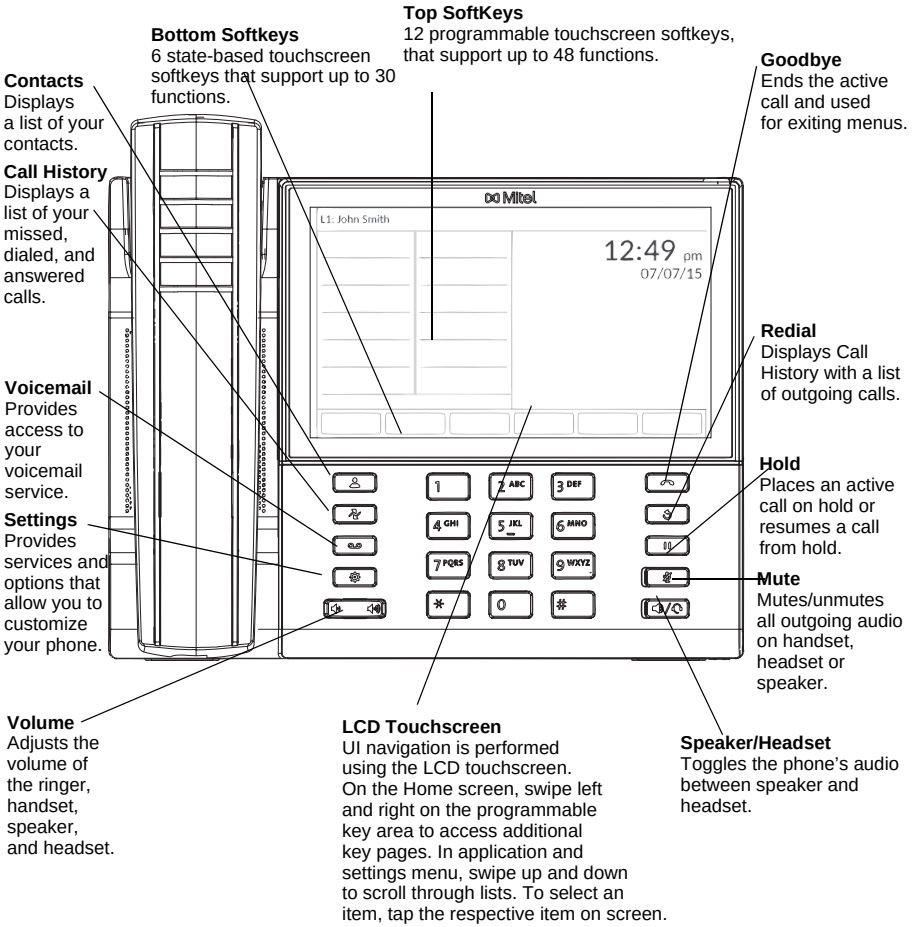
Quick Reference Guide

Mitel 6940 SIP Phone

Getting started



Basic call handling

Placing a call

- Lift the handset, tap the **Line** key, or press the key, and dial the number.
- Dial the number from the keypad and press the **Dial** softkey.

Ending a call

Place the handset on its cradle, tap the **Drop** softkey, or press the key.

Answering a call

Lift the handset or press the key for handsfree operation.

Ignoring a call

Press the key or tap the **Ignore** softkey when the phone is ringing to ignore the incoming call and (if configured) send the incoming call directly to voicemail.

Redialing

Tap the **Redial** softkey or press the key twice to call the last dialed number

or

Press the key once to access the Call History application with a list of recently dialed numbers. Swipe up and down to scroll through the entries, select the entry, and tap the **Dial** softkey to redial the selected number.

Muting or unmuting a call

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 a call

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

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

> Note: For details on all the available features and options, refer to the *Mitel 6940 SIP 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, time, date and a list of configurable top and bottom softkeys.

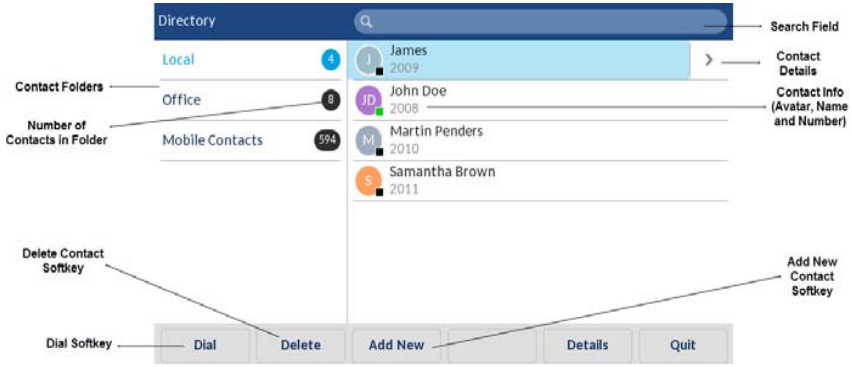
Call screen

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

Applications

Directory

The Directory application stores personal phone book and directory. The Mitel 6940 SIP phone supports a localized personal directory, interoperability with LDAP (corporate) directories, and enhanced Mobile Integration functionality, which allows you to sync your mobile contacts with your 6940 SIP phone.



Making a call using the Contacts application

1. Press the key to access the Contacts application.
2. Tap the respective contacts folder and scroll through the contacts by swiping up and down on the list
   or
   Tap the search field, enter characters using the on-screen keyboard, and tap the blue **Enter** key to use the search feature.
3. When the applicable contact is highlighted, tap the **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), tap the › key to access the contact card screen, and then tap the phone number to dial.

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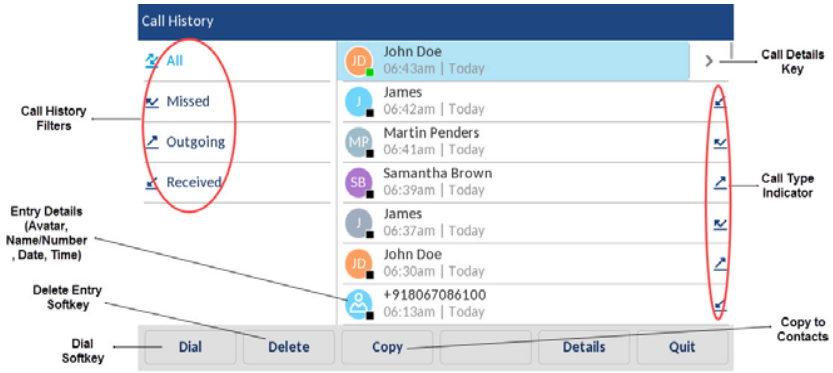
Call History

The Call History application displays a list of your missed, outgoing and received 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. Tap the respective contacts folder and scroll through the entries by swiping up and down on the list. To view additional call details, tap the › key when the entry is highlighted.
3. Tap the **Dial** softkey to place a call to the respective entry
   or
   Tap the **Copy** softkey to copy the entry to your Directory
   or
   Tap the **Delete** softkey to delete the entry from your Call History.

Voicemail

When voicemail functionality is enabled, the MWI LED on the Mitel 6940 SIP phone 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.

Note: Voicemail functionality must be configured by your System Administrator.

Advanced call handling

The Mitel 6940 SIP Phone provides simple and convenient methods for transferring calls and establishing conference calls.

Transferring a call

1. Ensure you are on active call with the contact you want to transfer.
2. Tap the **Xfer** softkey.
   The active call is placed on hold.
3. Enter the transfer recipient's number and tap **Xfer** softkey.

Creating a 3-way conference call

1. Ensure you are on active call with one of the contacts with whom you want to create a conference.
2. Tap the **Conf** softkey.
   The active call is placed on hold.
3. Enter the conference target's number and tap **Dial** softkey.
4. Wait for an answer, consult, and then tap the **Conf** softkey to create the three-way conference call.

Speed Dial Configuration

A **Speed Dial** key allows you to dial a specified number with one key press. **Speed Dial** keys can be useful as they can be programmed to dial directly to an internal or external number. You can also transfer calls to or create conference calls using your **Speed Dial** keys in place of dialing out manually.

Note: Configuring a speed dial key using the press-and-hold method is only available if enabled by your System Administrator.

Configuring a Speed Dial key

1. Press and hold the non-configured softkey, dialpad key, or expansion module key (for approximately 3 seconds) until the **Speed Dial Edit** screen is displayed.
2. In the **Label** field, enter a description to apply to the key using the on-screen keyboard.
3. Tap the **Number** field and enter a number using the dialpad keys.
4. Tap the **Save** softkey to save the speed dial information to the key you selected.

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Mobile Integration features

The Mitel 6940 SIP Phone supports Mobile Integration, a feature that provides seamless mobile integration using Bluetooth wireless technology. Mobile Integration highlights include the ability to:

- Sync your mobile phone's contact list with your 6940 SIP Phone.
- Answer a mobile phone call using your 6940 SIP Phone.
- Move active calls between the 6940 SIP Phone and your mobile phone.

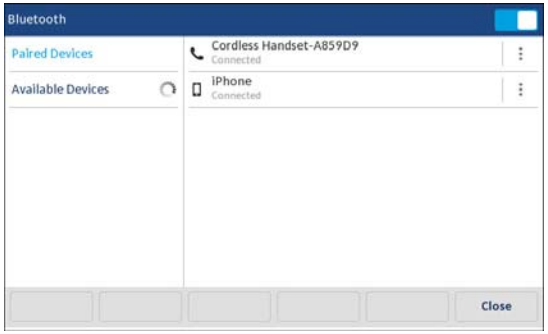
Note: Mobile Integration features are available only if your Administrator has enabled them. Contact your Administrator for details on how to enable Mobile Integration functionality on your phone.

Pairing a mobile phone using Bluetooth

1. Press the key and tap the **Bluetooth** icon.
2. Swipe the toggle switch to the right to enable Bluetooth functionality.
   Ensure your mobile phone is discoverable as the Mitel 6940 SIP 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, tap the respective entry on the list of available devices.
   A Bluetooth pairing request displays on both the Mitel 6940 SIP Phone and your mobile device.



4. Ensure the pairing code matches on both devices and tap **Yes** on the Mitel 6940 SIP Phone and acknowledge the pairing request on your mobile phone.
   The Mitel 6940 SIP Phone attempts to pair the mobile phone and if successful, automatically connects to the mobile phone.

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

5. Tap the **OK** icon 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 6940 SIP Phone automatically syncs your mobile contacts to the Contacts application upon pairing and connection.

To manually update your mobile contacts:

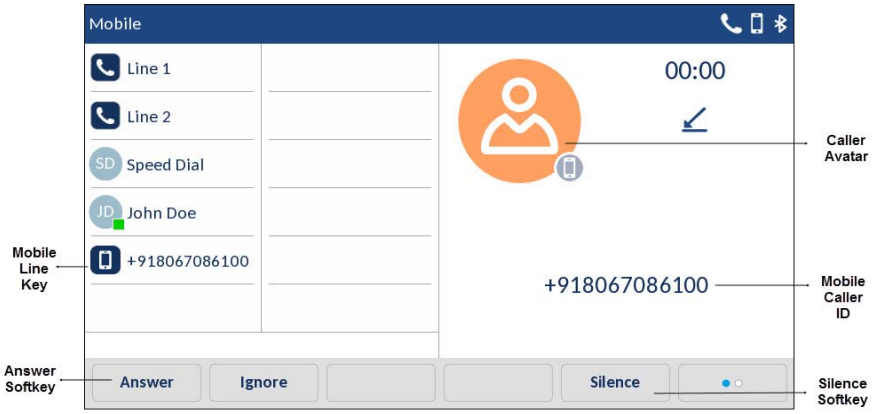
1. Press the key to access the Contacts application.
2. Tap the **Mobile** contacts folder.
3. Tap the **Reload** softkey.
   The Mitel 6940 SIP Phone attempts to update and synchronize your mobile contacts.

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

Answering an incoming mobile call using your Mitel 6940 SIP Phone

When your mobile phone is paired and connected to your Mitel 6940 SIP Phone, incoming calls on your mobile phone will be indicated on your 6940 SIP Phone as well.

Note: A Mobile softkey must be configured to answer an incoming mobile call using your Mitel 6940 SIP phone. For more information, refer to the *Mitel 6940 SIP Phone User Guide*.



To answer an incoming mobile call, lift the handset or press the key, or tap the blinking **Mobile** softkey, or tap the **Answer** softkey for handsfree operation.

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Moving the audio of an active mobile call between your mobile phone and Mitel 6940 SIP Phone

Tap the **Push** call softkey to push the mobile call's audio from your Mitel 6940 SIP Phone to your mobile phone

or

Tap the **Mobile Line** key to pull the mobile call's audio from your mobile phone to the Mitel 6940 SIP Phone.

Customization

Adjusting the volume

Press the keys during a call to adjust the volume of the audio device (handset, headset or speakerphone). Pressing these keys when the phone is idle, adjusts the ringer volume.

Selecting a ring tone

1. Press the key to enter the **Settings** menu.
2. Tap the **Audio** icon.
3. Tap the **Ring Tones** icon.
4. Swipe up or down on screen to scroll through the list and select the desired ring tone.
5. Tap the **Save** softkey to set the desired ring tone.

Changing the screen language (if applicable)

1. Press the key to enter the **Settings** menu.
2. Tap the **Language** icon.
3. Select the desired screen language.
4. Press the **Save** softkey to set the desired screen language.

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