

MITEL

6930 IP Telephone



Prepared For















By

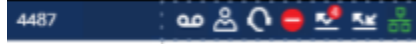


VOICE • IT • CABLING • A/V

Mitel 6920/6930 IP Phone Legend

Button	Action
	Contacts key - Displays a list of your contacts.
	Call History key – Displays a list of your missed, outgoing, and answered calls.
	Voicemail key – Provides access to your voicemail service.
	Settings key – Provides services and 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. Pressing these keys during an active call adjusts the volume of the audio device being used. (handset, headset, or speaker).
	Goodbye key – Ends an active call. The Goodbye key also exits an open list (such as Call History) and menus (such as the Settings menu) without saving changes.
	Redial key – Displays a list of your previously dialed calls. Pressing the Redial key twice redials the last dialed number displayed on the Home screen. Goodbye key – Ends an active call. The Goodbye key also exits an open list (such as Call History) and menus (such as the Settings menu) without saving changes.
	Hold key – Places an active call on hold. To retrieve a held call, press the applicable Line key.
	Mute key – Mutes the microphone so that your caller cannot hear you (the LED beside the key turns on when the microphone is on mute).
	Speaker/Headset key – Transfers the active call to the speaker or headset, allowing handsfree use of the phone.
	Navigation keys and select button - Multi-directional navigation keys that allow you to navigate through the phone's User Interface. Pressing the center Select button sets options as well as performs actions such as dialing out from the Contacts or Call History.
	State-sensitive softkeys - Four state-sensitive softkeys that allow you to perform different functions during specific states (i.e. when the phone is an idle, connected, incoming, outgoing, or busy state).

Phone Icons



*These are Icons that display on the phone to indicate the status of the phone and the network.
These Icons display on the upper right corner of the **Home** screen.*



Network Connected



Attempting Network Connection



Network Disconnected



Bluetooth Enabled



Headset Connected



Mobile Phone Connected



Call Forward Always



Missed Calls



Do Not Disturb



Hotdesk User



Handset Battery




Voicemail

Mitel 6930 IP Telephone




Making and Answering Calls:

Making an External Call:

1. Lift the handset or press speaker key 
2. Dial 9
3. Enter the number you wish to call.

Making an Internal Call:

1. Lift the handset or press the speaker key 
2. Dial the Extension you wish to call.


To Answer an Incoming Call:

1. Lift the handset or press the speaker  key if you want to answer hands free. You can make the call private at any time by simply picking up your handset.

Forward an Incoming call to your Voicemail:

1. While your phone is ringing press the **FORWARD CALL** softkey. This will forward your call to your voicemail box.

Ending a Call:



1. Place the handset on the cradle, press the **END CALL** softkey, or press the  key.

Multi Calls:

1. Locate the Multi Call on your Display Screen
2. Lift the Handset or Press the Speaker Key
3. Press the applicable MC Key
4. Begin speaking.



Redial:



1. Press the **REDIAL** softkey once or the  (Redial) key twice to call the last dialed number as displayed on the Home Screen.
2. Press the  (Redial) key once to access a list of recently dialed number. Use the UP and Down navigation keys to scroll through the entries and Select button or **DIAL** softkey to redial the selected number.



Mute:

To turn Mute *on* during a call:

1. Press the **MUTE** key . The Mute light turns ON.
 - a. To turn Mute *off* and return to the conversation:
2. Press the **MUTE** key . The Mute light turns OFF.

Call Handling:

Placing a Call on Hold:

1. To place a call on hold, press the hold  key. A hold  icon flashes on the applicable line key. Press the flashing key to pick up the on-hold call.

Directed Call Pick-Up:

1. To pick up a call ringing at another extension press *7 then enter the extension number that is ringing.

Retrieving an On-Hold Call from Another Extension

1. Lift the handset
2. Enter #5 and the extension number of where the call is on-hold.

Park & Park Retrieve:

1. To park a call press **Park** then enter the extension number where you wish to park the call.
2. To pick up a parked call, press **Park Retrieve** and then enter the extension number where the caller is parked and press # (**pound**).


Transferring A Call:

1. While on an active call press the **TRANSFER** softkey, this will place your caller on hold.
2. Enter the number to where you wish to transfer the call.
3. Press the **TRANSFER** softkey or hang up to complete an unattended call transfer or wait for an answer, consult, and then press the **TRANSFER** softkey or hang up to complete an attended transfer.


To Transfer A Call Directly To Voicemail:

1. While on an active call press the **Transfer** key.
4. Press the **VOICEMAIL** softkey.
5. Press the ***(star)** key, then enter the extension number of the voicemail that you want to send the caller
6. Hang up immediately or hit the **TRANSFER** softkey.




Paging:

1. Press the Speaker Key  or lift the Handset.
2. Press the Page button on the Display.
3. Begin Speaking.
4. Hang up or press Receiver Button.

To Check Call History:



1. Press the  key once to access a list of recently dialed number. Use the UP and Down navigation keys to scroll through the entries and select button the number or the **DIAL** softkey to redial the selected number.

To Change The Ring Tone:


1. Press the **Settings** key .
2. Navigate to the **Audio** key .
3. Select the **Ring Tones** key .
4. Choose a ring tone and then click **SAVE**.

Contacts:

The Contacts application is your personal phone book and directory, conveniently stored within your phone. Mitel MiVoice 6930 IP phone supports a localized Personal contact folder as well as enhanced functionality allowing for interoperability with LDAP (Corporate) directories.

1. Press the  (Contacts) key.
2. You can view the list of contact on the right for each respective contact folder by pressing the up and down navigation keys. **Note:** *If any of the folders are empty, a "Directory empty" message displays on screen.*
3. Press the right navigation key to move to the contact selection column. From this column, you can use the up and down navigation key to scroll through the list of contacts.
4. From the contact selection column, press the right navigation key to display the contact card for the selected contact.
5. Press the up and down navigation keys to scroll through the list of numbers.
6. Press the  (Goodbye) key, or **CLOSE** softkey to exit.

To perform a search:

1. Press the  (Contacts) key.
2. Using the dialpad keys enter the first letters of the contact's name and (if required) press the **SEARCH** softkey.

To Add a Contact:

Press the **Contact** Key. 

1. Press the **Add New** softkey.
2. Press the right navigation key to move to the FIRST NAME then to the LAST NAME and enter the names using the **Dial Pad** keys.
3. Press the **NUMBER** category to enter the telephone number.
4. Click the **SAVE** softkey.

To Edit or Delete a Contact:

Press the **Contact** Key. 

1. Highlight the contact you want to edit or delete.
2. Press the right navigation key to move to the selected contact and press the **EDIT** or **DELETE** softkey.
3. Use the navigation key through the various tabs to edit.
4. Press the **SAVE** softkey to save your changes or the **DELETE** softkey to delete the contact.

Creating A Conference Call:

While on an active call press the **ADD USER** softkey. The active call is placed on hold.

1. Enter the extension or 9 + the outside number you wish to add to the call. Wait for answer, consult and then press the **JOIN CALLS** soft key to create the three-way conference call.

*Note: Pressing the **TRADE CALLS** softkey swaps the active call with the other party currently on hold. Pressing the **SPLIT** softkey splits the conference call by placing all callers on hold except the initial caller.*

2. Repeat steps 1 & 2 to add additional parties to the conference.

Mitel NuPoint/MiCollab Voice Mail

Setting Up & Accessing Mailbox

You will be prompted to set up your voicemail when you access your mailbox the first time. If you do not set up your mailbox, callers can leave messages (they will hear a canned greeting) but you will not be able to retrieve them until you set your mailbox up.

TO SET UP YOUR VOICEMAIL BOX:

- Lift your handset or press the speaker key and press the VOICEMAIL Key.
- Enter your passcode, if asked the **default passcode** is your **1234**.
- Follow the voice prompts to set your passcode, record name and record greeting.

Sample Greeting:

Example: *"Hello, this is John. I am not available to take your call. Please leave your name, phone number, and a message at the tone, and I will return your call as soon as possible. If your call requires immediate assistance or you wish to speak with an operator you may dial zero. Thank you."*

CHANGING A PERMANENT GREETING:

- Press the VOICEMAIL key to access your mailbox.
- Enter your passcode.
- Press U for user options.
- Press G for greeting and follow prompts to re-record.
- Follow prompts to exit system.

TO ACCESS VOICE MAIL FROM YOUR OWN EXTENSION:

- Lift your handset or press the speaker key and press the VOICEMAIL key.
- Enter your passcode if asked, default passcode is your **extension number**.
- Follow the voice prompts.

TO ACCESS VOICE MAIL FROM ANOTHER EXTENSION:

- Press the VOICE MAIL key
- When the system answers press the * (**star**) key, enter your mailbox number
- Press * (star) key again
- Enter your passcode

TO ACCESS VOICE MAIL FROM OUTSIDE OF THE TELEPHONE SYSTEM:

- Dial your DID number or the main number.
- When you hear your greeting or the automated attendant press * (**star**) key and enter your passcode.

TO LEAVE A CO-WORKER A MESSAGE

- Press Voicemail
- Press * (star)
- Enter the mailbox number for the person you wish to leave a message.
- Follow the voice prompts.

TO TRANSFER A CALLER DIRECTLY TO VOICE MAIL:

*Note: This **will not** ring the extension*

- Press **TRANS/CONF** key (caller is on a temporary hold)
- Press the **VOICEMAIL** softkey
- Press * (**star**) key, then enter the mailbox number you want to send the caller to.
- Hang up immediately or hit the TRANSFER softkey.

Online Tutorial

PHONES

<https://www.tsachoice.com/support/mitel-training-center/>

Choose **Mitel MiVoice Business** (previously known as the 3300/MCD/vMCD)

Choose **6900 Series Telephones**

Choose **Model 6930 IP Telephone**

VOICEMAIL

<https://www.tsachoice.com/support/mitel-training-center/>

Choose **NuPoint Unified Messaging**

Choose **Module 3: Access your Mailbox**

Choose **Module 4: Play your Messages**

Choose **Module 5: Make and Send Voice Messages**

Choose **Module 6: Manage Voice Mail User Options**