



# Mitel 6910 SIP Phone for MX-ONE

QUICK REFERENCE GUIDE





**FCC Statement (U.S.A.)**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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HAC (Hearing Aid Compatible)



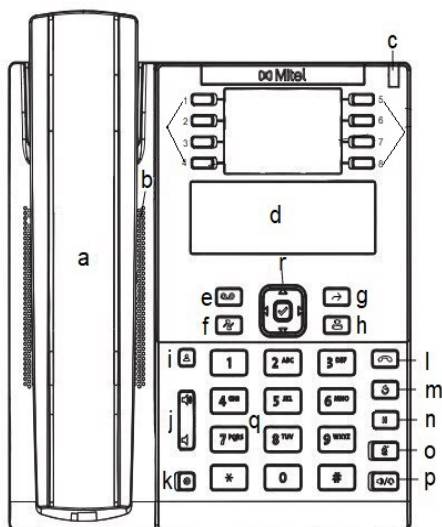
# Mitel 6910

## Quick Reference Guide

This Quick Reference Guide contains short descriptions on how to use the basic features of the IP phone Mitel 6910 on an MX-ONE system. More feature descriptions and technical requirements are available in the User Guide.

The complete User Guide is available in electronic format at [www.mitel.com](http://www.mitel.com)

*Read the safety instructions before use!*



- a 6910 Handset
- b High Quality Speakerphone
- c Message Waiting Lamp
- d LCD Screen
- e Voice Mail
- f Callers List
- g Transfer Key
- h Conference Key
- i Corporate Directory
- j Volume Control
- k Options Key
- l Goodbye Key
- m Redial Key
- n Hold Key
- o Mute Key
- p Speaker/Headset Key
- q Keypad
- r Navigation/Select Keys

### Programmable Keys

- 1 LogOn/LogOff
- 2 Message Waiting
- 3 Diversion
- 4 CallBack
- 5 Save
- 6 Delete
- 7 Corporate Directory
- 8 Services

### Display screen

#### In idle

The screen displays:

- The extension number.
- Shows the user name, number of missed incoming calls, personal number profile, absence or diversion.
- The date and time.

#### During a call

The screen displays:


- The correspondent's name and/or number.
- An icon indicating the call status.
- The time since the start of the call.

#### In the menus

- Shows the option menus, in the local directory, lists and during programming, the screen guides the user through the choices and settings.

## Log On and Log Off

### Display Information

Navigating the menu: To reach the options menu, press the following: 

Press ▼ and ▲ to scroll the menu. Press ◀ to exit and ▶ to enter the option.

### Log On and Log Off

**Log on:** Press the **LogOn**. Enter the extension number and press ▼|for Enter.

If a PIN code is initiated in MX-ONE, there will be a Password prompt. Enter your PIN code as Password and press ▼|for Enter.

*If you do not know your extension number or your PIN, contact your system administrator.*

- If the log on is successful, the extension number (and name) of the user is shown in the display.

**Log off:** Press the **LogOff**. Scroll to choose if you want to keep the incoming- and outgoing calls lists. Press Enter.

- If the log off is successful, the status display will indicate **No service**.

**Note:** If you don't clear the lists, someone else that logs on with another extension number on your phone can see your call lists.

### Change of PIN code

You can change the PIN code used for logging on to the telephony system.

Change the PIN code: Enter **\*74\*old PIN\*new PIN#**

A text message on the display confirms if the change was successful.


## Incoming Calls

### Answer Calls

Answer:



Handsfree mode:

Press **handsfree** 

Answer a second incoming call:

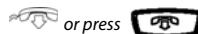
Press the flashing line (requires that Free on second is activated).

Free on second:

The function **Free on Second** is activate as default.

- **Deactivate Free on Second**  
1. Press **Services** softkey and select **Free on second** line.  
2. Select **Deactivate**.
- **Activate Free on Second**  
1. Press **Services** softkey and select **Free on second** line.  
2. Select **Activate**.

End call:



Reject call:

Press

Answer a call to a monitored extension (MNS/DMN):

The lamp at the MNS/DMN key flashes and a short ring signal may be heard.


Press the MNS/DMN key to display the calling part (number/name)<sup>1</sup>

Press the MNS /DMN key to answer the call.

### Picking up calls

You can answer a call from another phone:

Call pick-up:

 **Extension number**. Wait for a busy tone and **8**

*France: 0, New Zealand: 4, Sweden: 6*

Group call pick-up:

Press the **Group Monitoring** key. Name and number of the first call is shown in the display.

Press the **Group Monitoring** key to answer the call.

or

 **\*8#** *Finland and Sweden: \*0#*


*U.S.A. and Canada: \*59#*

1. This function requires a setting in the call manager.  
Please contact your system administrator.

## Missed Calls

Missed call indication: Missed calls are indicated by the **Missed Call** text in the display.

Check missed calls: Press the Callers list 

Scroll with the navigation key to wanted number and name. The  icon indicates a missed call

## Outgoing Calls



### Make Calls

To make a call in discreet mode (without loudspeaker), just lift the handset before or after dialling the number.

Internal calls:  **Extension number**. Press **Dial**

External calls:  **External access code + External number**. Press **Dial**

Dial by Contact (Local Directory): see *Local Directory*

Calling from the call lists: Scroll to the record in the callers- or outgoing calls list +  or 

Dial by softkey (Speed Dial): Press the softkey

Redial last external number: \*\*\*

*Finland and Sweden: \*\*0*

### Callback

The busy extension calls back when free.

Order: Press **6** 

*France, New Zealand and Sweden: 5*

### Callback (Continued)

Cancel all callbacks:  **#37#** Press **Dial**

Cancel single callback:  **#37\* extension number #** 

*U.S.A. and Canada: #6\**


### Call Waiting

A call waiting signal is sent to the busy number

Order: Press **5**. If you hear a ring tone, keep the handset off hook.

*Sweden: 4*

*France and New Zealand: 6*

Cancel call waiting: 

Call Waiting signal is indicated by CAW tones during an ongoing call.

Answer: Hang up the ongoing call, and the phone will ring for the waiting call.

### Intrusion

Intrude a busy extension to ask the party to hang up.

Activate: Press **4**

*France, New Zealand and Sweden: 8*

### Bypass

Bypass Diversion (e.g. Follow-me) on a specific extension.

Activate:  **\*60\*** Desired number #

*U.S.A. and Canada: \*1\*...*



## During Calls

### Put on Hold

Ongoing call: Press 


Resume a call: Press  again

## Inquiry

Ongoing call: Press , enter the number to the 3rd party, press  and wait for answer.

Switch between calls: Press the line that holds the call you want to retrieve.

## Conference

Ongoing call: Press  enter the number to the 3rd party, press a free **Line** and after answer press the **Conference** key

or

After answer press **3**

The number of participants is shown in the display.

Repeat to add more participants.

## Transfer

Ongoing call: Press the shortcut key for **Transfer**, enter the number to the 3rd party. Press **L2** and press the **Transfer** key again (either before or after answer) to transfer the call

## Encrypted call

Ongoing call: When a padlock is shown in the display, the speech is encrypted to and from the phone.

## Diversion

### Follow-me

#### Order Follow-me and External Follow-me

Order Follow-me: Press the **Diversion**.

Select **Follow-me**. Enter the new answering position number and press **Done**.

A confirmation text is shown in the display. The lamp at the **Diversion** is lit.

Order external

Follow-me: Select **External Follow-me**. Enter the external access code and the number. Press **Done**.

A confirmation text is shown in the display. The lamp at the **Diversion** is lit.

#### Cancel Follow-me and External Follow-me

When any kind of diversion is active, the lamp at the **Diversion** is lit

Cancel Follow-me: Press the **Diversion**.

The lamp is switched off.

Cancel External

Follow-me: Press the **Diversion**.  
The lamp is switched off.

### Individual Do Not Disturb (DND)

You can activate this feature when you don't want to be disturbed, and your Common Service Profile allows this feature. Then anyone trying to call you will get busy or will be forwarded to the diversion position if it is defined by the system administrator.

Activate: Press the **Diversion**. Select **Do Not Disturb**. "Do Not Disturb" will be shown in the display and the Diversion lamp is lit.

Deactivate: Press the **Diversion**. The Diversion lamp is turned off.



## Group Do Not Disturb

From an extension with a certain class of service it is possible to set do not disturb for a group of extensions. Calls to the extensions in the group will not be indicated.

Order group do not disturb:  **\* 25\*group number #**

Press **Dial**.

Germany, South Africa, North America: **\*28\*group number#**

Cancel:  **# 25\*group number #**

Press **Dial**


Germany, South Africa, North America: **#28\*group number#**

## Direct Diversion/Diversion on no answer/Diversion on busy

You can activate this feature when you want your calls to be forwarded to a predefined answering position. This feature is only available if the system administrator has enabled it.

### Direct Diversion

Order Direct Diversion: Press the **Diversion** softkey.

Scroll with navigation key  to Select **Direct Diversion**. The destination number is shown.

Press **Enter**

The lamp at the **Diversion** softkey is lit.

or

 **\*21#**

Press **Dial** 

## Direct Diversion/Diversion on no answer/Diversion on busy

Cancel Direct Press the **Diversion** softkey.

Diversion: The lamp of the **Diversion** softkey is switched off.


or

 **#21#**

Press **Dial** 

### Diversion on no answer

Order Diversion on no answer: Press the **Diversion** softkey

Scroll with navigation key  to **Div on no answer**. The destination number is shown.


Press **Enter**

Press 

or

 **\*211#**

Press **Dial** 

Cancel Diversion on no answer: Press the **Diversion** softkey. Scroll with navigation key  to **Div on no answer**.

Press **Enter**

Press 


or

 **#211#**

Press **Dial** 

## Direct Diversion/Diversion on no answer/Diversion on busy

### Diversion on busy

Order Diversion on busy: Press the **Diversion** softkey. Scroll with navigation key  to **Div on busy**.


Press **Enter**

Press 

or

 **\*212#**

Press **Dial** 

Cancel Diversion on busy: Press the **Diversion** softkey. Scroll with navigation key  to **Div on busy**.

Press **Enter**

or

 **#212#**

Press **Dial** 

## Presence Information

Select absence reason with return date/time: Press the **Diversion** .  
Select **Presence**. Select the wanted reason for absence and enter time or date for return. Press **Set**.

A confirmation text is shown in the display. The lamp at the **Diversion** is lit

Select absence reason without return date/time: Press the **Diversion** .  
Select **Presence**. Select the wanted reason for absence. Press **Set**.

A confirmation text is shown in the display. The lamp at the **Diversion** is lit.

Cancel: Press the **Diversion** .  
The lamp is switched off.

## Personal Number

A number of answering positions can be defined in a personal number profile. Up to 5 profiles can be defined. You select the wanted profile from your telephone.

When somebody calls your normal office phone number the call will be announced on the telephones defined in your active profile.

The profiles can be defined by user via CMG Office Web or by the system administrator.

Order or change profile from own extension: Press the key for **Services**.  
Select **Profile**.

Select the wanted profile from the list.

#profile number is shown on the top row in the display, e.g. #1

Deactivate: Press the key for **Services**.

Select **No Profile**.

#profile number is removed from the top row in the display.

## Advanced Features

### Account Code

New external call:  **\*61\***Account code# external number.

Norway and Finland: \*71\*...

Ongoing external call: Press 

Press a free **Line** and Dial **\* 61 \*** **Account code #** and wait for confirmation tone for valid code.

Clear the line used for entering the account code.


Press the **line** that holds the call.

Norway and Finland: \*71\*...

## Authorization Code

### Common Authorization Code

Dialing:

 **\*72\*** *Authorization code #*

Press **Dial** and wait for verification tone. Dial external number.

*Canada and U.S.A: \*6\*...*


*Austria, Germany, The Netherlands: \*75\*..*

Locking extension:

 **\*73\*** *Authorization code #* Press **Dial** 


*Canada and U.S.A: \*71\*...*

Unlocking extension:

 **#73\*** *Authorization code #* Press **Dial** 


### Individual Authorization Code

Dialing from own extension:

 **\*75\*** *Authorization code #* Press **Dial** and wait for verification tone. Dial external number.

*Austria, Germany, The Netherlands: \*72\*...*

Dialing from other extension:

 **\*75\*** *Authorization code #own extension number#* Press **Dial** and wait for verification tone. Dial external number.

*Austria, Germany, The Netherlands: \*72\*...*

Locking extension:

 **\*76\*** *Authorization code #* Press **Dial** 

Unlocking extension:

 **#76\*** *Authorization code #* Press **Dial** 

## General Deactivation

Deactivate all activated features:

**#001#**

Press **Dial**

*U.S.A. and Canada: \*0#*

## Boss Secretary

In this section, it is assumed that a personal number list 1 (profile 1) and a personal number list 2 (profile 2) are set up in MX-ONE. The Personal number list in profile 1 includes the number of the secretary and is used when the feature is active. Profile 2 has not the secretary's number included.

Abbreviations:

Extension number of the boss: <Boss num>

Extension number of the secretary: <Secr num>

Personal Number: PEN

Activate the Boss

*Press the used as the PEN.*

Secretary feature on the secretary's telephone.

*The lamp at the PEN is lit and the text **Service Requested** is shown in the display*

*On the phone of the boss the personal number list with the boss secretary feature#1 is shown in the display. The lamp at the PEN is lit*

*The calls to the boss are announced on the secretary's telephone and the display shows **Via: <Boss num>***

Deactivate the Boss Secretary feature on the secretary's telephone

*Press the used as the PEN.*

*The lamp at the PEN is turned off and the text **Service Requested** is shown in the display.*

*On the phone of the boss the personal number profile without the boss secretary feature #2 is show in the display. The lamp at the PEN is turned off.*

*The calls to the boss, are announced on the telephone of the boss*

## Boss Secretary(Continued)

Activate the Boss Secretary feature on the telephone of the boss

*Press the **used as the PEN** .*

*The lamp at the PEN is lit and the text **Service Requested** is shown in the display*

*In the display, the active personal number list #1 is shown.*

*On the secretary's telephone the lamp is lit at the PEN*

*The calls to the boss, are announced on the secretary's telephone*

Deactivate the Boss Secretary feature on the telephone of the boss

*Press the **used as the PEN***

*The lamp at the PEN is turned off and the text **Service Requested** is shown in the display*

*In the display, the personal number profile without the boss secretary feature #2 is shown*

*On the secretary's telephone the lamp is also switched off at the PEN*

*The calls to the boss, are announced on the telephone of the boss*

## Monitoring of Extensions

### Monitoring of Extensions (MNS)


On other extensions can be monitored from a on your telephone. The monitoring s are called MNS .

Answer a call to the monitored extension. *The lamp at the MNS is flashing. Press the to answer the call.*

Answer a call to a monitored extension (MNS ), while you already have an ongoing call

*The lamp at the MNS flashes and a short ring signal may be heard*

*Put the ongoing call (L1) on hold.*

Press 

*Press the MNS to answer the call on L2*

### Diversion/Deflect Monitoring (DMN)

Calls that are Diverted or Deflected from your phone can be monitored from a softkey on your phone. This monitoring key is called DMN.

## Shared Call Appearance (SCA)

The SCA feature allows a group of terminals to control the incoming and outgoing calls on a common line.

Your extension number can be represented on a SCA on other extensions in your work group. Any member can answer calls to your SCA line and make outgoing calls on the SCA line.

A member that have an active call, can put the call on hold and it can be retrieved from any member in the group. This is a simple way to exchange/move calls between the members

Any member in the work group can initiate a conference by barge into an active SCA line. This feature is enabled by the system administrator.

If your phone is monitoring other members with SCA lines, these SCA lines are represented on softkeys.

### Lamp indications:


Main rule: Green light when it is your call. Red light when somebody else in the SCA group has the active call. This is valid for the L1 and L2 s but when a SCA line is represented on a softkey , only red light can be shown. The table below describes the L1-L2 s:

|                     |  |
|---------------------|--|
| Steady green light: | <i>Active call. You are the owner of the call.</i>                           |
| Steady red light    | <i>Active call. Somebody else in the SCA group is the owner of the call.</i> |

## Shared Call Appearance (SCA)

|                            |   |
|----------------------------|---|
| Fast flashing green light: | <i>Incoming call. Anyone in the SCA group can answer the call.</i>      |
| Slow flashing green light  | <i>Parked call. You have parked the call from your terminal</i>         |
| Slow flashing red light    | <i>Parked call. Somebody else in the SCA group has parked the call.</i> |

### Traffic cases:

|  |  |
|--|--|
| Answer an incoming call on a SCA line  | <i>Press the <b>SCA</b> that is flashing (green fast flashing).</i>  |
| Make an outgoing call from a SCA line: | <i>Press the <b>SCA</b>, enter the digits and press <b>Dial</b></i>  |
| Park and retrieve the call             | <i>The member that has the active call presses . The <b>SCA</b> flashes slowly with green light. Any member in the group can retrieve the call by pressing the <b>SCA</b> that is flashing slowly with red light.</i> |
| Conferencing                           | <i>A member in the group wants to participate in an active call. The member presses the <b>SCA</b> with the active call indicated with red steady light. (The feature has to be enabled by the system administrator).</i>  |

## Extra Directory Number (EDN)


The system administrator can assign one or several extra directory numbers (lines) to your telephone. The extra directory number is represented on a shortcut


|                               |  |
|-------------------------------|--|
| Make a call from a EDN line:  | <i>Press the wanted <b>EDN</b> line or softkey. Enter the number, press <b>Dial</b>.</i> |
| Answer a call to an EDN line: | <i>Press the <b>EDN</b> that is flashing.</i>  |

## Call Park Pool

You can park a call and transfer the call at a specific directory number (also called Call Park Pool) and any extension can pick up the call. If the call is not picked up within a few minutes, the call will recall your extension.

Transfer the call to the call park pool:

*You have an active call. Press  to put the call on hold. Dial the number to the call park pool. Note the number (here called B-number) that shows up on the display.*

*Press  to transfer the call.*

*Inform the person that shall take the call that he/she shall pickup the call on number (B-number).*

Pick up a call that is parked in the call park pool

*Dial the B-number that you received from your colleague. When you hear the busy tone press **8** to pick up the call*

*France: 0*

*New Zealand: 4*

*Sweden: 6*


## Intercom

The system administrator can initiate an intercom connection on a softkey on your phone. When you press the , a call is set up towards a predefined party and it is answered automatically.

Initiate an Intercom call: *Press the **Intercom**.*

Answer an Intercom call *The **Intercom** is flashing, a ring signal is heard and the call is answered automatically.*

*You hear the other party in the speaker, but the other party cannot hear you and the mute is lit.*

*You have to press the mute  to let the other party hear you.*

## Voice Mail

### Messages/Voice Mail

Call voice mail system *Press the **Services** . Select (e.g. record greeting **VoiceMail** announcement):*

Listen to received messages: *The message waiting lamp is slowly blinking and an envelope is displayed when there is a pending message*



*Press the **MsgWaiting***




## Settings in the Telephone

### Softkeys


Some softkeys can be programmed by the user, while others require administrator rights. Softkeys that the user can program are called Speed Dials, and are phone numbers and service codes.


Program a new softkeys: *Use the web interface*

Edit a softkeys:  **Options List > Preferences > Speed Dial Edit**  
*Press the  to edit and then edit number. Press **Save***

Delete softkeys:  **Options List > Preferences > Speed Dial Edit**  
*Press the  to delete and erase the number by  and **Save***

### Mute

Mute microphone during call: *Press *

Silent ringing:  **Options List > Preferences > Tones > Ring Tone > Silent**

**Note:** The ring signal is switched off permanently

### Volume

Adjust the listening volume of the: *Press*



- Handset
- Headset
- Ringer
- Hands-free

### Display Language

Change display language:



**Options List >**

**Preferences > Language > Screen Language**

*Enter **\*08\*n#** to inform the system about the language*

*Press **Dial***

*n = language number. Contact the system administrator.*

Change pad characters:



**Options List >**

**Preferences > Language > Input Language**

### Time and Date

Set time format:



**Options List >**

**Preferences > Time and Date > Time Format**

Set date format:



**Options List >**

**Preferences > Time and Date > Date Format**

## Directories (Contacts)


### Corporate Directory



The system administrator will most likely choose to set Local- or Corporate directory on 7 according to fig. p. 5.

**Search for a contact:** *In Corporate directory, you get prompted for "Name or Phone:". If you want to search only by last name, enter e.g. the first letter of the last name.*

*If you want to search only by first name, enter a comma (press 1 seven times) followed by e.g. the first letter of the first name.*

*If you want to search by full name, enter e.g. the first letter of the last name and then the first letter of the first name separated by a space (press \* twice).*

*Then press  to search. The search result is shown in the form of a list of names. Scroll in the list to the wanted contact.*

**Call from Corporate directory:** *If the search found the contact, press  to enter the contact. Scroll down to the phone number. Press  to call.*

### Local Directory

The system administrator will most likely choose to set Local- or Corporate directory on 5 according to fig. p. 5.

**Exit the local directory** *Local directory or* 

**Search for a contact** *In the local directory, scroll down to the first contact and press the first letter of the name you want to search.*


**Call from local directory:** *In the local directory, scroll to the contact and press  or *

### Local Directory (Continued)

**Add a contact to local directory:** *In the local directory, press Save then follow instructions*

**Delete contact from local directory:** *In the local directory, scroll to the contact and press Delete (twice)*

**Deleting all contacts from the local directory** *Local directory + Delete (twice)*

**Edit contact** *In the local directory, scroll to the contact and press  to erase.*

## Web Interface

### Using the Web Interface

**Log On:** *Open a web browser on your PC and enter the phone's IP address in the address field. Enter*

*userid: user*

*password: blank is the default password*

**Find out the phone's IP address:**  **Options List > Phone Status > IP & MAC address**

*Enter the IP address into the address field in the web browser in your PC*





# Important User Information

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## Safety Instructions

Save these instructions.

Read these safety instructions before use!

**Note:** When using your telephone or connected equipment, the following basic safety precautions should always be followed to reduce risk of fire, electrical shock and other personal injury.

- Follow instructions in the equipment's user guide or other documentation.
- Always install equipment in a location and environment for which it is designed.
- For mains powered telephones: Only operate with the mains power voltage indicated. If you are uncertain of the type of power supplied to the building, consult property management or your local power company.
- For mains powered telephones: Avoid placing the telephone's power cable where it can be exposed to mechanical pressure as this may damage the cable. If the power supply cord or plug is damaged, disconnect the product and contact qualified service personnel.
- Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void the user's authority to operate the equipment.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, and kitchen sink, in a wet basement or near a swimming pool.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Do not disassemble the product. Contact a qualified service agency when service or repair work is required.
- Do not use a telephone (other than cordless type during an electrical storm).

**Disposal of the product**

Your product should not be placed in municipal waste. Please check local regulations for disposal of electronic products.

**Power Adapters**

The phone can be powered either from a 48 V DC power adapter (sold separately) or via the network PoE according to IEEE 802.3af.

6865i: Powered either from a 48 V AC/DC power adapter or via PoE according to IEEE 802.3af

Recommended power adapters

- 50006814 (Universal)
- 50006824 (Europe)
- 50006822 (North America)

Subject to change without prior notice.  
For questions regarding the product,  
please contact your Mitel Certified Sales Partner.  
Also visit us on [www.mitel.com](http://www.mitel.com)

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