UC CLOUD VOICE

#		Fixed Function Keys	
1	LCD Touch Screen / Programmable Keys		
2	Call Screen	Contacts	Goodbye
3	Soft Keys	Call History	Redial
4	Dial Pad	Voicemail	Hold
5	Fixed Function Keys	Settings	Mute
6	Cordless Bluetooth Handset	Volume	Speaker / Headset
7	Speaker		

96 programmable. multi-function, self-labeling keys
6 intuitive state sensitive softkeys

INTERNAL CALLS
+ Pick up the handset (optional)
+ Dial the extension number
+ Called party's phone will ring

MAKING A CALL
+ Lift the Handset OR
+ Press [ ] (**Speaker/Headset**)
+ Dial **9** for an outside line
+ Dial the **10** digit telephone number

Your phone must be configured to use the Speaker audio path for speaker operation or Headset audio path for headset operation.

TRANSFER A CALL
While connected to a live call
+ Tap the [Transfer] softkey
+ Dial the desired number
+ Hang up *OR* wait for the called party to answer, announce the transfer, then hang up

CONFERENCE
While connected to a 2-party call
+ Tap [Add User] softkey
+ Dial the number of the next party
+ Wait for an answer
+ Tap [Join Calls] all parties are connected

To leave a Conference
+ Hang up or press [ ] **Goodbye**)

TRANSFER TO VOICEMAIL
While connected to the caller
+ Press [ ]
+ Dial the extension number
+ Hang up to complete transfer

HOLD
To place a call on Hold
+ Press [ ] (**Hold**)
+ Hang up or place another call

To return to a call on Hold
Tap the applicable **Line** Key with the flashing [ ] (**Hold**) Icon.

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MUTE

To Mute the microphone during a call
+ Press [✆] (**Mute**), the Mute light turns on
To turn Mute off during a call
+ Press [✆] (**Mute**), the Mute light turns off

REDIAL

To redial the most recently dialed number displayed on the Home screen
+ Press the [↻] hard key twice *OR*
+ Tap the [Redial] softkey
Pressing the [↻] hard key once accesses the **Outgoing** calls list in the **Call History** application

DIRECTED CALL PICKUP

Picks up any ringing telephone
+ Press the **Call Pickup** feature key
+ Dial the extension of the ringing telephone

CALL PARK

To park a call
+ Press the **Call Park** feature key
+ Hang up or press [☎] (**Goodbye**)
To retrieve a park call
+ Press the flashing **Call Park** feature key

PAGE

Page all telephones not on a call
+ Press the **Pag**e feature key
+ Make the announcement
+ Hang up or press [☎] (**Goodbye**) to end the page

VOICE CALL

Station-to-Station calling without making the phone ring. Voice announces out speaker, called party responds

+ Press **Voice Call** feature key
+ Dial extension number, or extension programmed feature key
+ Speak after the tone

MESSAGE

To access your voice mailbox
+ Press [☎☎]
If the phone is idle
  o Tap the [More] softkey to view date/time of last message received
  o Tap the [Erase] softkey to clear the current message indicators, does not delete message
+ Tap the [Call] softkey

RECORD-A-CALL

This feature uses your voicemail system to record your phone conversations.
You may be required by law to inform the caller(s) you are recording the conversation

*To start a recording while on a 2-party c*all
+ Press the **Rec Call** feature key

CONTROLS WHILE RECORDING

+ To Pause, tap the [Pause] softkey
+ To resume, tap the [Resume] softkey
+ To stop recording without saving, tap the [Erase] softkey
+ To stop and save a recording, tap the [Save] softkey, or simply hang up

CELL ON/OFF (Call Twinning)

To ring your desk phone and cell phone simultaneously
+ Press **Cell On/Off** (green light is on)

To return ringing to your desk phone
+ Press **Cell On/Off** (green light is off)
+ Speak after the tone

"Cell" can be any outside phone device & number

HANDOFF

Move between your desk and cell phone seamlessly with out the caller knowing

To push an in-progress call from Cell to Desk
+ Press **Handoff** feature key

To pull an in-progress call from Desk to Cell
+ Press **Handoff** feature key
+ Answer cell phone
+ Converse on cell phone

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UC CLOUD VOICE

HOTDESK

+ Tap the [Hotdesk] softkey
+ Tap the [Login] softkey
+ Enter your extension number
+ Press **#** *(pound)*
+ Enter PIN (default is 1111)
+ Press **#** *(pound)*

Please Note:
Your voice mailbox PIN # and Hotdesk PIN # are the same. Once you setup your mailbox and reset your voicemail PIN; your Hotdesk PIN will be changed as well.

• Logout of your phone
• Hotdesk back into your phones, using your voice mailbox password as your pin number. This will verify your Hotdesk PIN has been updated.
   (Similar to restarting your PC after an update.)

PHONE FEATURE TEACHER

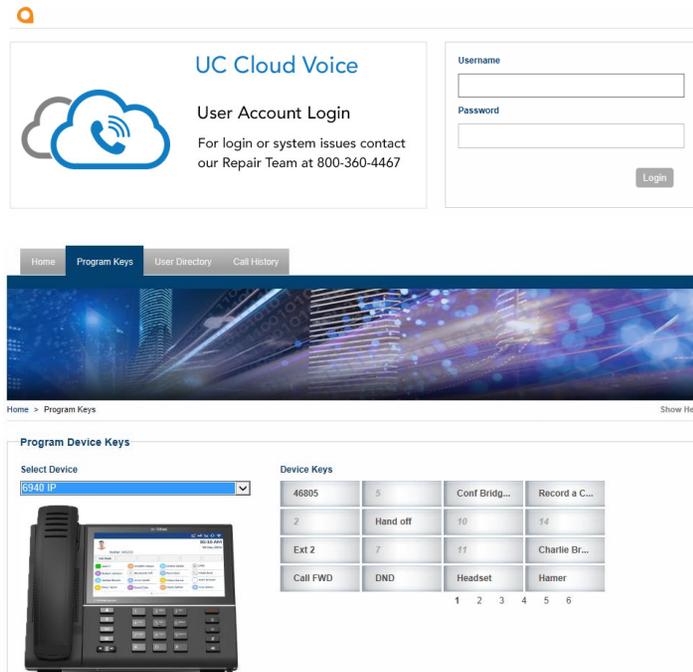*To access interactive user guides, visit:*

http://training.mitel.com/cw/WebSite/techTraining/OnlineTutorials/Mitel%206900_Series_FeatureTeacher_output/story.html

CUSTOMIZE YOUR NEW PHONE!
Simply program the buttons on your phone
See User Portal Guide for Details

UC Cloud Voice

User Account Login

For login or system issues contact our Repair Team at 800-360-4467

Username

Password

Login

Home | Program Keys | User Directory | Call History

Home > Program Keys | Show Help ▾

Program Device Keys

Select Device
[6940 IP ▾]

Device Keys

46805	5	Conf Bridg...	Record a C...
2	Hand off	10	14
Ext 2	7	11	Charlie Br...
Call FWD	DND	Headset	Hamer

1 2 3 4 5 6

NOTES

Additional Resource Center
To access additional user guides and quick reference guides, visit:
http://support.electriclightwave.com/article-categories/uc-cloud-voice/

Mitel | Mitel 6900 Series IP Phones Feature Teacher

Resources Help Exit

Select Your Phone Model

Menu
Main Menu
▸ Model 6920
▸ Model 6930
▸ Model 6940

Click on a phone model to open the Feature Teacher:

Mitel 6920 IP Phone | Mitel 6930 IP Phone | Mitel 6940 IP Phone

🔇 Note: This presentation does NOT contain an audio track.
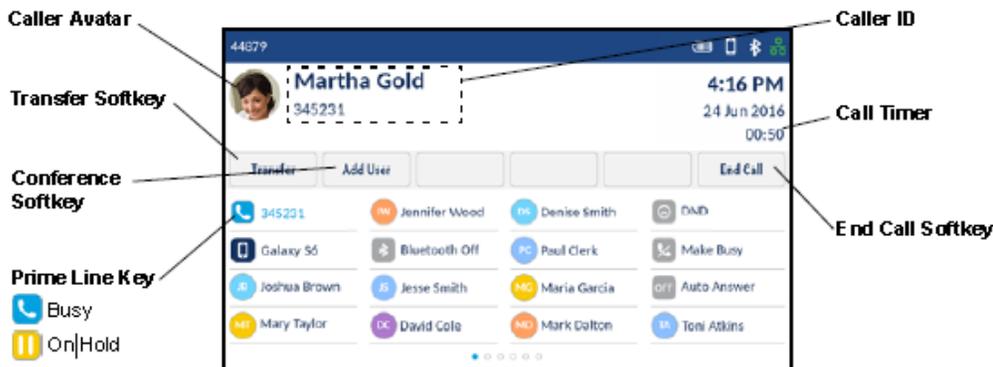
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HOME SCREEN

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.


CONTACTS SCREEN

The Contacts application is your personal phone book and directory, conveniently stored within your phone. The Mitel MiVoice 6940 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 6940 IP Phone.

CALL SCREEN

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

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.
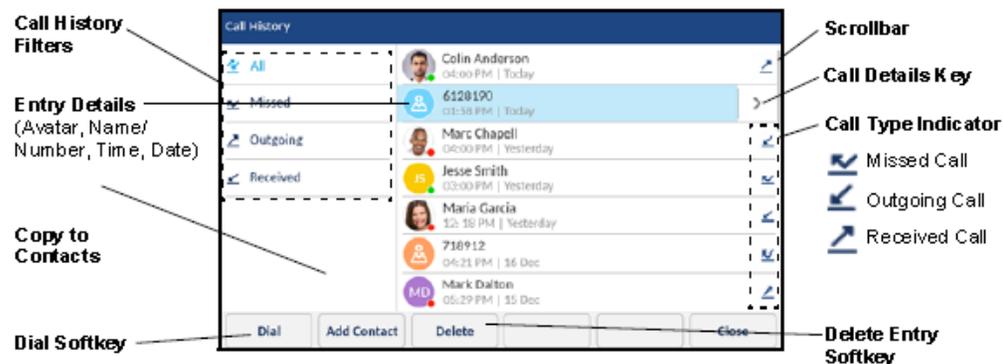
MobileLink features

The Mitel MiVoice 6940 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 6940 IP Phone.

• Answer a mobile phone call using your 6940 IP Phone.

• Move active calls between the 6940 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 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 MiVoice 6940 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, tap the respective entry on the list of available devices.
   A Bluetooth pairing request displays on both the Mitel MiVoice 6940 IP Phone and your mobile device.
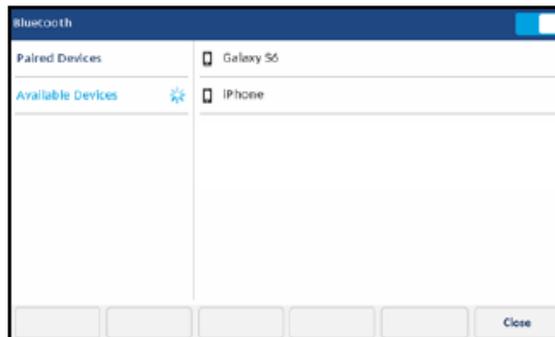
4. Ensure the pairing code matches on both devices and tap **Yes** on the Mitel MiVoice 6940 IP Phone and acknowledge the pairing request on your mobile phone.
   The Mitel MiVoice 6940 IP Phone attempts to pair the mobile phone and if successful, automatically attempts to connect to the mobile phone.

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

5. Tap the **OK** button 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 6940 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. Tap the **Mobile** contacts folder.

3. Tap the **Update** softkey.
   The Mitel MiVoice 6940 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. Tap **Retry** to attempt to update again, or **Cancel** to cancel the attempt.

Answering an incoming mobile call using your Mitel MiVoice 6940 IP Phone

When your mobile phone is paired and connected to your Mitel MiVoice 6940 IP Phone, incoming calls on your mobile phone will be indicated on your 6940 IP Phone as well.
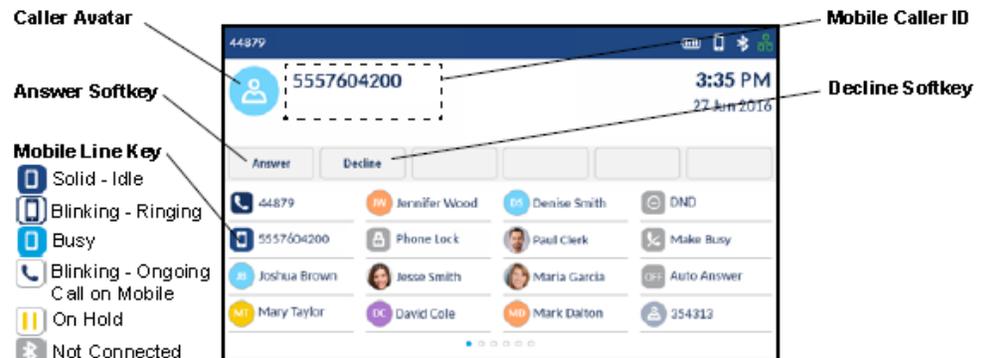
Lift the handset for handset operation or press/tap the [🔊/🎧] key, blinking [📱] **Bluetooth Line** key, or **Answer** softkey for handsfree operation.

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

Tap the **Push call** softkey to push the mobile call's audio from your Mitel MiVoice 6940 IP 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 MiVoice 6940 IP Phone.