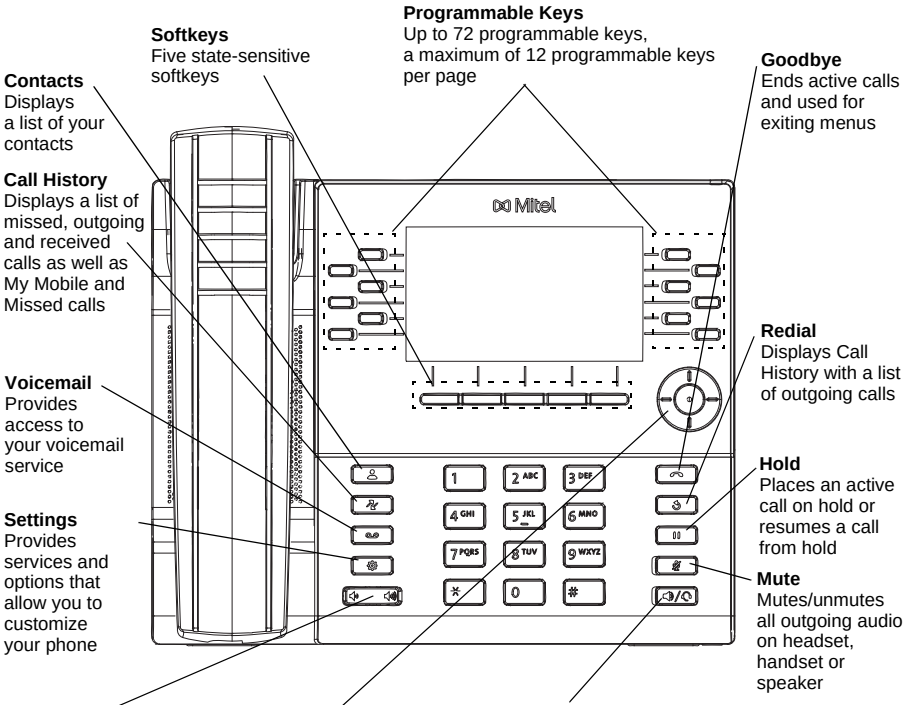
Quick Reference Guide

Mitel MiVoice 6930 IP Phone

Getting started



Basic call handling

Making a call

1. Lift the handset or press the key, and dial the number.
2. Press the **Line** programmable key and dial the number.

Ending a call

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

Answering a call

Lift the handset or press the key for handsfree operation.

Redialing

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

> Note: For details on all the available features and options, refer to the *Mitel MiVoice 6930 IP Phone User Guide*.

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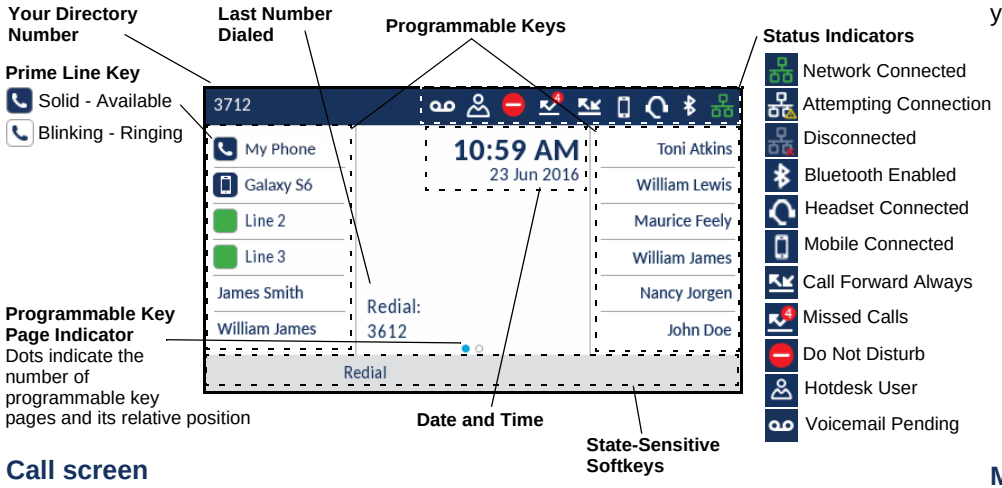
User Interface (UI) overview

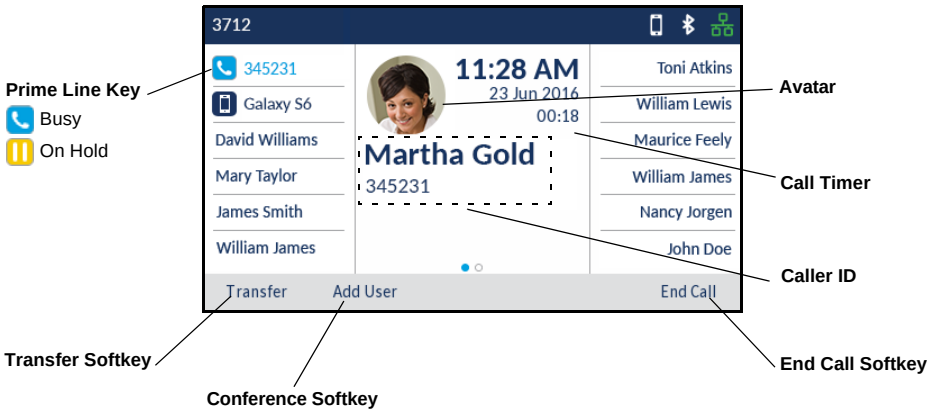
Home screen

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.



Call screen

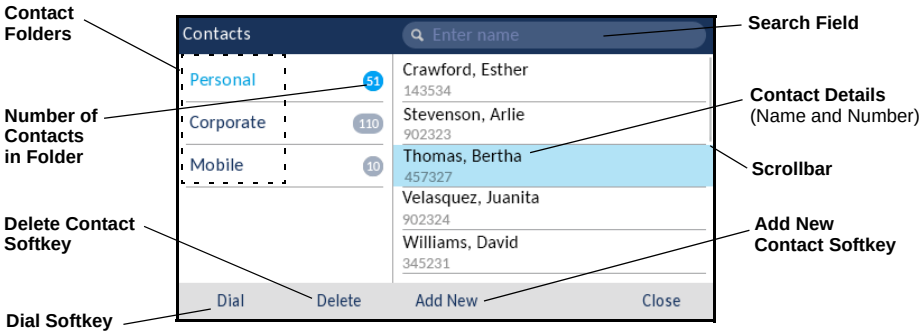
When on an active call, caller's avatar, name, number and call duration timer is displayed. The context-sensitive softkeys are updated with applicable call handling features.



Applications

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.



Making a call using the Contacts application

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 the 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 entry's 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.

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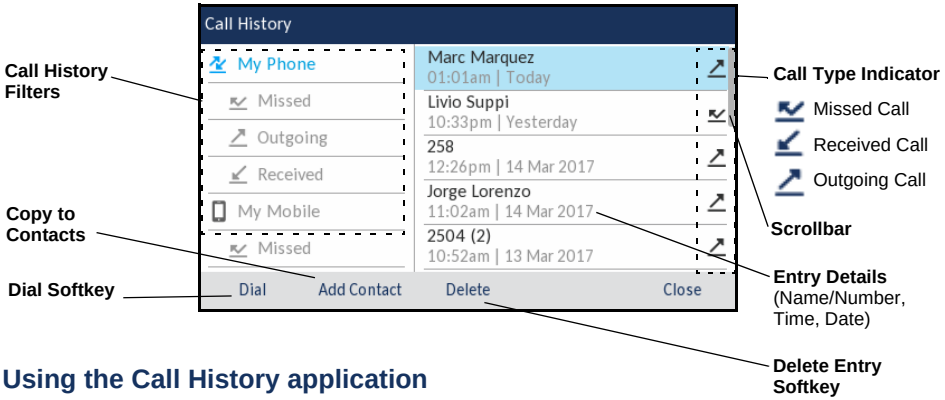
Call History

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.



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.

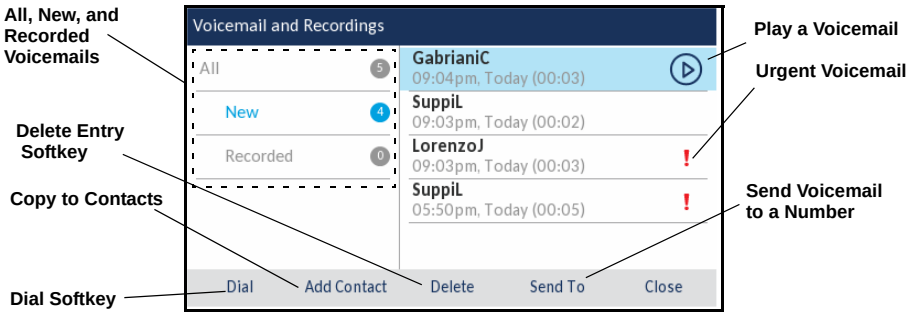
Voicemail

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 System Administrator.



Enabling visual voicemail

1. Press the (**Settings**) key on the phone to access the **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.

> Note: For additional visual voicemail functions, refer to the *Mitel MiVoice 6930 IP Phone User Guide*.

Advanced call handling

The Mitel MiVoice 6930 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. Press the **Transfer** softkey.
   The active 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.

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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 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.

Note: Use the ABC softkey to specify uppercase letters or lowercase letters when entering the label.

3. Press the down navigation key to move to the **Number** field and enter the number using the dialpad 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 System Administrator). For more information, please refer to the *Mitel MiVoice 6930 IP Phone User Guide*.

MobileLink feature

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 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.

MobileLink feature is supported only on iOS and Android mobile phones.

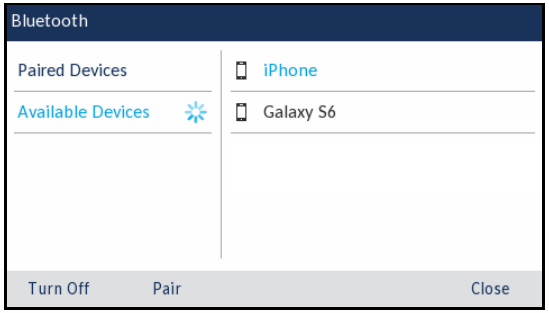
Note: MobileLink features are available only if your Administrator has enabled them. Contact your Administrator for details on how to enable MobileLink functionality on your phone.

Pairing a mobile phone using Bluetooth

1. Press the key, navigate to **Bluetooth** setting, 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.

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, 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.

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

5. Press **OK** 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 6930 IP Phone automatically attempts to sync your mobile contacts to the Contacts application upon pairing and connection.

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To manually update your mobile clients:

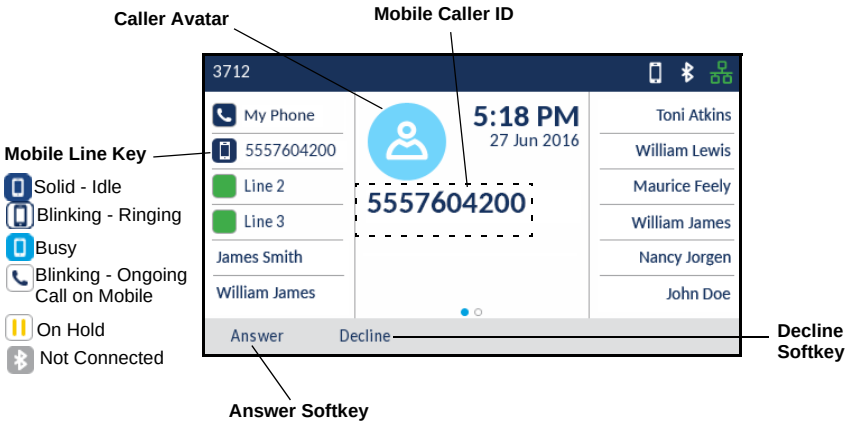
1. Press the key to access the Contacts application.
2. Navigate to the **Mobile** contacts folder.
3. Press the **Update** softkey.
   The Mitel MiVoice 6930 IP Phone attempts to re-synchronize and update your mobile contacts.

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

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. For more information, refer to the *Mitel MiVoice 6930 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 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-synchronize and update your mobile call history.

> Note: If the update fails, a failed to retrieve contacts message displays on screen. Press 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 6930 IP Phone User Guide*.

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