7:   Advanced Features

Feature Name	Star Code	Description
Send Digits Over Call	None	The Mitel system allows users to send a preconfigured set of DTMF tones out during a call. This feature is useful for quickly navigating external interactive voice response (IVR) systems as well as external systems requiring an account code.
Mobile Line	None	Switch the call audio from your Bluetooth-paired mobile phone to your desktop 6900 Series IP phone. This function is available if your mobile phone is synchronized with your desk phone through the Mobilelink feature.
Intercom	Dial ***15** plus the extension of the person you want to contact through the intercom.	You can use a programmed button to connect to another user.
Monitor Extension	None	You can monitor the extension of another user so that you can help manage calls for that extension. The call appearance button assigned to the targeted extension displays various icons and blink patterns according to the type of call. You might also be able to use the monitored extension button to quickly dial that extension, depending on how your Mitel administrator has configured the button.
Page	None	You can access the overhead paging extension at your site.
Park	Dial ***11** plus the extension where you want to park a call.	You can park a call on another extension. To park a call using Star Codes you must place the caller on hold first.
Pickup	Dial ***13** plus the extension from which you want to pick up an incoming call.	You can pick up an incoming call for another extension.
Silent Coach	Dial ***22** plus the extension of the person you want to coach.	You can listen to and coach someone during a call without the outside party hearing.
Silent Monitor	Dial ***17** plus the extension you want to monitor.	You can silently monitor a call on another extension. You are added to the existing call without being heard or seen by any party. Included in this feature are some visual cues such as LED colors and a subset of simple icons that allow you to monitor the extension to a limited extent.
Unpark	Dial ***12** plus the extension where you want to unpark a call.	You can unpark a call that is parked or on hold on another extension.

Table 7:   Advanced Features

Feature Name	Star Code	Description
Whisper Page	Dial ***19** plus the extension of the person you want to speak to.	You can enter a call on another extension and speak to the person without the other party hearing. The person can speak back to you privately through the whisper page mute feature.
Whisper Page Mute	None	If you receive a whisper page, you can speak privately to the person who is speaking to you through the whisper page.
Busyout Hunt Group	Dial***18**	
Ring All - Call Move	Dial *23	
Unblock Caller ID for this call	Dial *82	
Block Caller ID for this call	Dial *67	
Send Digits Over Call	None	The Mitel system allows users to send a preconfigured set of DTMF tones out during a call. This feature is useful for quickly navigating external interactive voice response (IVR) systems as well as external systems requiring an account code.
Lock/Unlock	None	A user of the Shared Call Appearance feature can override the default privacy setting by toggling the **Lock/Unlock** softkey on the phone. The text above the softkey describes the action to be applied to the active call; the softkey text label toggles between **Lock** and **Unlock**. Lock makes the call private and unlock makes the call available for conferencing.
Picking up the Night Bell	Dial *14 to answer the call when you hear the phone ring on the overhead speaker.	A night bell allows calls to route to an extension that rings on an overhead speaker. This feature can be convenient for off-hours when a caller needs to speak with anyone at a site. If you want to use the night bell function, the feature must be configured at your site and your Mitel administrator must authorize your access. **Note**: If you hear an error tone when you try to pick up the night bell, the night bell might not be configured at your site or you might not have the necessary permissions to answer it. Contact your system administrator for assistance.

Table 7: Advanced Features

Feature Name	Star Code	Description
Record Extension	None	Record an active external call on another person's extension; only an extension involved in an external call can be recorded.
		Call recordings can be saved in the mailbox of the initiating client (by leaving the mailbox field blank) or can be routed to an alternate mailbox by entering a mailbox number in the field.

Voicemail Overview

The 6940 IP phone provides a hardkey to access voicemail.

> **Note:** Voicemail functionality must be configured by your Mitel administrator.

When voicemail functionality is enabled, the LED on the 6940 IP phone flashes red and the (**Voicemail**) icon appears on the status bar indicating that voicemail messages are available. You can access your voicemail service by pressing (**Voicemail** hardkey).

Using Visual Voicemail

With visual voicemail, you can access and interact with messages through the display on your phone. At a glance, you can see the following information about the messages in your voicemail:

- The name and phone number of the person who left the message

- The date or time of the message

- Whether the message is a broadcast message and whether it is marked urgent, private, or return receipt requested

The most recent message is listed first.

The number at the top of your phone's main display indicates the number of unheard messages. In your visual voicemail inbox, the number at the top indicates the number of messages in your inbox. Unheard messages are displayed in bold text. Messages that you have already listened to are displayed in regular text.

At any point, you can pause, skip back, or skip forward in the message.

You can also use the visual voicemail interface to record a new voicemail message and designate the recipients, include a subject label for the message, mark the message as urgent, mark the message as private, and request a return receipt.

Voicemail has the following folders:

Inbox: The voicemail messages you have received are listed in the inbox.

Saved: This folder contains the saved voicemail messages.

Deleted: This folder contains the deleted voicemail messages.

Voicemail		
Inbox	0	SU Scale User13 02:07am, 24 Sep (05:59)
Saved	1	SU Scale User 12 03:31am, 4 May (01:01)
Deleted	1	SU Scale User 12 05:28am, 3 May (05:05)

| Call VM | | | | | Quit |
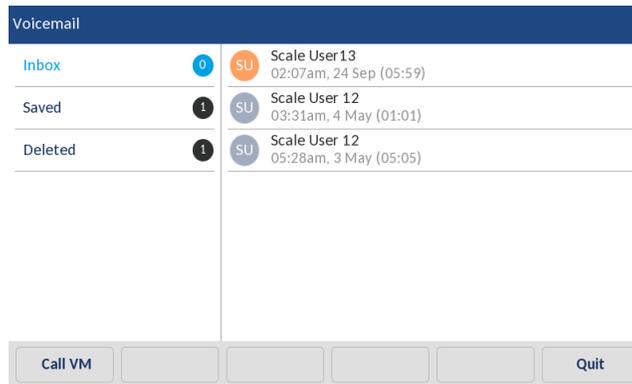
Table 8 describes the icons displayed in visual voicemail.

Table 8:   Voicemail Icons

Icon	Description
	Voicemail message
	Urgent voicemail message (applies to any type of voicemail message)
	Broadcast voicemail message
	Broadcast voicemail message with return receipt requested
	Private broadcast voicemail message
	Private broadcast voicemail message with return receipt requested
	Private voicemail message
	Private voicemail message with return receipt requested
	Voicemail message with return receipt

Interacting with Messages in Visual Voicemail

1. Press [⚏].

2. At the prompt, enter your voicemail password and then tap the **Login** softkey.
   Your voicemail inbox is displayed.

3. Tap the message you want to interact with.

4. Do one of the following to listen to your messages. (You will not hear dial tone.)

   • If you want to listen to your messages with the handset, pick up the handset.

   • If you want to listen to your messages through your headset, press [⚏/⚏] (For wireless headset, take your headset off hook.)

   • If you want to listen to your messages through the speakerphone, you do not have to do anything. By default, messages are played over the speakerphone.

5. Choose one of the following actions:

   • To play the message, tap the **Play** softkey. While the message is playing, you can do any of the following:

      - To pause while listening to the message, tap the **Pause** softkey.
      - To rewind the message a few seconds, tap the **Skip Back** softkey.
      - To move a few seconds ahead in the message, tap the **Skip Forward** softkey.
      - To stop playing the message, tap the **Stop** softkey.

   > **Note:** If your system is configured to notify you that new or saved messages will be deleted after a certain number of days, you receive this type of notification as a message in your visual voicemail inbox. The notification appears as a message from yourself. When you select the message, the notification is displayed as a warning in a pop-up message on the phone rather than played as an audio file. After you view the pop-up message, you can delete the message by tapping the **Delete** softkey.

   • To delete the message, tap the **Delete** softkey.

   • To call the person who left the message, tap the **Call Back** softkey.

   • To save the message, tap the **Save** softkey.

   • To see more details about the message, such as the subject line or the sender's email address, tap the **Open** softkey.

6. When you are done, tap the **Quit** softkey.

Replying to Messages in Visual Voicemail

1. Press [⚏].

2. At the prompt, enter your voicemail password and then tap the **Login** softkey.
   Your voicemail inbox is displayed.

3. Tap the message you want to interact with.

4. Tap [⚏]

5. Tap the **Reply** softkey.
   The **Voicemail** page is displayed.

6. If you want to change the Subject label for the voicemail message, do the following:

   • Tap the Subject menu item, and tap the **Edit** softkey.

   • Use the on-screen keyboard to enter your text.

   • Tap **Clear** to delete all the text.

   • Tap **Backspace** to delete some characters.

   • Tap **123/abc** to toggle through the text-entry mode.

   • When you are done, tap the **Back** softkey.

7. To mark the voicemail message as Urgent, tap the **Urgent** check box.

8. To mark the voicemail message as Private, tap the **Private** check box.

9. To receive a Return Receipt when the recipient listens to the message, tap the **Return Receipt** check box.

10. To include the original message with your reply, tap include the **Original** check box.

11. To record your reply to the voicemail message, tap the **Start** softkey, record the message, and tap the **Stop** softkey.

12. Tap the **Send** softkey.
    The voicemail message is sent to the targeted recipients.

13. Tap the **Quit** softkey.

Forwarding Messages in Visual Voicemail

1. Press ⌷◉◉⌷.

2. At the prompt, enter your voicemail password and then tap the **Login** softkey.
   Your voicemail inbox is displayed.

3. Tap the message.

4. Tap ◌●.

5. Tap the **Forward** softkey.
   The Compose Voicemail page is displayed.

6. Tap the **To...** softkey.

7. Enter the Phone number of the recipient.

8. If you want to change the Subject label for the voicemail message, do the following:

   • Tap the **Subject** menu item, and tap the **Edit..** softkey.

   • Use the on-screen keyboard to enter you text.

   • Tap **Clear** to delete all the text.

   • Tap **Backspace** to delete some characters.

   • Tap **123/abc** to toggle through the text-entry mode.

   • When you are done, tap the **Back** softkey.

9. To mark the voicemail message as Urgent, tap the **Urgent** check box.

10. To mark the voicemail message as Private, tap the **Private** check box.

11. To receive a return receipt when the recipient listens to the message, tap the **Return Receipt** check box.

12. To include the original message with your reply, tap the **Include Original** check box.

13. To start recording your reply to the voicemail message, tap the **Start** softkey; to stop recording the message, and tap the **Stop** softkey.

14. Tap the **Send** softkey.
    The voicemail message is sent to the targeted recipients.

15. Tap the **Quit** softkey.

Viewing Saved Messages in Visual Voicemail

1. Press ⬚.

2. At the prompt, enter your voicemail password and then tap the **Login** softkey.
   Your voicemail inbox is displayed.

3. Tap **Saved**.
   Your saved messages are displayed.

4. Scroll through your saved messages until you locate the message you want to interact with.

5. With a saved message in focus, you can take one of the following actions:
   - To view details about the person who sent the message, tap the **Open** softkey.
   - To delete the message, tap the **Delete** softkey.
   - To play the message, tap the **Play** softkey.
   - To call the person who left the message, tap the **Call Back** softkey.

6. When you are done, tap the **Quit** softkey.

Deleting Messages in Visual Voicemail

1. Press ⬚.

2. At the prompt, enter your voicemail password and then tap the **Login** softkey.
   Your voicemail inbox is displayed.

3. Tap the message you'd like to delete.

4. With the message highlighted, tap the **Delete** softkey.

5. At the prompt, tap **Delete**.
   The message is deleted.

6. For each message that you want to delete, repeat steps 3-5.

7. When you have completed deleting messages, tap the **Quit** softkey.

   Note: To move the message to your voicemail inbox, tap the **To inbox** softkey.

Using the Voicemail System

The voicemail system provides a method to listen to and manage your voicemail messages by following audio prompts.

Logging In to the Voicemail System

A steadily flashing red light in the upper right corner of your phone indicates that you have unheard messages. To hear your messages using the voicemail system, you must first log in to the voicemail system.

You can also log in to the voicemail system from another extension or from an external phone.

Logging In to Voicemail from Your Phone

1. Do one of the following:

    •   Press **#**.

    •   Press ⌷ and then tap the **Call VM** softkey.

    Your phone dials the voicemail system.

2. At the audio prompt, enter your password, and then press **#**.

> **Note:** The first time you log in to the voicemail system, you are prompted to record your name.

Logging In to Voicemail from Another Extension

You can log in to the voicemail system from another extension in your system, whether it is an IP phone or an analog phone.

1. Do one of the following:

    •   Press **#** while the phone is on hook.

    •   Press **#** while the phone is off hook with dial tone.

    •   Press ⌷ and then press **Call VM** softkey.

2. At the password prompt, press # and then enter your extension.

    > **Note:** If you are using a phone that is in an "Available" or "Anonymous" state, the initial prompt directs you to enter your extension rather than a password; therefore, you do not have to press # before entering your extension.

3. Enter your password, and then press **#**.

Logging In to Voicemail from an External Phone

1. Dial the voicemail access number provided by your Mitel administrator.

2. At the prompt, press **#** and then dial your extension.

3. Enter your password, and then press **#**.

Interacting with New Messages in the Voicemail System

This section describes shortcuts and common tasks for handling messages in the voicemail system.

Using Shortcut Keys

You can press the following keys while listening to messages:

- To hear envelope information (time and date sent, user's name) for a message, press **6**.
- To rewind to several seconds earlier in a message, press **7**.
- To pause a message, press **8**.
- To fast forward to several seconds later in a message, press **9**.
- To continue to the next message, press **#**.
- To hear additional options, press **0**.

Listening To, Replaying, Saving, and Deleting Messages

1. Log in to voicemail.
2. To listen to new messages, press 1.
3. As you listen to each message, you can do one of the following:
   - To replay a message, press **1**.
   - To save a message, press **2**.
   - To delete a message, press **3**.

Forwarding a Message

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. After listening to the message you want to forward, press **4**.
4. Record a prefacing remark, and then do one of the following:
   - If you are satisfied with the prefacing remark, press #.
   - To review the prefacing remark, press 1.
   - To rerecord the prefacing remark, press 2.
   - To cancel the recording, press *.

   Note: After addressing a message, you can press 1 to mark it urgent.

Replying to a Message

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. After listening to the message you want to reply to, press **5**.
4. Choose one of the following options:

- To reply with a voice message, press **1**.

- To reply with a call back, press **2**.

- To reply to all with a voice message, press **3**.

- To return to the previous menu, press *****.

Listening to Saved Messages

1. Log in to voicemail.

2. From the voicemail Main Menu, press **3**.

    To interact with saved messages, press any one of the options (except for option 2) described in Interacting with Messages in Visual Voicemail on page 69.

Sending Messages from Voicemail

1. Log in to voicemail.

2. From the voicemail Main Menu, press **2**.

3. Record the message and select one of the following options:

    - To cancel the message recording, press *****.

    - To finish recording, press **#**.

    - To review the message, press **1**.

    - To rerecord the message, press **2**.

4. After you are satisfied with your recording, press # to finish recording.

5. At the prompt, enter the recipient's extension.

6. To choose additional addressing options, press **0** and select any of the following options:

    - To look up a recipient by name in the directory, press **1**.

    - To send a personal distribution list, press **2**.

    - To broadcast to all extensions, press **3**.

    - To cancel addressing options, press *****.

7. After the message is addressed, select any of the following options:

    - To mark or unmark a message as urgent, press **1**.

    - To request a return receipt, press **2**.

    - To send the message, press **#**.

Leaving a Message and Using Message Options

When the recipient of your call does not answer and has not opted to automatically forward calls, you can leave a message when prompted.

1. Enter one of the following options while listening to the mailbox greeting:

    - To bypass the greeting and leave a message, press #.

    - To transfer to an assistant, press 0.

- To return to the auto-attendant, press 9.

- To forward your call to the recipient's Find Me destination (an optional number where calls can be forwarded), press 1. If a Find Me destination is not enabled, you are prompted to record a message.

2. After recording the message, choose one of the following options:

    - To access message options, press # and select one of the following message options:

        - To send the message, press **#**.
        - To cancel the message, press *****.
        - To review the message, press **1**.
        - To rerecord the message, press **2**.
        - To mark or unmark the message as urgent, press **3**.
        - To mark or unmark the message as private, press **4**.
        - To transfer to the auto-attendant, press **9**.
        - To transfer to the assistant, press **0**.

    - To rerecord the message, press *****.

    - To send the message and transfer to an assistant, press **0**.

    - To send the message and transfer to the auto-attendant, press **9**.

    - To send the message and forward it to the recipient's Find Me destination (if enabled), press **1**.

3. Hang up to send the message.

Using Mailbox Options

The Mailbox Options sub-menu in the voicemail system lets you handle the following tasks:

- Record your name

- Record a personal greeting

- Set your password

- Assign your extension to a phone

- Change your availability state

- Enable or disable envelope information

- Listen to deleted messages

- Remove deleted messages

- Enable or disable Outlook-automated call handling

- Enable or disable email delivery

- Change the agent state

- Enable or disable Find Me forwarding

Recording Your Name

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **6**.

4. Record your name, and then press **#**.

5. Choose one of the following options:
    - To accept your name recording, press #.
    - To review your name recording, press 1.
    - To rerecord your name, press 2.
    - To delete this recording, press 3.
    - To cancel, press *.

Recording a Personal Greeting

1. Log in to voicemail.

2. Press **7** to access mailbox options.

3. Press **1** to record a personal greeting.

    Note: The personal greeting is linked to the active availability state.

4. Record your personal greeting for the currently active availability state at the tone and press #, then select from the following options:
    - To accept the personal greeting, press #.
    - To review the personal greeting, press 1.
    - To rerecord the personal greeting, press 2.
    - To cancel the recording, press *.

Setting Your Password

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **4**.

4. Enter your new password, and press #.

5. Do one of the following:
    - To confirm your new password, enter your new password again, and then press **#**.
    - To cancel the new password, press *****.

Assigning Your Extension to a Phone

With the appropriate permissions (set by your Mitel administrator), you can assign your extension to any system phone. This feature is helpful if you are using someone else's office and phone temporarily.

Depending on how your phone was configured, you can also use your phone or the Connect client to assign or unassign an extension.

> **Note:** If you assign your extension to a phone that is normally occupied by another user, calls to the original user's extension are forwarded to the destination that user has defined for the active availability state.

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **3**.

4. Choose one of the following options:
   - Press **1** to assign the extension.
   - Press **2** to unassign the extension. (The phone reverts to the extension originally assigned to it.)

Setting Your Availability State

Availability states let you specify your status and determine how inbound calls are handled. You can record distinct greetings and specify different call forwarding options for each state.

To change your availability state:

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **2** to set the availability state.

4. Choose one of the following availability states or other options:
   - For Available, press **1**.
   - For In a Meeting, press **2**.
   - For Out of Office, press **3**.
   - For Vacation, press **4**.
   - For Custom, press **5**.
   - For Do Not Disturb, press **6**.
   - For enabling calling additional phones (configured by your Mitel administrator), press **7**.
   - To cancel, press *****.

The availability state stays in effect until you change it. However, if Outlook automated call handling is active, Outlook modifies your availability state based on your status.

Enabling or Disabling Envelope Information

A message's envelope information includes the date and time of your message's delivery and your name. By default, envelope information is disabled.

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **5** to toggle between disabling and enabling envelope information.

Listening to Your Deleted Messages

As a safeguard against accidental deletion of messages, the voicemail system retains deleted messages for a few hours.

1. Log in to voicemail.

2. From the voicemail Main Menu, press 7 to access mailbox options.

3. Press 7 to listen to deleted messages.

   The voicemail system plays all deleted messages that are still available to the system. You can manage these messages as if they were new messages.

4. Press 2 to restore the deleted message and save it.

Removing Deleted Messages

1. Log in to voicemail.

2. From the voicemail Main Menu, press 7 to access mailbox options.

3. Press 8 to remove deleted messages.

4. Press one of the following options:
   - To confirm removal of deleted messages, press 1.
   - To cancel removal of deleted messages, press *.

Enabling or Disabling Automated Call Handling In Outlook

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **9**.

4. To enable or disable Outlook automated call handling, press **1**.

Enabling or Disabling a Notification Profile

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **9**.

4. Press **2**.

5. Choose one of the following options:
   - Enter the number of the new notification profile.
   - To cancel, press #.

Enabling or Disabling Find Me Forwarding

When Find Me forwarding is enabled, calls sent to voicemail are routed to your Find Me forwarding destination if the caller presses 1 while listening to your voicemail greeting.

You can enable or disable the Find Me forwarding option for the availability state that is currently active. However, you have the option to enable or disable Find Me forwarding only if it is configured in one of the following ways:

• Your Mitel administrator enabled the Find Me option for you, and you configured a Find Me destination in the Connect client.

• You used the Connect client to enable the Find Me option and to configure a Find Me destination.

To enable or disable find me forwarding:

1. Log in to voicemail.

2. From the voicemail Main Menu, press 7 to access mailbox options.

3. Press 9.

4. Press 5.

5. Choose one of the following options:

   • To enable Find Me forwarding, press 1.

   • To disable Find Me forwarding, press 2.

Accessory support

Mitel Wireless LAN Adapter

The Mitel Wireless LAN Adapter is a wireless bridge that can add wireless connectivity functionality to your 6940 IP phone. It allows your Ethernet-enabled phone to join a secure, high-speed network. It is software-transparent which means, that no changes to drivers, management tools, or applications are needed for using it.
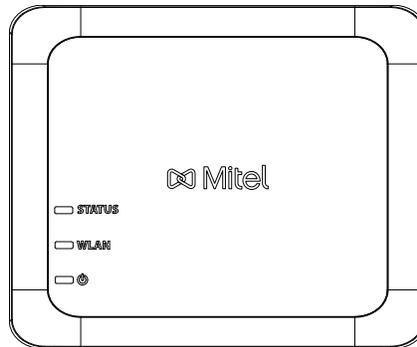
Feature highlights include:

- **Easily add robust, secure wireless capabilities to Ethernet devices:**
  The Mitel Wireless LAN Adapter is a high-performance wireless network adapter which enables any Ethernet device to become an 802.11a/b/g/n dual band wireless network device, giving you freedom to place it anywhere in your facility.

- **Dual band IEEE 802.11a/b/g/n support:**
  The Mitel Wireless LAN Adapter is designed to communicate in the 2.4 GHz and the 5 GHz bands. Radio interference encountered in the commonly used 2.4 GHz band can be avoided by utilizing the 5 GHz band.

- **Gigabit Ethernet support:**
  The wired LAN port supports 10/100/1000 Ethernet.

- **Simple to set up and use:**
  The Mitel Wireless LAN Adapter is easy to set up using the enclosed network setup cable. No special drivers or software are required.

- **Enterprise security:**
  The Mitel Wireless LAN Adapter supports the following security functions:
  - WEP (64 Bit/128 Bit)
  - WPA-PSK (TKIP/AES)
  - WPA2-PSK (AES)
  - IEEE 802.1X EAP-PEAP, EAP-TLS, EAP-TTLS, EAP-FAST, EAP-LEAP

Note: For information about how to install and set up your Mitel Wireless LAN Adapter, see the *Mitel Wireless LAN Adapter Setup Guide.*

Mitel M695 Programmable Key Module (Button Box)

The 6940 IP phone supports up to three Mitel M695 expansion modules that are attached to the right side of the phone to provide additional programmable keys.

Fixed keys
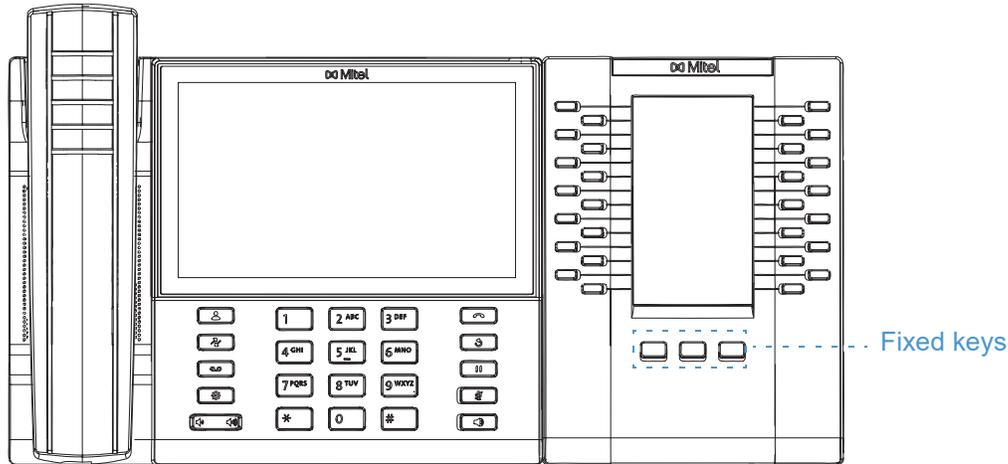
The M695 features a 4.3" 480x272 pixel color backlit LCD display.

The M695 provides three pages of 28 softkeys (for a total of 84 programmable softkeys), with each softkey providing an LED and graphical UI for call status indication. Each line that is activated illuminates LED associated with it.

To switch to another page, select the associated Fixed key.

The PKM behavior for multi-page support is as following:

1. When one PKM with three pages is attached to the IP phone -

    a. The PKM displays all the three pages.

2. When two PKMs with 3 pages are attached to the IP phone -

    a. The first PKM displays Page 1 while Page 2 and Page 3 are blank.

    b. The second PKM displays Page 2 and Page 3 while Page 1 is blank.

3. When three PKMs with 3 pages are attached to the IP phone -

    a. The first PKM displays Page 1 while Page 2 and Page 3 are blank.

    b. The second PKM displays Page 2 while Page 1 and Page 3 are blank.

    c. The third PKM displays Page 3 while Page 1 and Page 2 are blank.

Using The Expansion Modules

After configuring the softkeys on the expansion module, press the key you want to use when applicable.
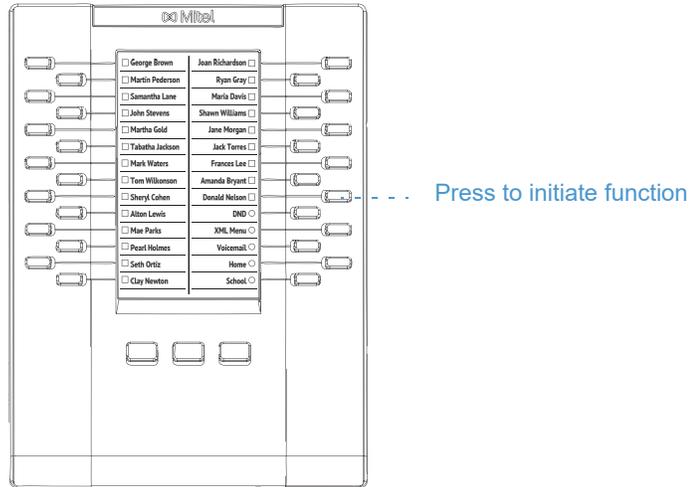
Note: For more information about installing the M695 Expansion Module on your phone, see the *Mitel M695 Expansion Module Installation Guide.*

USB Headsets

The 6940 IP phone supports USB headsets which can be connected using the USB port located on the back of the phone.
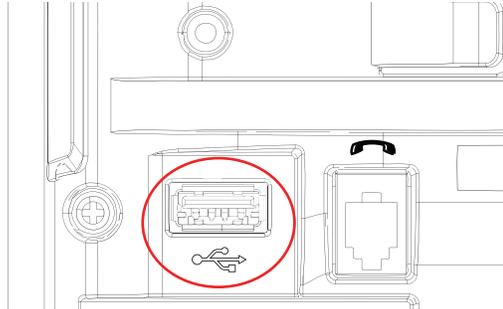
Contact your telephone equipment retailer or distributor to purchase a compatible headset.

Notes:
- The RJ9 port is for Handset use only. Plugging any other devices in to this port may cause damage to the phone and will void your warranty.
- Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.
- Headsets connected to the 6940 IP phone are limited in functionality to answering, ending, and muting calls. Additional headset features (such as rejecting calls) are not supported and will cause unexpected behavior (for example, invoking the reject call function will answer instead of reject).
- The 6940 IP phone does not go into mute state if mute is initiated from a headset before the call is connected.

To make and receive calls using a headset:

1. Ensure that you have selected the Headset audio path (see Audio on page 52).

2. Turn the phone over and insert the headset cable in to the USB port.

   Note: See the *Mitel MiVoice 6940 IP Phone Installation Guide* for more information.

Mitel Integrated DECT Headset

The Mitel Integrated DECT Headset is a professional wireless headset designed for maximum performance.
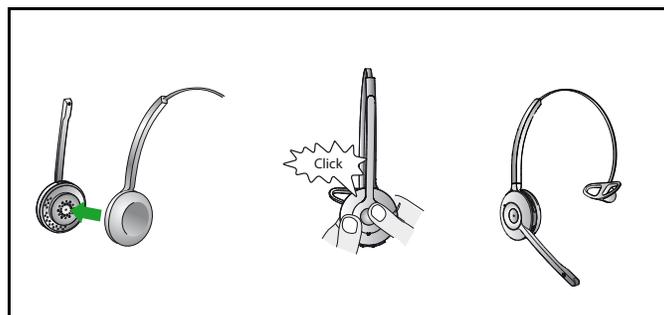
The Mitel Integrated DECT Headset is compatible with the 6940 IP phone. The Mitel Integrated DECT Headset is also compatible with the Mitel M695 Programmable Key Module (button box), supporting up to three modules connected to your 6940 IP phone.

To enable audio on the Mitel Integrated DECT Headset, set the audio mode on the 6940 IP phone to Headset, Headset/Speaker, or Speaker/Headset. For details about how to set audio mode, see Audio on page 52.

Notes:

- One headset should be plugged in at a time, hence before connecting the Mitel Integrated Headset to the 6940 IP phone, ensure to disconnect/unpair all other headsets.
- Use a IEEE 802.3at compliant PoE L2 Switch, IEEE 802.2at Inline Power Injector, or an AC to DC Adapter to power the 6940 IP phone when connecting the Mitel Integrated DECT Headset to a Mitel M695 Programmable Key Module.

Features

- Wideband audio for exceptional sound quality
- Volume and mute controls
- Intuitive headset multi-function button for easy call handling
- LED and audio indicators
- Advanced hearing protection
- Noise-canceling microphone
- Up to 8 hours battery life
- Headset recharge docking cradle
- Visual and audio call status indicators
- Battery indicator

Using The Headset
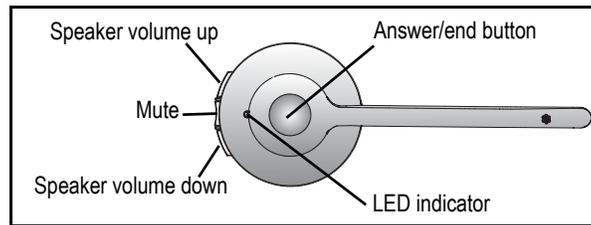
Charging The Headset

To charge the headset, dock the headset in the base. When docked correctly, the headset battery will begin charging.
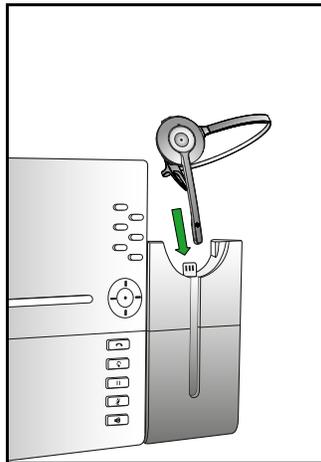
When fully charged, the headset offers up to 8 hours of talk time.

Upgrading The Headset

To upgrade the headset firmware, dock the headset in the base and reboot the 6940 IP phone.

> **Note:** For the headset firmware upgrade, the battery level of the Integrated DECT Headset must be at least 20%.

Checking The Battery Level and Firmware Version Of The Integrated DECT Headset

1. Press ⬚⚙⬚ .

2. Enter your voicemail password, and tap the **Enter** softkey.
    The **User Settings** menu opens.

3. Tap the **Status** icon.

4. Tap **Accessory Info** status category.

Status		
Firmware Info	Exp. Mod. 1 Version	M695 - 3.1.0.8
Accessory Info	DECT Headset Version	1.11.0 1.11.0 2.28.0
Network	DECT Headset Battery	82%
Error Messages		
Copyright		Cancel
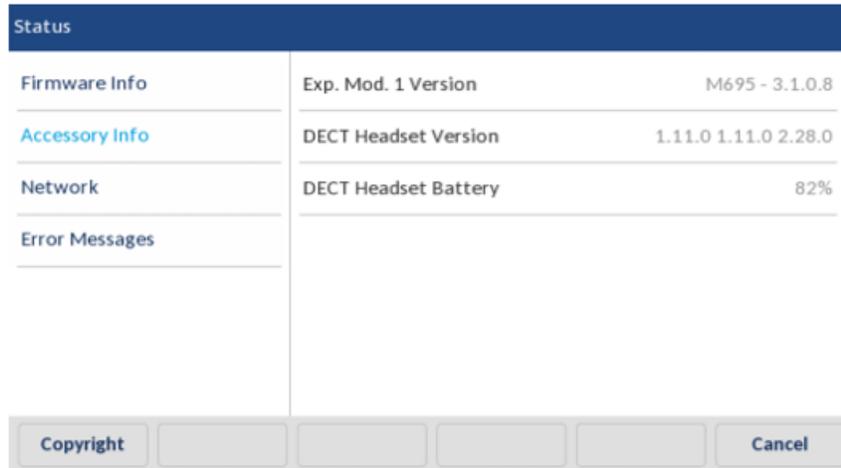
LED Status

LED INDICATOR	DESCRIPTION
	Battery charging (Green - slow flash)
	Full battery (Green)
	Medium battery (Yellow)
	Low battery (Red)
	Very low battery (Red - flashing)
	Unknown battery status (White)
	Microphone muted
	Active audio between headset and base
	Searching for headset (flashing)

Note: For information about how to install the Mitel DECT Headset with your 6940 IP phone or the Mitel M695 Programmable Key Module, see the *Mitel Integrated DECT Headset Installation Guide*.

Replacing The Integrated DECT Headset

If the Integrated DECT Headset is malfunctioning, or if you have paired a wrong Integrated DECT Headset with the base, you must replace or repair the Integrated DECT Headset.

To replace or repair the Integrated DECT Headset:

1. Remove the headset from the base.

2. Turn off the headset by pressing the **Answer/end** button for 10 seconds.

Answer/end button
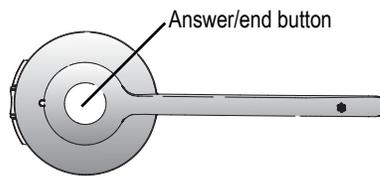
3. Dock the new headset in the base. The new headset is paired with the base after 1 minute.

Mitel S720 Bluetooth Speakerphone

The 6940 IP phone provides support for the optional Mitel S720 Bluetooth Speakerphone. Once paired with the 6940 IP phone, you can receive calls on the Mitel S720 Bluetooth Speakerphone. The Mitel S720 Bluetooth Speakerphone can be placed (on its base or upright using a table stand) on your desk or in a small-to-medium conference room.

Feature highlights include:

- HD voice audio

- Omni directional microphone

- Functionally integrated with desk phone - volume / mute sync, pulling call to / from conference phone

- Connect two speakerphones wirelessly to your 6940 to extend speakerphone range and for stereo music playback

- Play smart-phone audio from mobile with auto pause when incoming call to desk phone

- Intuitive connectivity through Bluetooth®

- Portable design, protective travel pouch, and battery powered with USB charging (15 hours of talk time)

- Flexible and scalable for office side tables and small meeting rooms

Hardware Features
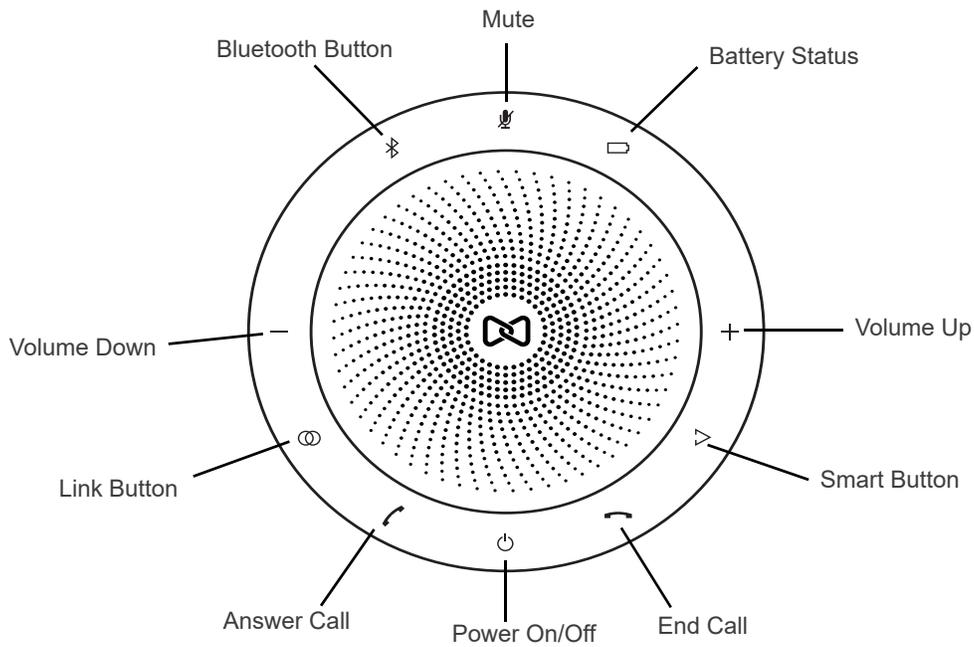
Icon	Button	Description
⏻	Power On/Off	Turns on or off.
📞	Answer Call	Answers a call.
📞	End Call	Ends or rejects a call. Hold (8 seconds) to turn on or off voice guidance.
−/+	Volume Up and Volume Down	Increases or decreases the volume.
🎤	Mute	Mutes the microphone.
🔋	Battery Status	Shows the battery status.
⚡	Bluetooth	Connects to a Bluetooth device.
⊙⊙	Link	Links two speakerphones.

Icon	Button	Description
	Smart	Turns on or off the voice assistant application on your smartphone.

Notes:

- To pair the Mitel S720 Bluetooth Speakerphone with the 6940 IP phone, power on the speakerphone and follow the procedures detailed in Pairing a Bluetooth Device on page 40. The device name will appear in the available devices list as "S720 Bluetooth Speakerphone". When the speakerphone is successfully connected, a speakerphone connected icon is displayed in the status bar on the **Home** screen.

- If you have paired and connected your smartphone to your 6940 IP phone, your smartphone will temporarily disconnect from the IP phone while you have a call active on the Mitel S720 Bluetooth Speakerphone. The IP phone will automatically reconnect your smartphone once the call has been terminated.
- The (**Speaker/Headset**) key LED on the IP phone will remain unlit when the call audio is presented on the speakerphone.
- For information about how to set up your Mitel S720 Bluetooth Speakerphone, see the *Mitel S720 Bluetooth Speakerphone Quick Start Guide.*

Mitel Cordless Bluetooth Handset

The 6940 IP phone provides support for the Mitel cordless Bluetooth handset. With a potential range of up to 10 meters (30 feet), the Bluetooth handset offers convenience and corridor mobility for 6940 IP phone users.

Feature highlights include:

- Hookswitch (Initiate call/end call) key
- Volume control keys
- Mute key
- Built-in handset ringer
- LED indicators to indicate both connectivity and charging status
- At least six hours talk time
- Over 40 hours standby time

- Handset battery recharge time of three hours or less

- Operating range of up to 30 feet (10 meters) from the IP phone

- Wideband audio capable

Notes:
- To pair the handset with the 6940 IP phone, power on the handset and follow the procedures detailed in Pairing a Bluetooth Device on page 40. The device name will appear in the available devices list as "Cordless Handset" followed by the last six digits of the handset's MAC address.
- For information about how to set up your Bluetooth handset, see the *Mitel Cordless Bluetooth Handset Installation Guide.*

Hardware Features

Feature	Description
LED	**Blue** - Indicates the status of the handset. **Green** - Indicates the status of the handset battery. For more information, see "LED Indicator" on page 91.
Hookswitch key	Lifting the handset from the cradle activates the handset. If the handset is already out of the cradle, pressing the Hookswitch key is equivalent to taking the handset off hook. Pressing the key again is equivalent to placing the handset on hook. Pressing the Hookswitch key while on a speakerphone call moves the call to the cordless handset.
Mute key	Mutes the handset microphone so that your caller cannot hear you.

Feature	Description
Volume controls	Adjusts the volume for the handset. Press the key above the Mute key to increase the volume, and press the key below the mute key to decrease the volume.

LED Indicator

The cordless Bluetooth handset has two LEDs:

- Blue – indicates the operational status of the handset.

- Green – indicates the status of the electrical charge of the battery.

LED color, states, and indicator descriptions are as follows:

LED Color	LED State	Indicates
Blue (Handset Not in Cradle)	Blinking	Handset is not connected and is in pairing mode.
	Winking	Handset is connected but not in use.
	Fading	Handset is connected and in use.
Green (Handset in Cradle)	Solid	Battery is fully charged.
	Winking	Battery is charging. **Note:** It is normal for the handset LED to cycle between winking and solid as battery charge is maintained.
	Off	When handset is cradled and the LED does not flash or illuminate, this indicates an absence of battery power. During the first 30 – 60 minutes that the light is off, the battery may be trickle charging. If that is the case, the LED will resume normal behavior within that 60-minute period. If the LED remains off for more than 60 minutes, then either the battery is no longer chargeable or there is a problem in the charging circuit.

Notes:
- Blinking denotes the LED is alternating very quickly between on and off.
- Winking denotes the LED is alternating between being on for a short period of time and then off for a longer period of time.
- Fading denotes the LED is alternating between fading in and out.

Alerting Tones

The handset provides the following alerting tones:

Event	Tone
Power OFF	Four tones successively decreasing in pitch.
Mute key on handset ON	Two low pitched tones

Powering On/off The Bluetooth Cordless Handset

To power on the Bluetooth cordless handset, place the handset on the IP phone's cradle.

To power off the Bluetooth cordless handset, press the **Hookswitch** key for approximately six seconds until the LED indicator turns blue and then turns completely off.

Problems and Solutions

Table 9 shows common problems and solutions.

Table 9:   Troubleshooting

Problem	Solution
When your callers try to leave a message, they are notified that your mailbox has exceeded its limit and is unable to accept new messages.	Your mailbox is full. You must delete messages you no longer need.
Your phone's display shows "No Service."	Your phone is temporarily inoperable. Contact your Mitel administrator or authorized contact.
You hear no dial tone when you take the handset off hook, but you hear a dial tone when using either the speaker or a headset.	The handset cable must be plugged firmly in to place on both the phone base and the handset. To ensure a tight connection, unplug and reconnect the cable at both points, clicking the jack firmly in to place. Take the handset off hook and listen for a dial tone.
The phone displays the message "Service unavailable at this time" when you try to dial a call from the keypad, visual voicemail, Directory, or History.	The phone goes out of service because of a switch issue or because an administrator has put it out of service. When a phone is in this state, you can access visual voicemail, Directory, and History, but you cannot make calls from the phone.

Note: The mailbox warning is triggered when there is space for only 10 additional messages in your voicemail. As your voicemail approaches its limit, a warning message is played indicating that there is enough space for only "n" number of messages, where "n" is a countdown from 10 to 0. This message is played each time you log in to the voicemail system until you delete enough messages to reduce the number of messages below the threshold.

Mitel
Powering connections

mitel.com