Quick Reference Guide

Mitel MiVoice 6940 IP Phone

Getting started

Contacts
Displays a list of your contacts

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

Voicemail
Provides access to your voicemail service

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

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

Softkeys
Six state-sensitive softkeys

Programmable Keys
Up to 96 programmable keys, a maximum of 16 programmable keys per page

Goodbye
Ends active calls and used for exiting menus

Redial
Displays Call History with a list of outgoing calls

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

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

LCD Touchscreen
UI navigation is performed using the LCD touchscreen. On the Home screen, swipe left and right on the programmable key area to access additional key pages. In application and settings menu, swipe up and down to scroll through lists. To select an item, tap the respective item on screen.

Speaker/Headset
Toggle the audio between speaker and headset

Basic call handling

Making a call

- Lift the handset or press the ⟨🔊/☎⟩ key, and dial the number.
- Tap the **Line** programmable key and dial the number.

Ending a call

Place the handset back in its cradle, tap the **End Call** softkey, or press the ⟨☎⟩ key.

Answering a call

Lift the handset or press the ⟨🔊/☎⟩ key for handsfree operation.

Redialing

Tap the **Redial** softkey once or press the ⟨↻⟩ key twice to call the last dialed number as displayed on the Home screen

or

Press the ⟨↻⟩ key once to access the Call History application with a list of recently dialed numbers. Swipe up and down to scroll through the entries, select the entry, and tap the **Dial** softkey to redial the selected number.

Muting

Press the ⟨🔇⟩ key while on an active call to mute the microphone for your handset, headset or speaker. Press the ⟨🔇⟩ key again to unmute the audio.

Holding and resuming

1. To place an active call on hold, press the ⟨❙❙⟩ key. A ❙❙ (hold) icon flashes on the applicable **Line** key.

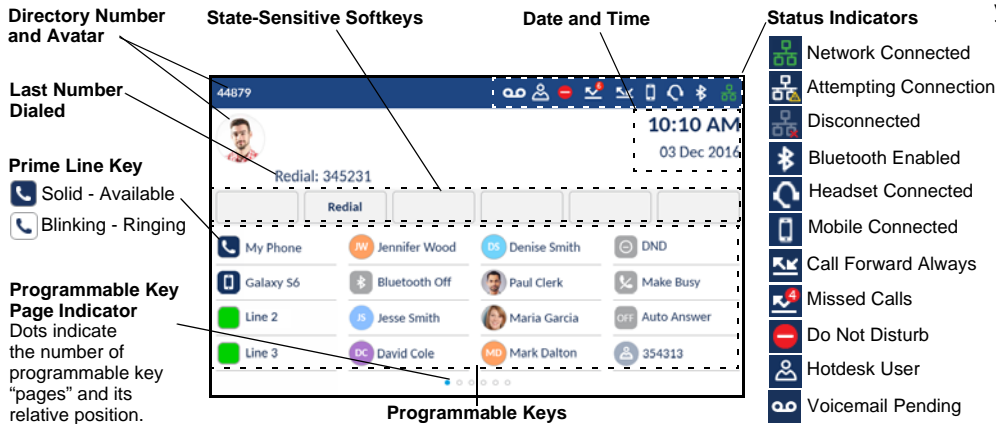2. To resume the call, press the ⟨❙❙⟩ key again or tap the respective **Line** key.

> **Note:** For details on all the available features and options, refer to the *Mitel MiVoice 6940 IP Phone User Guide*.

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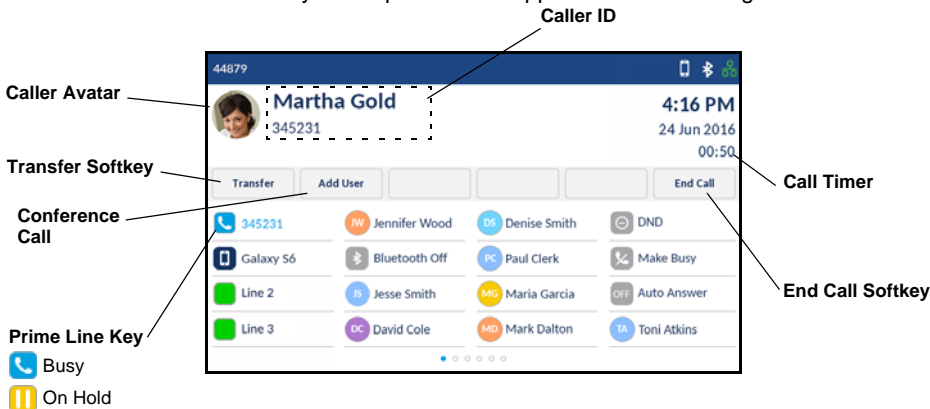
User Interface (UI) overview

Home screen

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

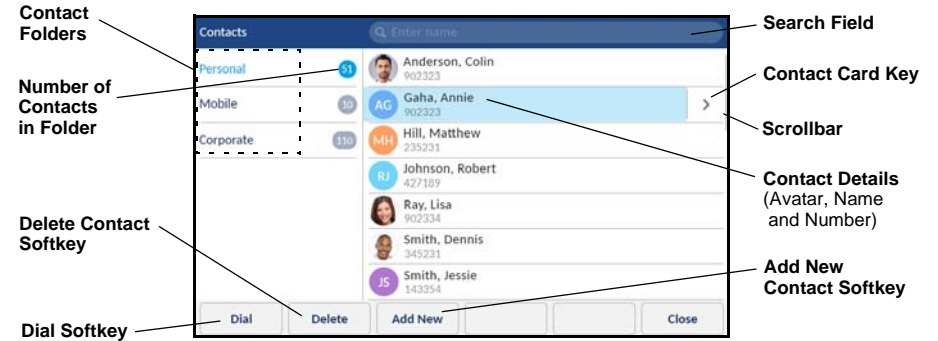**Directory Number and Avatar**

State-Sensitive Softkeys

Date and Time

Status Indicators

Last Number Dialed

Prime Line Key
- Solid - Available
- Blinking - Ringing

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

Programmable Keys

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

Call screen

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

Caller ID

Caller Avatar

Transfer Softkey

Conference Call

Prime Line Key
- Busy
- On Hold

Call Timer

End Call Softkey

Applications

Contacts

The Contacts application stores personal phone book and directory. The Mitel MiVoice 6940 IP Phone supports a localized Personal directory, interoperability with LDAP (corporate) directories, and enhanced MobileLink functionality, which allows you to sync your mobile contacts with your 6940 IP Phone.
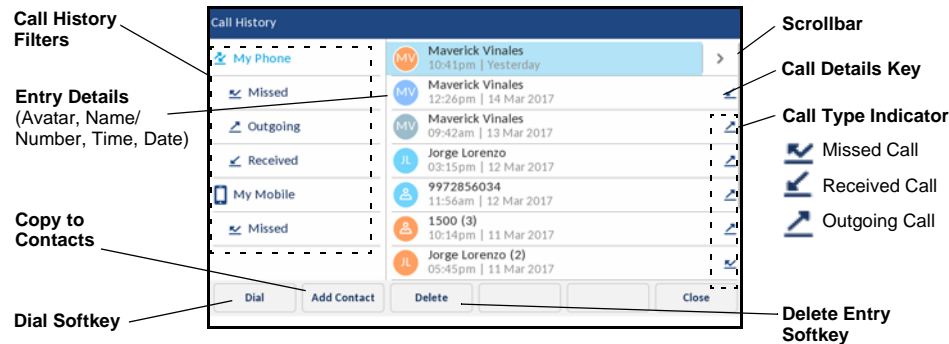
Contact Folders

Number of Contacts in Folder

Delete Contact Softkey

Dial Softkey

Search Field

Contact Card Key

Scrollbar

Contact Details (Avatar, Name and Number)

Add New Contact Softkey

Making a call using the Contacts application

1. Press the ⌨ key to access the Contacts application.

2. Tap the respective contacts folder and scroll through the contacts by swiping up and down on the list
   or
   Tap the search field, enter characters using the on-screen keyboard, and tap the blue **Enter** key to use the search feature.

3. When the applicable contact is highlighted, tap the **Dial** softkey to place a call using the entry's default phone number
   or
   To place a call to a different phone number defined for the entry (for example, a mobile number), tap the ⟩ key to access the contact card screen, and then tap the phone number to dial.

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Call History

The Call History application displays a list of your missed, outgoing and received calls as well as My Mobile and Missed calls. You can view, delete and dial out to call history entries as well as copy entries to the Contacts application.

Call History Filters

Entry Details
(Avatar, Name/ Number, Time, Date)

Copy to Contacts

Dial Softkey

Scrollbar

Call Details Key

Call Type Indicator

Missed Call

Received Call

Outgoing Call

Delete Entry Softkey

Using the Call History application

1. Press the [⌇] key to access the Call History application.

2. Tap the respective contacts folder and scroll through the entries by swiping up and down on the list. To view additional call details, tap the ❯ key when the entry is highlighted.

3. Tap the **Dial** softkey to place a call to the respective entry
   or
   Tap the **Add Contact** softkey to copy the entry to your Contacts application
   or
   Tap the **Delete** softkey to delete the entry from your Call History.

Voicemail

When voicemail functionality is enabled, the MWI LED on the Mitel MiVoice 6940 flashes red and the [◉◉] (Voicemail) icon displays on the status bar indicating that voicemail messages are available. You can access your voicemail service by pressing the **Voicemail** key

Visual voicemail

Visual voicemail enables access to voicemail system and displays a count of all, new and recorded voicemail messages.

> **Note:** Voicemail and visual voicemail functionality must be configured by your System Administrator.

All, New, and Recorded Voicemails

Delete Entry Softkey

Copy to Contacts

Dial Softkey

Play a Voicemail

Urgent Voicemail

Send Voicemail to a Number
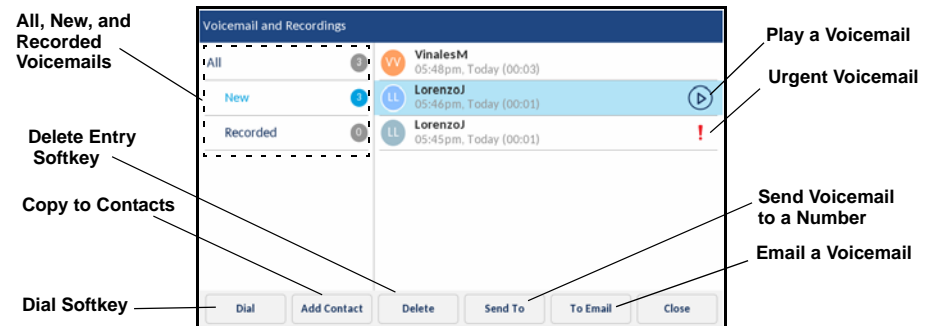
Email a Voicemail

Enabling visual voicemail

1. Press the [⚙] (**Settings**) key on the phone to access the **Settings** menu.

2. Tap **Voicemail**.

3. Tap the **key opens Voicemail App** checkbox to select the checkbox.

4. Tap **Save**.

> **Note:** For security reasons, the password can be enabled only from the user login screen.

> **Note:** For additional visual voicemail functions, refer to the *Mitel MiVoice 6940 IP Phone User Guide*.

Advanced call handling

The Mitel MiVoice 6940 IP Phone provides a method for transferring calls through the **Transfer** softkey.

Transferring a call

1. Ensure you are on active call with the party you wish to transfer.

2. Tap the **Transfer** softkey.
   The active call is placed on hold.

3. Enter the transfer recipient's number and tap **Transfer**.

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Creating a multi-party conference call

1. Ensure you are on active call with one of the parties with whom you wish to create a conference.

2. Tap the **Add User** softkey.
   The active call is placed on hold.

3. Enter the conference target's number.

4. Wait for an answer, consult, and then tap the **Join Calls** softkey to create the three-way conference call.

5. Repeat steps 2 to 4 to add an additional party (maximum of seven participants) to the conference.

Speed Call programmable key configuration

A **Speed Call** key allows you to dial a specified number with one key press. **Speed Call** keys can be useful as they can be programmed to dial directly to an internal or external number or quickly access features that use feature access codes. You can also transfer calls to or create conference calls using your **Speed Call** keys in place of dialing out manually.

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

Programming a Speed Call key

1. Press and hold the applicable programmable key (for 0-5 seconds) until the **Label Name** field is displayed.

2. In the **Label Name** field, enter a label to apply to the key using the on-screen keyboard.

3. Tap the **Number** field and enter a number using the dialpad keys.

4. (Optional) Tap the **Private** check box to make the key a Private Speed Call key. When a Private Speed Call key is tapped, the call is considered private and caller ID information is not displayed in the phone's call history.

5. Tap the **Save** softkey to save the information to the key you selected.

Note: Other features such as Phone Lock, Call Forward Always, Do Not Disturb, Mobile Line, and Account Code keys can be programmed using the press-and-hold method (if enabled by your System Administrator). For more information, refer to the *Mitel MiVoice 6940 IP Phone User Guide*.

MobileLink feature

The Mitel MiVoice 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 and call history with your 6940 IP Phone.
- Answer a mobile phone call using your 6940 IP Phone.
- Move active calls between the 6940 IP Phone and your mobile phone.

The MobileLink feature is supported only on iOS and Android mobile devices.

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

Pairing a mobile phone using Bluetooth

1. Press [⚙] the key and tap the **Bluetooth** icon.

2. Swipe the [ ] toggle switch to the right to enable Bluetooth functionality.
   Ensure your mobile phone is discoverable as the Mitel MiVoice 6940 IP Phone automatically scans for available Bluetooth devices.

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

3. When your mobile phone has been discovered, tap the respective entry on the list of available devices.
   A Bluetooth pairing request displays on both the Mitel MiVoice 6940 IP Phone and your mobile device.
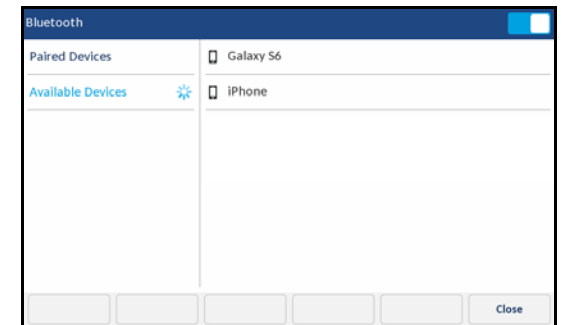
4. Ensure the pairing code matches on both devices and tap **Yes** on the Mitel MiVoice 6940 IP Phone and acknowledge the pairing request on your mobile phone.
   The Mitel MiVoice 6940 IP Phone attempts to pair the mobile phone and if successful, automatically attempts to connect to the mobile phone.

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

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

Syncing mobile contacts

The Mitel MiVoice 6940 IP Phone automatically syncs your mobile contacts to the

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Contacts application upon pairing and connection.

To manually update your mobile contacts:

1. Press the [⌂] key to access the Contacts application.

2. Tap the **Mobile** contacts folder.

3. Tap the **Update** softkey.
   The Mitel MiVoice 6940 IP Phone attempts to update and synchronize your mobile contacts.

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

Answering an incoming mobile call using your Mitel MiVoice 6940 IP Phone

When your mobile phone is paired and connected to your Mitel MiVoice 6940 IP Phone, incoming calls on your mobile phone will be indicated on your 6940 IP Phone as well.

Note: A **Mobile Line** key must be configured to answer an incoming mobile call using your Mitel MiVoice 6940 IP phone. For more information, refer to the *Mitel MiVoice 6940 IP Phone User Guide*.
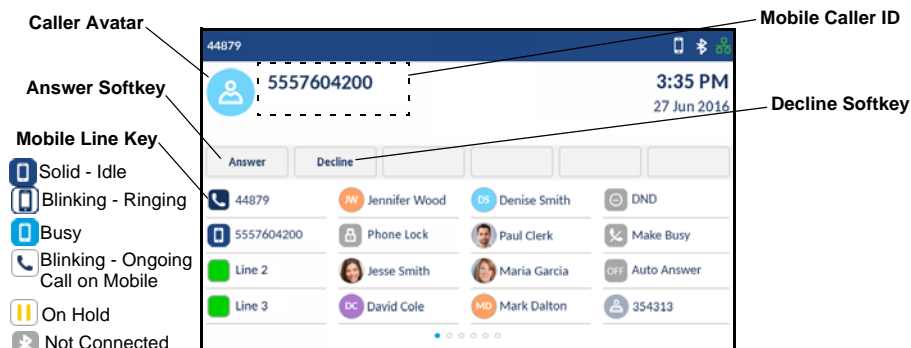
Lift the handset or press the [⊲/⊲] key, blinking [📱] **Bluetooth Line** key, or **Answer** softkey for handsfree operation.

Moving the audio of an active mobile call between your mobile phone and Mitel MiVoice 6940 IP Phone

Tap the **Push** call softkey to push the mobile call's audio from your Mitel MiVoice 6940

IP Phone to your mobile phone

or

Tap the [📞] **Mobile Line** key to pull the mobile call's audio from your mobile phone to the Mitel MiVoice 6940 IP Phone.

Syncing mobile call history

The Mitel MiVoice 6940 IP Phone automatically syncs your mobile call history to the Call History application upon pairing and connection. The **My Mobile** folder displays your mobile phone call history (missed, outgoing and received calls) with icons. The **Missed** folder displays only your mobile phone missed calls without icons.

To manually update your mobile call history:

1. Press the [☎] (**Call History**) key.

2. Tap the My **Mobile** or **MIssed** folder.

3. Tap the **Update** softkey.
   The Mitel MiVoice 6940 IP Phone attempts to update and synchronize your mobile call history.

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

   Note: For other functions, such as viewing mobile call history details, dialing a mobile call history entry, adding a mobile call history entry to Contacts, and deleting mobile call history, refer to the *Mitel MiVoice 6940 IP Phone User Guide*.

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