



## Mitel 6739 SIP Phone for MX-ONE

### QUICK REFERENCE GUIDE





# Important User Information

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## 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.

6731: 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)



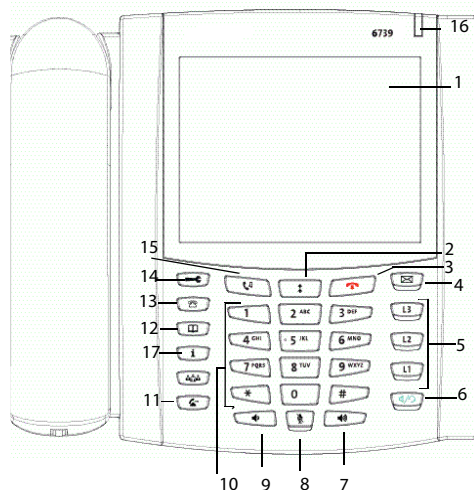
# Mitel 6739

## Quick Reference Guide

This Quick Reference Guide includes short descriptions on how to use the basic features of the IP phone Mitel 6739 when used with a MX-ONE system. More features and technical requirements are available in the User Guide.

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

*Read the safety instructions before use!*



- 1 Color LCD touch screen
- 2 Outgoing calls list
- 3 Clear key. To clear an ongoing call or to return to idle mode
- 4 Voice mail key
- 5 Line keys
- 6 Loudspeaker/Headset toggle key
- 7 Increase volume
- 8 Mute key
- 9 Decrease volume
- 10 Keypad
- 11 Transfer key
- 12 Local Directory key
- 13 Callers list
- 14 Options key
- 15 Hold/Unhold key
- 16 Message waiting lamp
- 17 Services

### Display screen

The display is a Color LCD touch screen.

**Side parts** Shows the shortcut softkeys of the display

**Top part of the display** Shows phone number, name, personal number profile list of the user, calling- or called party, time and date, icons. May also show a picture of the other party.

**Bottom part of the display** The number of missed incoming calls. Softkeys for call services, e.g. Dial, Hold.

## Log on and Log Off

### Display Information

Navigation: *Press softkeys in the display*

### Log On and Log Off

Log on: *Press the softkey **LogOn**.*

*Enter own extension number as Username. If a PIN code is initiated in MX-ONE, enter your PIN code as Password.*

*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 softkey **LogOff**. Choose if you want to keep the incoming- and outgoing calls lists or not.*

*If the logoff is successful, the display indicates **No service**.*

**Note:** *If you don't clear the call 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:  or softkey **Answer**

Handsfree mode: *Press handsfree key* 


## Incoming Calls

### Answer Calls (Continued)

Answer a second incoming call: *Press the flashing line key (requires that Free on second is activated).*

Activated Free on second: *Press softkey **Service** and select Free on second.*

End call:  or press 

Reject call: *Press softkey **Reject** or* 

Answer a call to a monitored extension (MNS key): *The MNS softkey flashes.*

*Press the MNS softkey 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 press softkey **CallPickUp** or press 8

*France: 0*

*New Zealand: 4*

*Sweden: 6*

Group call pick-up:  **\*8#**

*Finland and Sweden: \*0#*

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

### Missed Calls

Missed call indication: *Missed calls are indicated by the **Missed Call** (and the number) text in the display*

Check missed calls: *Press the callers list*



*Missed calls are indicated in the list by a "!"-sign.*

## 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 **sofkey Dial**

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

Dial by Contact: *see Local Directory*

Calling from the calls lists: *Press the record in the callers- or outgoing calls list and press sofkey Dial*

Dial by shortcut (Speed Dial): *Press the shortcut key*

Redial last external number: \*\*\*  
*Finland and Sweden: \*\*0*

### Callback

(The busy extension calls back when free.)

Order: *Press sofkey **CallBack** or press 6*



*France, New Zealand and Sweden: 5*

Cancel all callbacks:  **#37#** Press **sofkey 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 sofkey **CallWaiting** or press 5. If you hear a ring tone, keep the handset off hook.*

*Sweden: 4*

*France and New Zealand: 6*

### Call Waiting (Continued)

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 sofkey **Intrusion** or 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  or sofkey **Hold**

Resume a call: Press  or sofkey **Hold** again

### Inquiry

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




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

### Conference

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

*Repeat to add more participants.*

## Transfer

Ongoing call: Press , enter the number to the 3rd party and press  . Press  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** softkey.

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

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

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

Select **External Follow-me**. Enter the external line code and the number and press **Enter**.

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

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

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

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

The lamp is switched off.

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

The lamp is switched off.

## Individual Do Not Disturb (DND)

You can activate this feature when you don't want to be disturbed. 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** softkey. Select **DND**. "Do Not Disturb" will be shown in the display and the **Diversion** lamp is lit.

Deactivate: Press the **Diversion** softkey. 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.

Press  to select **Direct Diversion**.

The destination number is shown in the display.

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

or

 **\*21#**

Press **Dial**

Cancel Divert

Press the **Diversion** softkey.

The lamp is switched off.

or




**#21#**

Press **Dial**

### Diversion on no answer

Order Diversion on no answer: Press the **Diversion** Softkey.

Press  to select **Div on no answer**

The destination number is shown in the display.


Press **Exit**

or  **\*211#**

Press **Dial**

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

Cancel Diversion on no answer: Press the **Diversion** Softkey.

Press  to deactivate **Div on no answer**.

Press **Exit**

or



**#211#**

Press **Dial**

### Diversion on busy

Order Diversion on busy: Press the **Diversion** Softkey.

Press  to select **Div on busy**.

The destination number is shown in the display.

Press **Exit**


or



**\*212#**

Press **Dial**

Cancel Diversion on busy: Press the **Diversion** Softkey.

Press  to deactivate **Div on busy**.

Press **Exit**

or



**#212#**

Press **Dial**

## Presence Information

Select absence reason with return date/time:	<p>Press the <b>Diversion</b> softkey.</p> <p>Select <b>Presence</b>. Select the wanted reason for absence and enter time or date for return. Press <b>Enter</b></p> <p>A confirmation text is shown in the display. The lamp at the <b>Diversion</b> softkey is lit</p>
Select absence reason without return date/time:	<p>Press the <b>Diversion</b> softkey.</p> <p>Select <b>Presence</b>. Select the wanted reason for absence. Press <b>Enter</b>.</p> <p>A confirmation text is shown in the display. The lamp at the <b>Diversion</b> softkey is lit.</p>
Cancel:	<p>Press the <b>Diversion</b> softkey.</p> <p>The lamp is switched off.</p>

## 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:	<p>Press the <b>Services</b> hard key.</p> <p>Select <b>Profile</b>.</p> <p>Select the wanted profile from the list.</p> <p>#profile number is shown on the top row in the display, e.g. #1</p>
Deactivate:	<p>Press the <b>Services</b> hard key.</p> <p>Select <b>No Profile</b>.</p> <p>#profile number is removed from the top row in the display.</p>

## Advanced Features

### Account Code


New external call:	 <b>*61*Account code#</b> external number.  Norway and Finland: <b>*71*...</b>
Ongoing external call:	<p>Press </p> <p>Press a free <b>Line</b> key and Dial <b>*61*Account code#</b> and wait for confirmation tone for valid code.</p> <p>Clear the line used for entering the account code.</p> <p>Press the <b>Line</b> key that holds the call</p> <p>Norway and Finland: <b>*71*...</b></p>

### Authorization Code

#### Common Authorization Code

Dialing:	 <b>*72* Authorization code #</b>  Press <b>Dial</b> and wait for verification tone. Dial external number.  Canada and U.S.A.: <b>*6*...</b> Austria, Germany, The Netherlands: <b>*75*...</b>
Locking extension:	 <b>*73* Authorization code #</b> Press <b>Dial</b>   Canada and U.S.A.: <b>*71*...</b>
Unlocking extension:	 <b>#73* Authorization code #</b> Press <b>Dial</b> 

#### Individual Authorization Code

Dialing from own extension:	 <b>*75* Authorization code #</b>  Press <b>Dial</b> and wait for verification tone. Dial external number.  Austria, Germany, The Netherlands: <b>*72*...</b>
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## Authorization Code (Continued)

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. 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

The label at the key representing the PEN key starts with a minus (-) character.

Activate the Boss *Press the PEN softkey*

Secretary feature on the secretary's telephone. *The lamp at the PEN softkey 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 key is lit.*

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

Deactivate the Boss *Press the PEN softkey*

Secretary feature on the secretary's telephone. *The lamp at the PEN softkey is lit 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 key 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	<p><i>Press the PEN softkey</i></p> <p><i>The lamp at the PEN softkey is lit and the text <b>Service Requested</b> is shown in the display</i></p> <p><i>In the display, the active personal number list #1 is shown.</i></p> <p><i>On the secretary's telephone the lamp is lit at the PEN softkey</i></p> <p><i>The calls to the boss, are announced on the secretary's telephone</i></p>
Deactivate the Boss Secretary feature on the telephone of the boss	<p><i>Press the PEN softkey</i></p> <p><i>The lamp at the PEN softkey is lit and the text <b>Service Requested</b> is shown in the display</i></p> <p><i>In the display, the personal number profile without the boss secretary feature #2 is shown.</i></p> <p><i>On the secretary's telephone the lamp is also switched off at the PEN softkey</i></p> <p><i>The calls to the boss, are announced on the telephone of the boss</i></p>

## 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 key 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 L3 or on softkeys

The label at an EDN softkey, begins with **Lx** where x is the line number. Example: L4 Order desk

### Lamp indications:

Main rule: Green light when it is your call. Red light when somebody else in the SCA group has the active call. The table below describes the L1-L3 keys and the soft keys used for SCA:


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>
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 *Press the **SCA** key that is flashing (green fast flashing).*

## Shared Call Appearance (SCA)

Make an outgoing call from a SCA line: *Press the **SCA** key, enter the digits and press **Dial***

Park and retrieve the call *The member that has the active call presses . The **SCA** key flashes slowly with green light.*

*Any member in the group can retrieve the call by pressing the **SCA** key that is flashing slowly with red light.*

Conferencing *A member in the group wants to participate in an active call. The member presses the **SCA** key with the active call indicated with red steady light. (The feature has to be enabled by the system administrator).*

## 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 line key or a soft key

The label at an EDN softkey, begins with Lx where x is the line number. Example: L4 Group1member

Make a call from a EDN line: *Press the wanted **EDN** line or soft key. Enter the number, press **Dial**.*


Answer a call to an EDN line: *Press the **EDN** key that is flashing.*

## Monitored Extension Number (MNS)

This feature is also called Busy Lamp Field (BLF).


One or several extensions can be monitored on softkeys on your telephone.

When there is a call to a monitored extension, the sofkey flashes in red. If the monitored extension has a call, the sofkey change color to steady red.

A MNS sofkey has the icon  to the left of the label or number

Answer a call to a MNS key: *Touch the **MNS** softkey that flashes.*

Make a call to a monitored extension: *Touch the **MNS** softkey.*

Answer a call to a monitored extension (MNS key), while you already have an ongoing call *The MNS softkey flashes and a short ring signal may be heard. Put the ongoing call (L1) on hold. Press . Press the MNS key to answer the call on L2*


## Call Park Pool

You can park a call and transfer the call to 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, your extension will be recalled.

## Call Park Pool

Transfer the call to the call park pool:

*You have an active call.*

Press the  key 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 the  key 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 **CallPickUp** to pick up the call*


## Intercom

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

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

Answer an Intercom call *The Intercom key 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 key is lit.*

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

## Voice Mail

### Messages/Voice Mail

Call voice mail system **Press the Services key. 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  key

## Settings in the Telephone

### Shortcut Keys

Some shortcuts can be programmed by the user, while others require administrator rights. The user shall normally only program speed dial keys.

Do not program shortcut on softkeys 1-8, because these keys may be overwritten by the system.

The figure below shows the key numbering which is shown after pressing  and then touch **Softkeys**:

1	6	11	16
2	7	12	17
3	8	13	18
4	9	14	19
5	10	15	...

The system administrator can program keys from key number 9 and upwards with speed dial or monitoring numbers. Check with the system administrator which policy that is valid in the exchange in your company.

The shortcuts are shown as the softkeys on the sides of the screen in idle mode.

Program a new shortcut:  and then touch **Softkeys**

*Touch the softkey to add. Available softkeys are from key number 9 and upwards*

*Set Type = **Speeddial**, enter the label and the number*

Edit a shortcut:  and then touch **Softkeys**

*Touch the softkey to edit*

Delete shortcut:  and then touch **Softkeys**

*Touch the softkey to edit*

*Choose type **None***

## Settings in the Telephone

### Shortcut Keys(Continued)

Initiate a new shortcut via the web interface

**Operation > Softkeys and XML**

*Available sofkeys are from key number 9 and upwards*

*Set Type = Speeddial, enter the label and the number*

Edit shortcuts via the web interface

**Operation > Softkeys and XML**

*Edit the shortcut that you want to change*

### Mute

Mute microphone during call:

Press  or softkey **Mute**

Silent ringing:

 **Audio > 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:



**Language >**

### Screen Language

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

Press **Dial**

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

Change keypad characters:



**Language >**

### Input Language

## Time and Date

Set time format:



**Set Time > Time**

**Format**

Set date format:



**Set Time > Date**

**Format**

## Directories

### Corporate Directory

The system administrator will most likely have set **CorpDir** on a softkey.

## Directories

### Corporate Directory

Search for a contact:

In Corporate directory, you get prompted for "Name or Phone:" and Organization. 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 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.

Then press Enter. The search result is shown in the form of a list of names. You can scroll in the list to the wanted contact.

Call from Corporate directory: Scroll in the search result list to the wanted contact and press it to call.

### Local Directory

Enter the directory

Press the Directory key



Exit the directory



or



Call from Directory:

In the directory, press the contact softkey

Add a contact to the Directory:

In the directory, press the + sign softkey and enter the data

Delete contact from Directory:

In the directory, press the contact softkey and then softkey **Delete**.

Edit contact

In the directory, press the contact softkey and then softkey **Edit**.




## 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:  **Status > Network**  
*Enter the IP address into the address field in the web browser in your PC*

**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)



