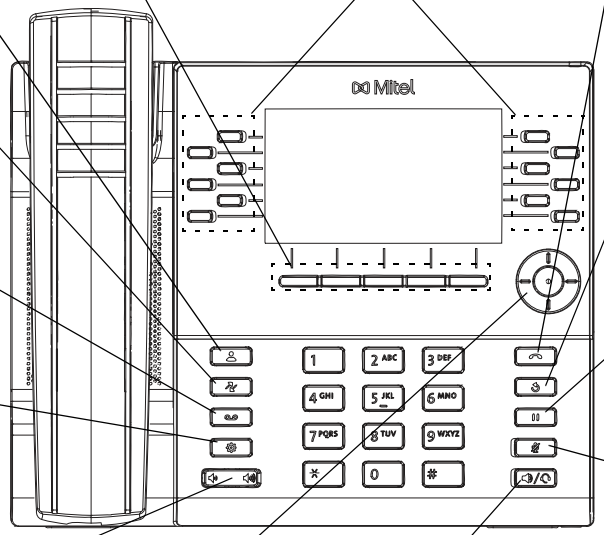
Quick Reference Guide

Mitel MiVoice 6930 IP Phone

Getting started



Contacts
Displays a list of your contacts

Softkeys
Five state-sensitive softkeys.

Programmable Keys
12 programmable, multi-function self-labeling keys allowing up to 72 functions.

Goodbye
Ends an active call. Also exits lists (such as the Call History) and menus (such as the Static Settings menu) without saving changes.

Call History
Displays a list of your missed, dialed and answered calls.

Redial
Displays a list of your outgoing calls.

Voicemail
Provides access to your voicemail service.

Hold
Places an active call on hold.

Static Settings
Provides services and options that allow you to customize your phone.

Mute
Mutes the microphone so that your caller cannot hear you.

Volume
Adjusts the volume for the ringer, handset, speaker, and headset.

Navigation/Select
Multi-directional navigation keys that allow you navigate through the phone's UI. Pressing the center **Select** button sets options and performs various actions such as dialing out from Contacts or Call History.

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

Speaker/Headset
Toggles the phone's audio between speaker and headset. If you are using a DHSG/EHS headset, ensure that the headset jack adapter is removed from the headset port. See the *Mitel MiVoice 6930 IP Phone Installation Guide* for more details.

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.

Basic call handling

Making a call

1. Lift the handset or press the key.
2. If required, dial the prefix for external calls using the keypad.
3. Dial the number.

Ending a call

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

Answering a call

Lift the handset for handset operation 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 a list of recently dialed numbers. Use the **Up** and **Down** navigation keys to scroll through the entries and 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 a call on hold, press the key when connected to the call. A (hold) icon flashes on the applicable **Line** key.
2. To resume the call, press the applicable **Line** key

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

Mitel
Powering connections

© Copyright 2016, Mitel Networks Corporation. All Rights Reserved.

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

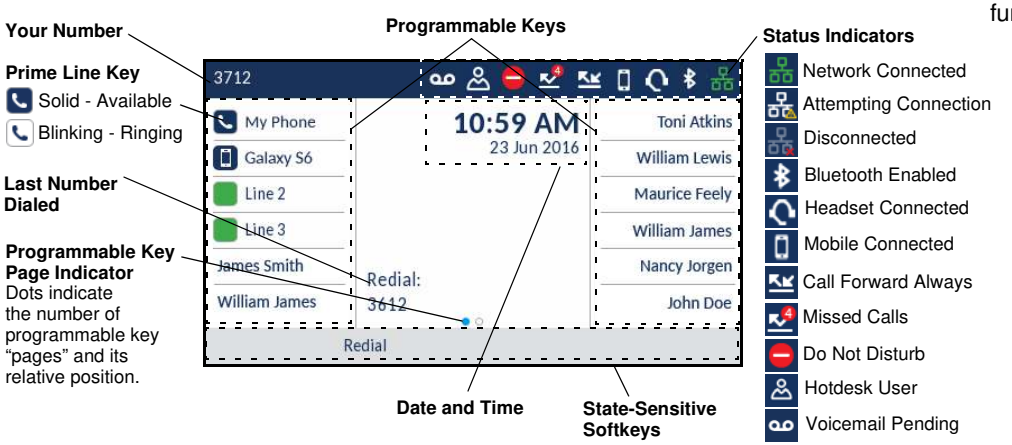
Mitel's Power Over Ethernet (PoE) Powered Device (PD) products are covered by one or more of the U.S. patents (and any foreign patent counterparts thereto) identified at Mitel's website: www.mitel.com/patents. For more information on the PD patents that are licensed, please refer to www.cmspatents.com.

Quick Reference Guide

User Interface (UI) overview

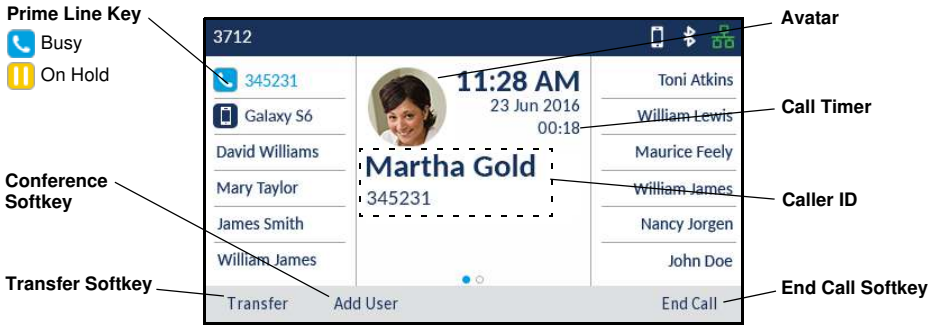
Home screen

The Home screen displays the date and time along with the last dialed number. It is the default screen displayed when the phone is in an idle state.



Call screen

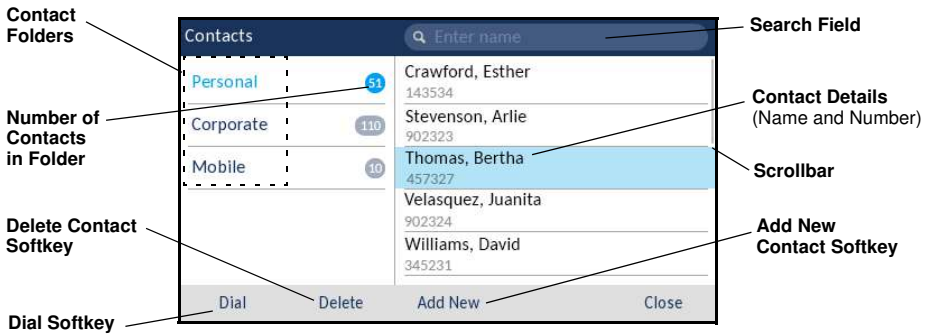
When on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar, name or number, and call duration timer. The context-sensitive softkeys also change allowing you access to more call handling features.



Applications

Contacts

The Contacts application is your personal phone book and directory, conveniently stored within your phone. 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.

Mitel
Powering connections

© Copyright 2016, Mitel Networks Corporation. All Rights Reserved.

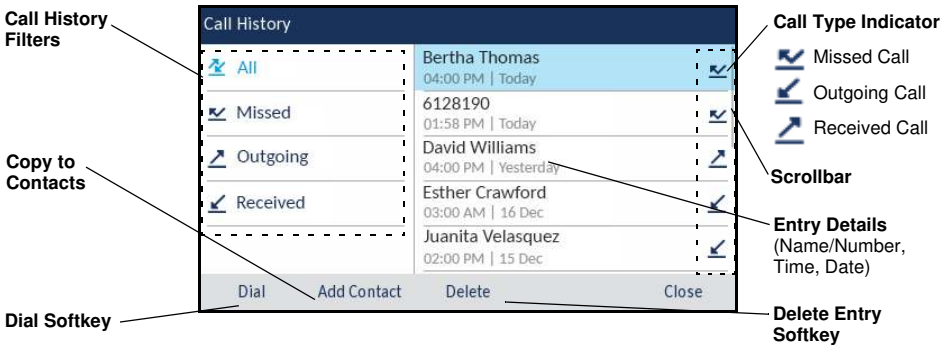
The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

Mitel's Power Over Ethernet (PoE) Powered Device (PD) products are covered by one or more of the U.S. patents (and any foreign patent counterparts thereto) identified at Mitel's website: www.mitel.com/patents. For more information on the PD patents that are licensed, please refer to www.cmspatents.com.

Quick Reference Guide

Call History

The Call History application is a stored log of your missed, outgoing, and received calls. You can view, delete, and dial out to call history entries as well as copy entries to your 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.

Advanced call handling

The Mitel MiVoice 6930 IP Phone provides convenient methods for transferring calls and establishing conference calls.

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.
4. Press the **Transfer** softkey or hang up the handset to complete an unattended call transfer
   or
   Wait for an answer, consult, and then press the **Transfer** softkey or hang up the handset to complete an attended transfer.

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.
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 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 4 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, 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*.

Mitel
Powering connections

© Copyright 2016, Mitel Networks Corporation. All Rights Reserved.

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

Mitel's Power Over Ethernet (PoE) Powered Device (PD) products are covered by one or more of the U.S. patents (and any foreign patent counterparts thereto) identified at Mitel's website: www.mitel.com/patents. For more information on the PD patents that are licensed, please refer to www.cmspatents.com.

Quick Reference Guide

MobileLink features

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 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.

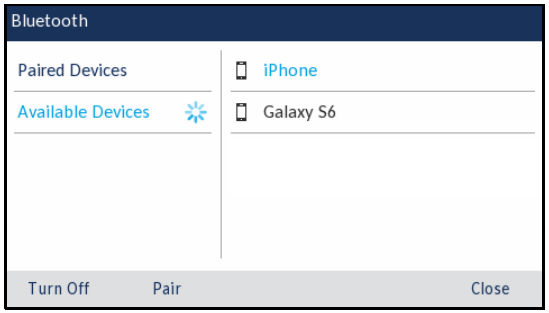
Note: MobileLink features are available only if your Administrator has enabled them. Contact your Administrator for details on how to enable MobileLink functionality on your phone.

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 on 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.

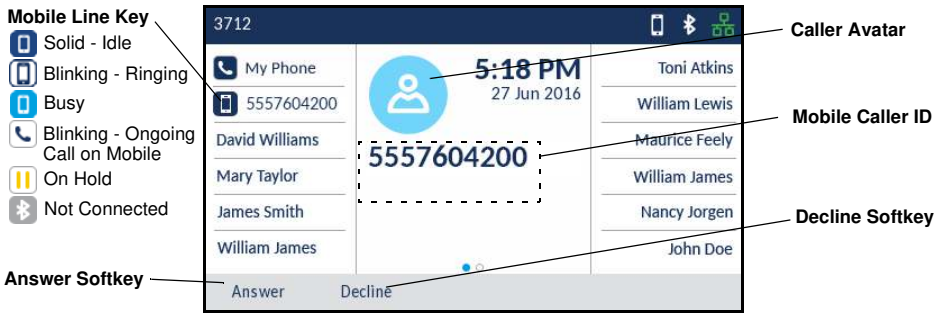
To manually update your mobile clients:

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.



Lift the handset for handset operation 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.

Mitel
Powering connections

© Copyright 2016, Mitel Networks Corporation. All Rights Reserved.

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

Mitel's Power Over Ethernet (PoE) Powered Device (PD) products are covered by one or more of the U.S. patents (and any foreign patent counterparts thereto) identified at Mitel's website: www.mitel.com/patents. For more information on the PD patents that are licensed, please refer to www.cmspatents.com.