

MITEL

6940 IP Telephone



Prepared For













By



VOICE • IT • CABLING • A/V













Mitel 6940 IP Phone

Button	Action
	<p>Contacts key - Displays a list of your contacts.</p>
	<p>Call History key – Displays a list of your missed, outgoing, and answered calls.</p>
	<p>Voicemail key – Provides access to your voicemail service.</p>
	<p>Settings key – Provides services and settings that allow you to customize your phone</p>
	<p>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).</p>
	<p>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.</p>
	<p>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.</p>
	<p>Hold key – Places an active call on hold. To retrieve a held call, press the applicable Line key.</p>
	<p>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).</p>
	<p>Speaker/Headset key – Transfers the active call to the speaker or headset, allowing handsfree use of the phone.</p>

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**

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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  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.

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.

Call Handling:

Placing a Call on Hold:

1. To place a call on hold, press the hold  key.
2. A hold  icon flashes on the applicable line key.

Directed Call Pick-Up:

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

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** - 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. Hang up to complete an attended transfer.

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.

Mute:




To turn Mute *on* during a call:

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

Programming Speed Dials:

1. Press and Hold a Programmable key for 4 seconds
2. Enter the name for the Speed Call key.
3. Press the down Navigation key and Enter the number you want to dial.
4. Use the ABC softkey to specify the Upper/Lower case.
5. Select Private to depress the caller ID number from the call history list.
6. Press the SAVE softkey.
7. **To Clear a Programmed Key** – Press the key you wish to clear and the DELETE softkey.

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 6940 IP phone supports a localized Personal contact folder as well as enhanced functionality allowing for interoperability with LDAP (Corporate) directories.

Press the  (Contacts) key.

1. You can view the list of contacts on the left for each respective contact folder by touching the type of contact.
2. **Note:** *If any of the folders are empty, a "Directory empty" message displays on screen.*
3. Press ADD NEW softkey to add to the contact selection folder.
4. To dial a contact from the Contact Screen, touch the Contact you wish to dial.

To perform a search:

1. Press the  (Contacts) key.
2. Using the dial pad keys enter the first letters of the contact's name and (if required) touch the contact, then press **Dial** at the bottom of the screen.

Creating A Multi-Party 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.

To Pair a Bluetooth Device:

- Sync your mobile phone's contact list with your Mitel MiVoice 6940 IP phone.
- Answer a mobile phone call using your Mitel MiVoice 6940 IP phone.
- Move mobile call audio between the Mitel MiVoice 6940 IP phone and your mobile phone.

1. Press the **Settings** key .
2. Navigate to the **Bluetooth** key .
3. Ensure Bluetooth functionality is enabled. If it is not enabled, press the Turn On softkey to enable Bluetooth functionality
4. Turn your cell phone/headset to pairing mode now!
5. If required, press the down navigation key to view the list of Available Devices.
6. Press the right navigation key to move to the Bluetooth device selection column.
7. Using the up and down navigation keys, highlight the Bluetooth device you want to pair and press the Pair softkey.
8. The phone attempts to pair the Bluetooth device and if successful, automatically attempts to connect to the Bluetooth device.
9. Press OK to acknowledge the successful connection

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

Mitel NuPoint 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.

VOICEMAIL SET-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.

ACCESSING YOUR VOICE MAIL:

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 **Voicemail** key
- Press * (**star**) key, then enter the mailbox number you want to send the caller to.
- Hang up immediately or hit the TRANSFER key

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 6940 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**