# MITEL MIVOICE 6940

The Mitel MiVoice 6940 IP phone is a top-of-the-line executive phone with a large high-resolution touch display that delivers graphically rich applications. As a full-feature enterprise-class phone, the Mitel MiVoice 6940 IP phone provides 96 programmable self-labelling keys and six intuitive state sensitive softkeys.

The Mitel MiVoice 6940 IP phone features superior sound quality with a cordless Bluetooth handset featuring enhanced audio capabilities, a speakerphone that utilizes advanced audio processing to achieve richer and clearer handsfree conversations, and native Bluetooth and USB headset functionality. The 6940 IP phone supports MobileLink, a feature that provides seamless mobile integration using Bluetooth wireless technology. MobileLink highlights include the ability to:

• 	Answer a mobile phone call using your Mitel MiVoice 6940 IP phone.
• 	Effortlessly move mobile call audio between the Mitel MiVoice 6940 IP phone and your mobile phone.

Sync your mobile phone's contact list with your Mitel MiVoice 6940 IP phone. Accommodating today's high speed networks through dual Gigabit Ethernet ports, the Mitel MiVoice 6940 IP phone also offers plenty of support for Mitel and third-party peripherals and has an environmentally efficient PoE class 3 rating.

The Mitel MiVoice 6940 IP phone is one of the most advanced desktop IP phones available on the market today and is ideal for any enterprise executive or manager, Teleworker, and Contact Center employee. The 6940 IP phone is compatible with the MiVoice Business phone system.

KEYS
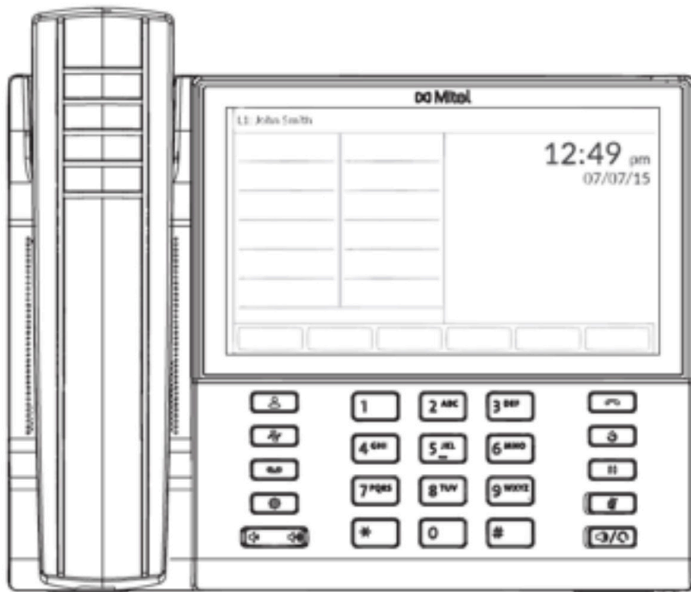
Icon	Function	Icon	Function
	Contacts		End call
	Call log		Redial calls
	Voicemail		On-hold
	Settings		Mute
	Volume		Answer with headset or speakerphone

Bottom soft keys with default settings, from left to right:
1 Move here
2 S-key
3 Favourites
4 Presence menu

In order to access the desk phone and its features, please make sure that the desk phone is provisioned to the users account or organisation as a free seating phone. When provisioned, the user has to be logged in order to access the phones features.

Short keys, i.e. S-keys and speed dial keys are preassigned and configured in the organisation's Self-service portal. Please note that assigning Short keys has to be done in the portal, in order for the configurations to apply after reboot.

CALL HANDLING

To call:
Dial the number using the numpad.
Press any preassigned shortcut key.
Press and hold any quick dial key.
Select a contact in your contact list.
Search for any contact in the directory.

To answer:
Either lift the handset or press the **Answer** button to answer via speaker or headset.

To check for missed calls:
Press the **Call log** or the **S-key** mapping to the Call log.
Navigate and select Missed Calls.
Check the missed calls on the display.

To call from the call log:
Press the **Call log** or the **S-key** representing to the Call log.
Navigate and select Incoming Calls, please press enter to proceed.
Navigate and select the contact to call, please press enter to proceed.

To call from S-key:
Press the preassigned **S-key** representing the number that you want to dial.

To dial from speed dial key:
Press and hold the preassigned numpad key (1-9) representing the number that you want to dial.

To do attended transfer:
When making a call, press **Transfer**, the call is now put on hold.
Press the number to the third party, please press **Dial** to proceed.
When the call is answered, you may speak to the third party, please press **Transfer** to proceed.

To do blind transfer:
When making a call, press **Transfer**, the call is now put on hold.
Press the number to the third party, please press **Transfer** to proceed.

To hold a call:
Press **On-hold** to put call on hold and play hold on music.
Press **On-hold** to resume the call.

To do conference call:
Call the first party member, please wait for the party member to answer before proceeding.
Press **Conference S-key**.
Call the third-party member, please wait for the party member to answer before proceeding.
The conference call is now established

To set presence:
Press the **S-key** referring to the presence key
Select the preferred Presence, please press select for the settings to apply.

To record a call:
Press the Recording key or **S-key** to toggle between Recording ON and Recording OFF.

To move call to another device:
Press *6*# (asterisk, six, asterisk, square) on the device.

To do common pick up:
Press *5*# (asterisk, six, asterisk, square) on the device.

To initiate intercom call:
Press the **Intercom key** or the intercom **S-key**.

To answer intercom call:
An intercom call is automatically answered, please note that you initially cannot speak to the initiator.
By pressing the **Mute** button, the user may now speak to the initiator.

To listen to voicemail:
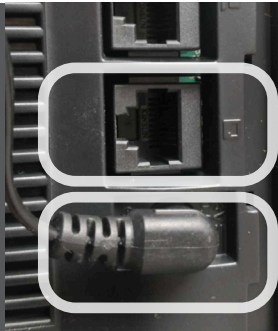Press the **Voicemail** key or the **S-key**.

To display favourites:
Press the preassigned **S-key** mapping to your Favourites.

To search for contact:
Press the preassigned **S-key** mapping to your Directory Search.
Enter the search information, please press enter to proceed.
User may now select their contact.

SETTING UP YOUR DEVICE

CONNECTING YOUR DEVICE

Please make sure that your device is connected to a power adapter as well as connecting your ethernet cable to the right source.

The Mitel MiVoice 6940 IP phone must be set up and be configured prior to its first use. This section describes phone behaviour and start up screens you may see when the phone is first plugged in, or when it is restarted.

Plugging in and starting the phone The Mitel MiVoice 6940 IP phone automatically begins the start-up and network discovery sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone. The phone displays the following start-up screens:
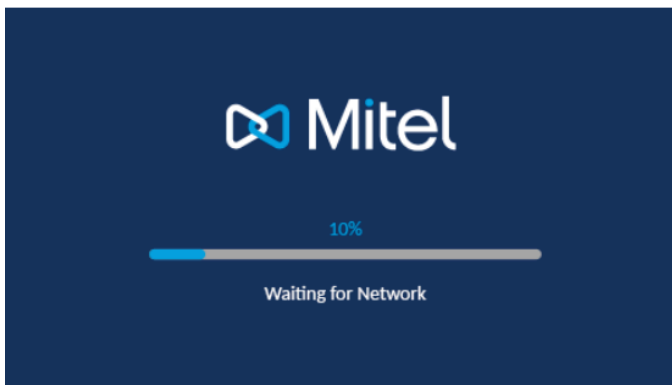
The Mitel MiVoice 6940 IP phone then contacts the call server and completes the start-up process.

WARNING: DO NOT UNPLUG OR REMOVE POWER TO THE PHONE DURING THE START UP PROCESS.

TO PAIR A BLUETOOTH DEVICE:

Press the **Settings** key on the phone to enter the Static Settings menu.

Tap the **Bluetooth** icon.

Ensure Bluetooth functionality is enabled. If it is not enabled, swipe the **Bluetooth** toggle switch to the right to enable Bluetooth functionality.

If required, tap **Available Devices** to view the list of discoverable Bluetooth devices.
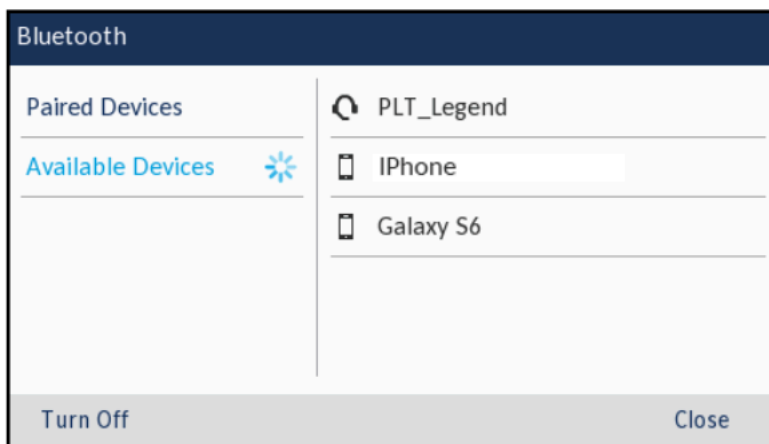
Tap the Bluetooth device you want to pair to start the pairing process. The phone attempts to pair the Bluetooth device and if successful, automatically attempts to connect to the Bluetooth device.
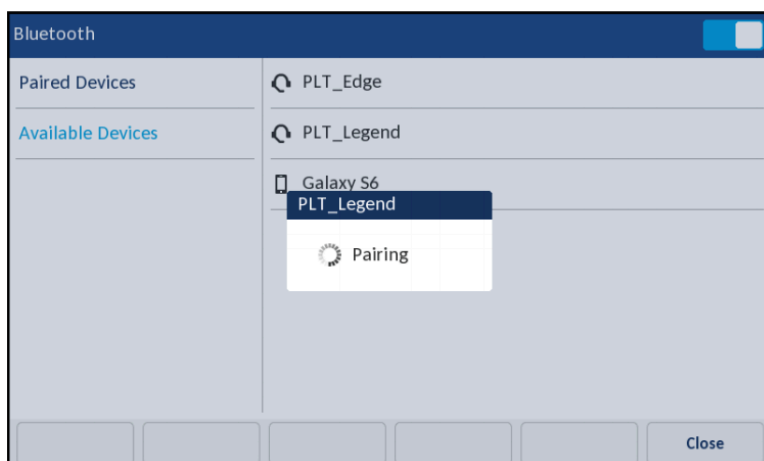
Tap OK to acknowledge the successful connection. The MWI indicator flashes blue when successfully connected. The connected Bluetooth device is added to the list of Paired Devices and is ready to use.
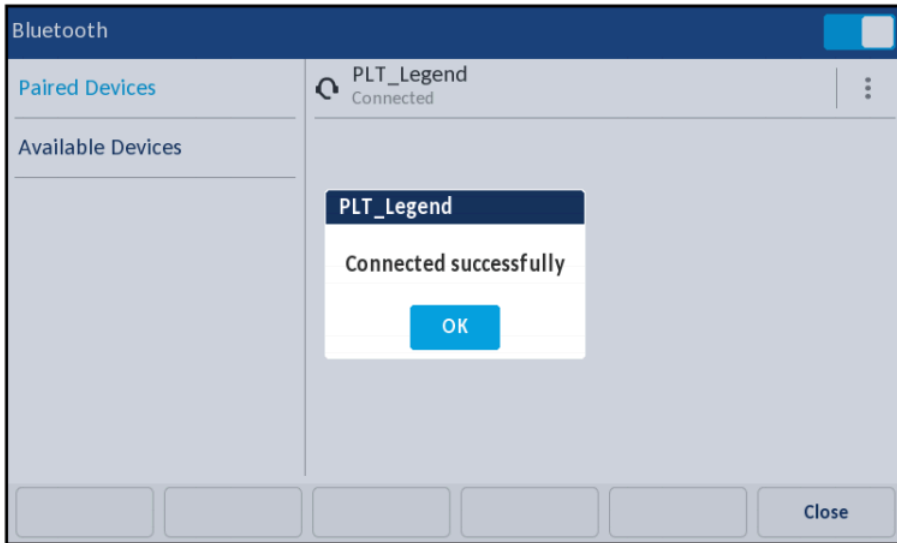
When a Bluetooth headset is successfully connected, a Bluetooth headset connected icon appears in the status bar on the Home screen. When a mobile phone is successfully connected, a Mobile connected icon appears in the status bar on the Home screen.

To disconnect a Bluetooth device:

Tap the connected Bluetooth device you want to disconnect. The Bluetooth device is disconnected.