

## Mitel 6930 IP Handset Guide

Your Mitel handset quick reference guide booklet.



## Phone Diagram



1. Handpiece
2. Profile Key
3. History Key
4. Voicemail Key
5. Settings Key
6. Volume Rocker Key
7. LCD Display
8. Programmable Keys

9. D-PAD
10. Softkeys
11. End Call Key
12. Recall Key
13. Hold Key
14. Mute Key
15. Speaker/Headset Key
16. Dial Pad

## Basic Handset Use


### Making a call

Lift the handpiece or press the  key and dial the number.

or

Press the **Line** Programmable Key and dial the number.


### Ending calls

Place the handpiece back in its cradle, press the **End Call** softkey or press the  key.


### Answering a call

Lift the handpiece or press the  key for handsfree operation.



### Redialling

Press the **Redial** softkey once or 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. Use the up and down navigation keys to scroll through the entries and either press the **Select** button or **Dial** softkey to redial the selected number.

### Muting

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

## Holding and resuming

To place an active call on hold, press the  key. A  (Hold) icon flashes on the respective **Line** key.

To resume the call, press the  key again or press the respective **Line** key.

## User Interface 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.

**Your Directory Number** → 3712

**Last Number Dialed** → 3612

**Redial** → 3612

**Programmable Keys** → Redial

**Status Indicators**

- Network Connected
- Network Connecting
- 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.

**Conference Softkey** → Transfer

**Transfer Softkey** → Add User

**Avatar** → [Avatar]

**Call Timer** → 00:18

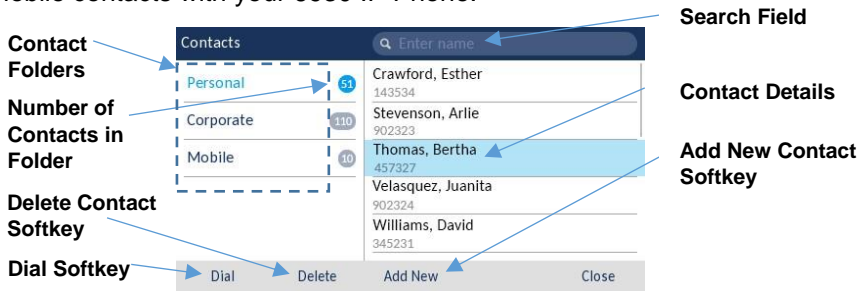
**Caller ID** → Martha Gold

**End Call Softkey** → End Call


## Applications

### Contacts

The Contacts application stores personal phone book and directory information. The Mitel MiVoice 6930 IP Phone supports a localised Personal directory, interoperability with LDAP (corporate) directories, and enhanced MobileLink functionality, which allows you to sync your mobile contacts with your 6930 IP Phone.



### Making a call using the contacts applications

1. Press the  key to access the Contacts application.
2. Navigate to the respective contacts folder and scroll through the contacts by using the navigation keys  
or  
Enter characters using keypad and press the **Search** softkey to use the search feature.
3. When the applicable contact is highlighted, press the **Select** button or **Dial** softkey to place a call using the entries default phone number  
or  
To place a call to a different phone number defined for the entry (for example, a mobile number), press the right navigation key, highlight the phone number you want to call using the up or down navigation keys, and press the **Select** button or **Dial** softkey.

## 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 Type	Contact	Time
My Phone	Marc Marquez	01:01am   Today
Missed		
Outgoing	Livio Suppi	10:33pm   Yesterday
Received	258	12:26pm   14 Mar 2017
My Mobile	Jorge Lorenzo	11:02am   14 Mar 2017
Missed	2504 (2)	10:52am   13 Mar 2017

**Call History Filters**

**Copy to Contacts**

**Dial Softkey**

**Call Type Indicators**

- Missed Call
- Received Call
- Outgoing Call


**Entry Details**

**Delete Entry Softkey**

## Using the call history application

1. Press the key to access the Call History application
2. Scroll through the lists by using the navigation keys. To view additional entry details, press the **Right** navigation key when the entry is highlighted.
3. Press the **Select** button or **Dial** softkey to place a call to the respective entry  
or  
Press the **Add Contact** softkey to copy the entry to your Contacts application  
or  
Press the **Delete** softkey to delete the entry from your Call History.

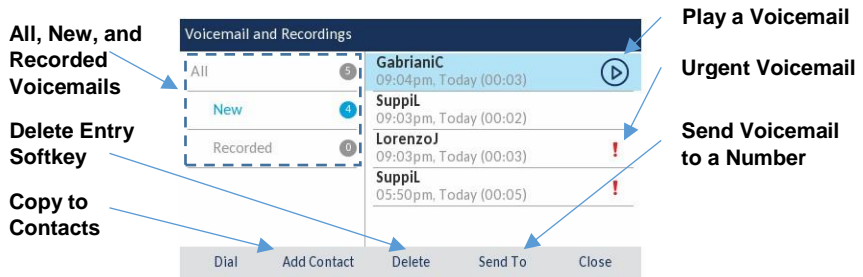
## VoiceMail

When voicemail functionality is enabled, the MWI LED on the Mitel MiVoice 6930 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 NT Connect installer.



The screenshot shows the 'Voicemail and Recordings' screen. It features a list of messages categorized into 'All', 'New', and 'Recorded'. The 'All' category is selected, showing messages from 'GabrianiC', 'Suppil', 'LorenzoJ', and 'Suppil'. Each message entry includes the sender's name, the time, and a duration. A play button is visible next to the first message. At the bottom, there are softkeys: 'Dial', 'Add Contact', 'Delete', 'Send To', and 'Close'. Annotations with arrows point to various elements: 'All, New, and Recorded Voicemails' points to the category tabs; 'Delete Entry Softkey' points to the minus sign icon; 'Copy to Contacts' points to the plus sign icon; 'Play a Voicemail' points to the play button; 'Urgent Voicemail' points to the red exclamation mark icon; and 'Send Voicemail to a Number' points to the 'Send To' softkey.

## Enabling visual voicemail

1. Press the  (**Settings**) key on the phone to access the **Static Settings** menu.
2. Navigate to **VoiceMail** using the left navigation key and then press the **Select** softkey.
3. Press the **Select** softkey to select the **key opens Voicemail App** checkbox.
4. Press the **Save softkey**.

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



## Advanced Call Handling

The Mitel MiVoice 6930 IP Phone provides a method for transferring calls through the **Transfer** softkey.

### Transferring calls

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

### Creating a multi-party conference call

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

## 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 dialling 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.
3. Press the down navigation key to move to the **Number** field and enter the number using the dial pad keys.
4. (Optional) Press the down navigation key to move to the **Private** checkbox and press the **Select** button to make the key a Private Speed Call key. When a Private Speed Call key is pressed, the call is considered private and caller ID information is not displayed in the phone's call history.
5. Press 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 NT Connect Installer)

## MobileLink Features

The Mitel MiVoice 6930 IP Phone supports MobileLink, a feature that provides seamless mobile integration using Bluetooth wireless technology. MobileLink highlights include the ability to:

- Sync to your mobile phone's contact list and call history with your 6930 IP Phone.
- Answer a mobile phone call using your 6930 IP Phone.
- Move active calls between the 6930 IP Phone and your mobile Phone.

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

### Pairing a mobile phone using Bluetooth

1. Press the  key, navigate to **Bluetooth** settings, and press the **Select** button or **Select** softkey.
2. Press the **Turn On** softkey to enable Bluetooth functionality. Ensure your mobile phone is discoverable as the Mitel MiVoice 6930 IP Phone automatically scans for available Bluetooth devices.
3. When your mobile phone has been discovered, use the navigation keys to highlight the respective entry in the list of available devices and press the **Select** button or **Pair** softkey. A Bluetooth pairing request displays on both the Mitel MiVoice 6930 IP Phone and your mobile device.
4. Ensure the pairing code matches on both devices and press **Yes** on the Mitel MiVoice 6930 IP Phone and acknowledge the pairing request on your mobile phone. The Mitel MiVoice 6930 IP Phone attempts to pair the mobile phone and if successful, automatically attempts to connect to the mobile phone.
5. Press **OK** to acknowledge the successful connection.

## Syncing mobile contacts

The Mitel MiVoice 6930 IP Phone automatically attempts to sync your mobile contacts to the Contacts application upon pairing and connection.

To manually update your mobile clients:







1. Press the key to access the Contacts application.
2. Navigate to the **Mobile** contacts folder.
3. Press the **Update** softkey. The Mitel MiVoice 6930 IP Phone attempts to re-synchronise and update your mobile contacts.

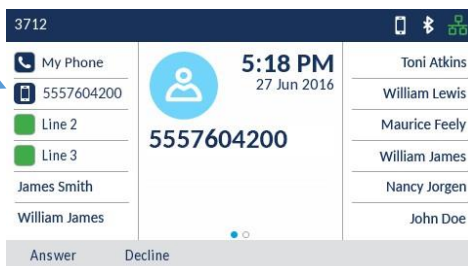
## Answering an incoming mobile call using your Mitel MiVoice 6930 IP Phone

When your mobile phone is paired and connected to your Mitel MiVoice 6930 IP Phone, incoming calls on your mobile phone will be indicated on your 6930 IP Phone as well.

**Note:** A **Mobile Line** key must be configured to answer an incoming mobile call using your Mitel MiVoice 6930 IP Phone.

### Mobile Line Key

-  Solid – Idle
-  Blinking – Ringing
-  Busy
-  Blinking – Ongoing Call
-  On Hold
-  Not Connected




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 6930 IP Phone

Press the **Push call** softkey to push the mobile call's audio from your Mitel MiVoice 6930 IP Phone to your mobile phone


or

Press the  **Mobile Line** key to pull the mobile call's audio from your mobile phone to the Mitel MiVoice 6930 IP Phone.

## Syncing mobile call history

The Mitel MiVoice 6930 IP Phone automatically syncs your mobile call history to the Call History application upon pairing and connection.

To manually update your mobile call history:

1. Press the  (**Call History**) key.
2. Navigate to the **My Mobile** or **Missed** folder.
3. Press the **Update** softkey. The Mitel MiVoice 6930 IP Phone attempts to re-synchronise and update your mobile call history.



