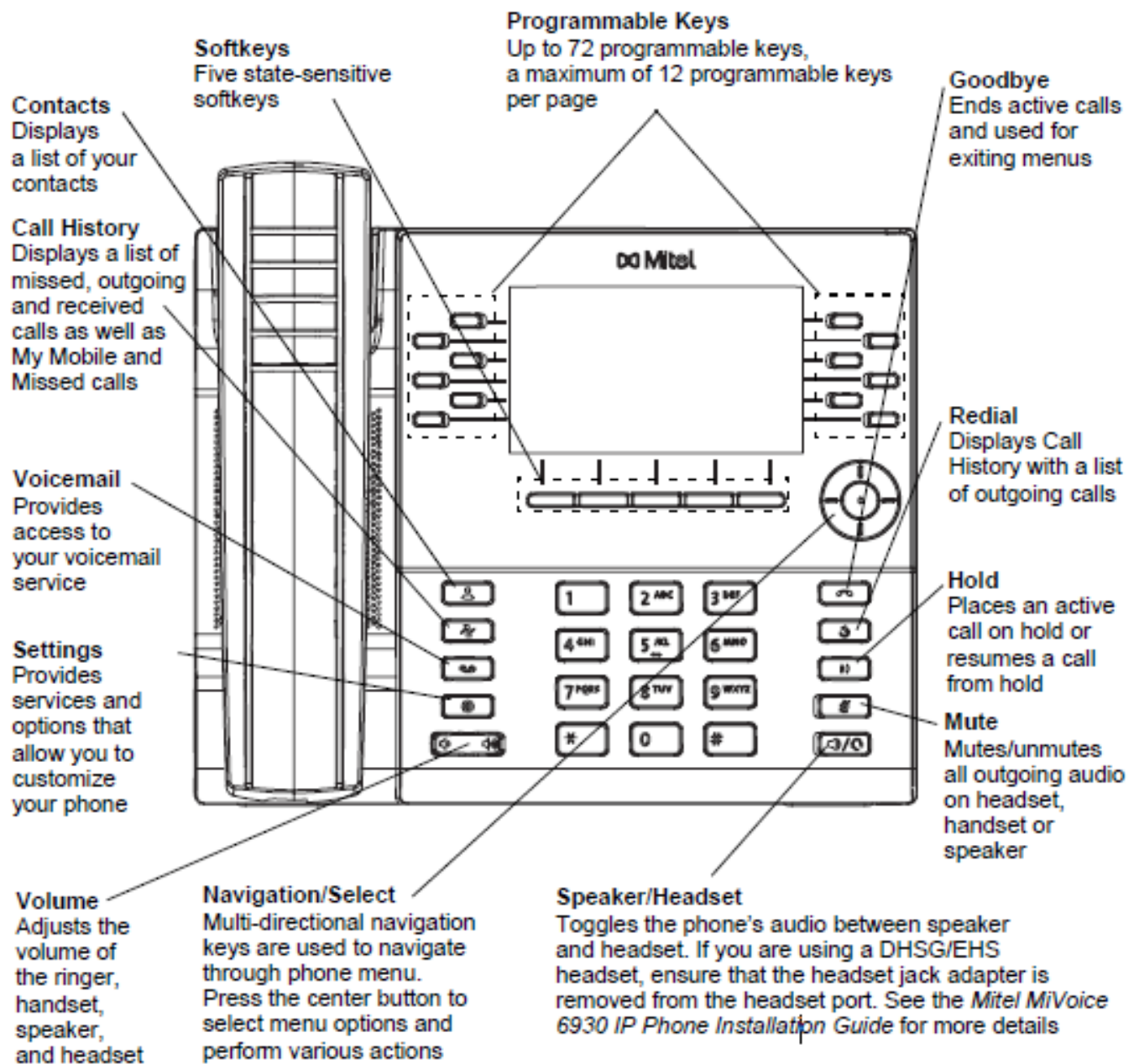


Mitel MiVoice 6930 IP Phone

Getting started



On the Home screen, the left and right navigation keys can be used to access the additional pages of programmable keys

Warning!
The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

Mitel 6900 IP PHONES

CALL HANDLING

MAKE an outside call:

Dial 9 + 1 + area code
Dial the telephone number

Make an internal call:

Dial the extension number

To end a call:

Press the **End Call** softkey,
Goodbye  key *or* hang up


TRANSFER:

Press the **Transfer** softkey
Dial the extension number
(Announce the call) ← *optional*
Hang up

Transfer a call off-site:

Press the **Transfer** softkey
Dial 9 + 1 + area code + phone number
(Announce the call) ← *optional*
Hang-up

Transfer call to a mailbox:

Press the **VoiceMail**  key
Dial the mailbox number
Hang-up *quickly*

To cancel Transfer:

Press the **Back to Held** softkey

HOLD:

Press the **Hold**  key


Retrieve Held Call:

Press the flashing **Line** key


Retrieve held call at another phone:

Dial **1
Dial the extension where call is held

MUTE: *for handset, headset or speaker*

Press the **Mute**  key while on a call

REDIAL:

Press the **Redial** softkey to dial the last number called (*displayed on Home Screen*)
Or Press **Redial**  key to pull up the outgoing call log *or* press twice to auto dial the last number called


PICKUP: *to pick up a ringing call at another phone*

Lift the handset
Dial **6
Dial extension number of the ringing phone

PAGE: Press the **Page** key *or* Dial the **Page Access** number

Wait for tone; make announcement

Headset:

Press the Headset  key to turn Headset function On/Off


FEATURES

Call Log:

Press the **Call History**  key


Select All, Missed, Outgoing or Received Calls

(Press **Dial** *softkey* to dial the number)

Press the **Goodbye**  key or **Closed** *Softkey* to exit

Call Forward your calls to another destination:

To Program Call Forwarding:

Press the **Settings**  key

Select **Call Forward** 

Select **Always**

Enter the destination number (9 + 1 + area code + number)

Check the box on the far right

Press the **Save** *softkey*

Select **Close** *softkey*

Conference: *(up to 8 parties)*

Establish first call (inside or outside)

Press the **Add User** *softkey*

Establish second call (inside or outside)

Press the **Join Calls** *softkey*

(Press **Leave Call** *softkey* if you wish to hang-up and let the parties continue to talk)

Speed Dial:

To store a Speed Dial number:

Press and hold the key you wish to program for 5 seconds

(until Label Name field appears on display)

Navigate to Speed Call

In the Label Name field spell out a name

Navigate to Number

Enter the internal or external number

Press the **Save** *softkey*

To dial a speed dial number:

Press the programmed key

ADJUSTMENTS

Ring Tones:

Press the **Settings**  key

Navigate to **Audio**, then **Ring Tones**

Press **Select** *softkey* or **Select Button**

Select **Internal** or **External** Ring


Select **Ring tone**

Press the **Save** *softkey*

Press **Close** *softkey*

Volume:

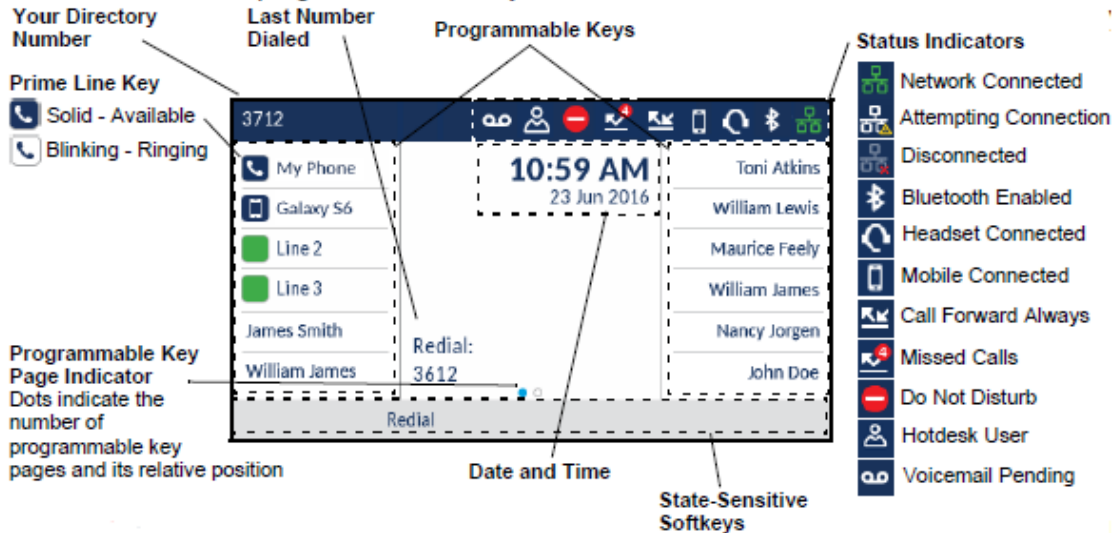
Handset / Headset / Speakerphone / Ringer

Press the volume  key to adjust the volume of an active call or ring

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.



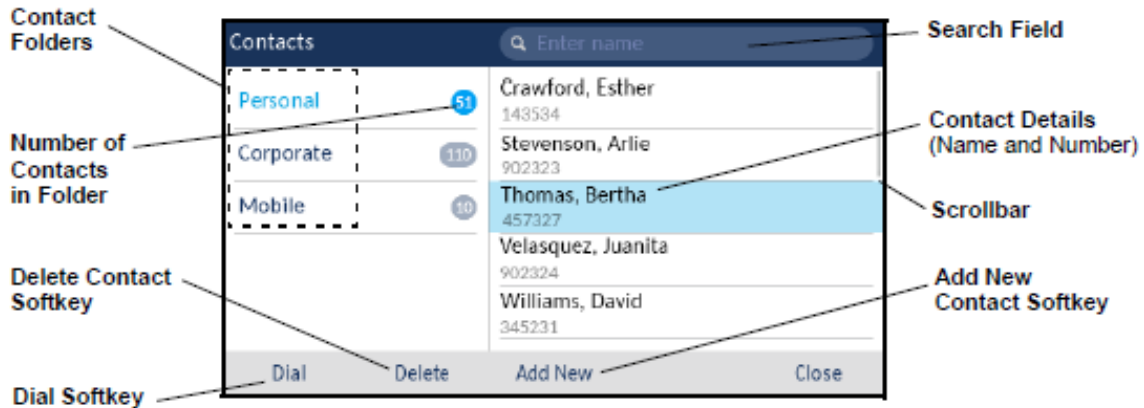
Call screen

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.



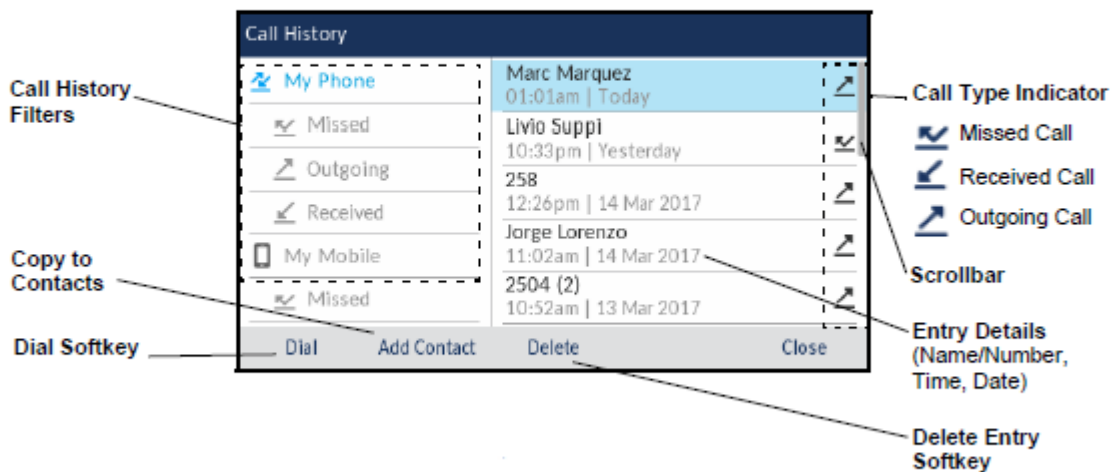
Contacts

The Contacts application stores personal phone book and directory. The Mitel MiVoice 6930 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 6930 IP Phone.



Call History

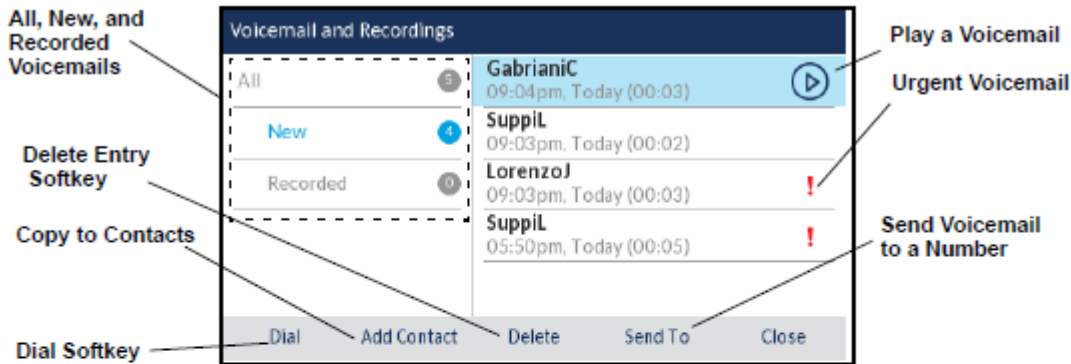
The Call History application displays a list of your missed, outgoing and received calls as well as My Mobile and Missed calls. You can view, delete and dial out to call history entries as well as copy entries to the Contacts application.




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.



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.



NuPoint Messenger Voice Mail

SETUP YOUR PERSONAL MAILBOX:

Press the **VM Message** key 

Enter your default passcode of **1 2 3 4**

Follow the prompts to setup your personal mailbox

Enter a **new Passcode** (up to 12 digits) plus #

Record a Greeting

Record your Name

Voicemail Menu Options:

Press the **VM Message** key  to Access your mailbox

Choose from the following prompts:

U {8} for **User Options**

G {4} for **Greeting**

Press C – Conditional Greeting (*separate Busy and No Answer greetings*)

Press P – Primary Greeting

Press E – Enable Conditional Greetings

N {6} for **Name**

P {7} for **Passcode**

L {5} for **Distribution List**

C {2} for **Call Schedule Options**

F {3} for **Fax Cover Sheet Options**

X {9} to **Exit** to previous menu

To access your mailbox from your own phone:

Press the **VM Message** key

Enter your **passcode**

To access the General or Attendance mailbox:

Press the corresponding **Mailbox** button by the display

Enter the passcode **2 5 8 0**

To access your mailbox from any phone in the office:

Press the **VM Message** key

When you hear the system ask for your passcode

Press *

Dial your **mailbox** number, *plus* *

Enter your **passcode** when prompted

To access your mailbox from outside the office:

Call into the school **847-986-1100**

The greeting will answer with “Welcome to the Message Center”

Dial your **mailbox** number then * key

Enter your **passcode** when prompted

To transfer a call to a mailbox:

(While on a call)

Press the **VM Message** key

Dial the **mailbox** number

Hang up immediately

Listening to messages:

Access your mailbox

Press P {7} to play a message

(the voicemail plays the date & time stamp of the message)

During message playback

Press **1** to **pause** for 30 seconds

Press * to move **back** 5 seconds

Press # to move **forward** 5 seconds

Press **8** to **skip** to your next message

Press **8*** to **return** to beginning of previous message

After message playback

Press P {7} to **Play** the message **again**

Press A {2} to **Answer** the person who sent the message

Press G {4} to **Give** the message to another mailbox

Press K {5} to **Keep** the message

Press D {3} to **Discard** the message

Good to Know:

- **Discarded** messages are deleted instantly
 - Unless immediately after discarding you retrieve it by pressing * or the **Undelete** softkey
- **Kept** messages are saved until discarded
- If you hang up without choosing to keep or discard, messages will be kept for 30 days, then discarded automatically.

PROMPT CODES:

P to play a message

M to make a new message

U to change user options

X to exit the system

0 to return to attendant

to dial an extension

Mitel NuPoint Unified Messaging

ACCESSING YOUR MAILBOX

- Enter the NuPoint Unified Messaging system access number.
- Enter your mailbox number (followed by the * key if accessing your mailbox from outside the company).
- Enter your passcode.
- If you have the Advanced Unified Messaging with Text-to-Speech feature, you can listen to either your voice mail messages or your e-mail messages by accessing the relevant menu, as indicated below.

NOTE: Call Director and Fax are optional features that may not be available on your voice mail system.

USER OPTIONS

- Change Greeting **4** GHI
- Change Name **6** MNO
- Change Passcode **7** PQRS
- Distribution Lists **5** JKL
- Call Schedule Options **2** ABC
- Tutorial **8** TUV
- Exit to Main Menu **9** WXYZ
- Fax Delivery Options **3** DEF

For more information about these options, see the NuPoint UM User Guide available at Mitel OnLine. (See "End User Documents".)

FAX DELIVERY

- Retrieve Unplayed Fax Messages **7** PQRS
- Personal Fax Telephone Number **6** MNO
- Fax Cover Page Options **2** ABC
- Enable/Disable Auto Fax Delivery **3** DEF
- Exit Options Menu **9** WXYZ

PLAY VOICE MESSAGE

- Play **7** PQRS
- Answer **2** ABC
- Give **4** GHI
- Keep **5** JKL
- Make **6** MNO
- Discard **3** DEF

ANSWER OPTIONS

- 8** TUV *Voice Mail Answer
- 3** DEF *Dial-back and delete message
- 5** JKL *Dial-back and keep message

*Answer and Dial-back options must be enabled.

MAIN MENU

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

Exit
Transfer to Extension

Transfer to Operator

CALL DIRECTOR ADMINISTRATION

- Enable/Disable Override **3** DEF
- Record Greetings Message **7** PQRS

PLAY E-MAIL MESSAGE

- Play **7** PQRS
- Keep **5** JKL
- Delete **3** DEF
- Exit to Main Menu **9** WXYZ

MAKE MESSAGE

- Review **7** PQRS
- Discard **3** DEF
- Append **2** ABC
- Exit to Main Menu **9** WXYZ
- Message Addressing Options **6** MNO

MESSAGE ADDRESSING OPTIONS

- Confidential **2** ABC
- Receipt request **7** PQRS
- Urgent **8** TUV
- Future delivery **3** DEF
- Exit options **9** WXYZ