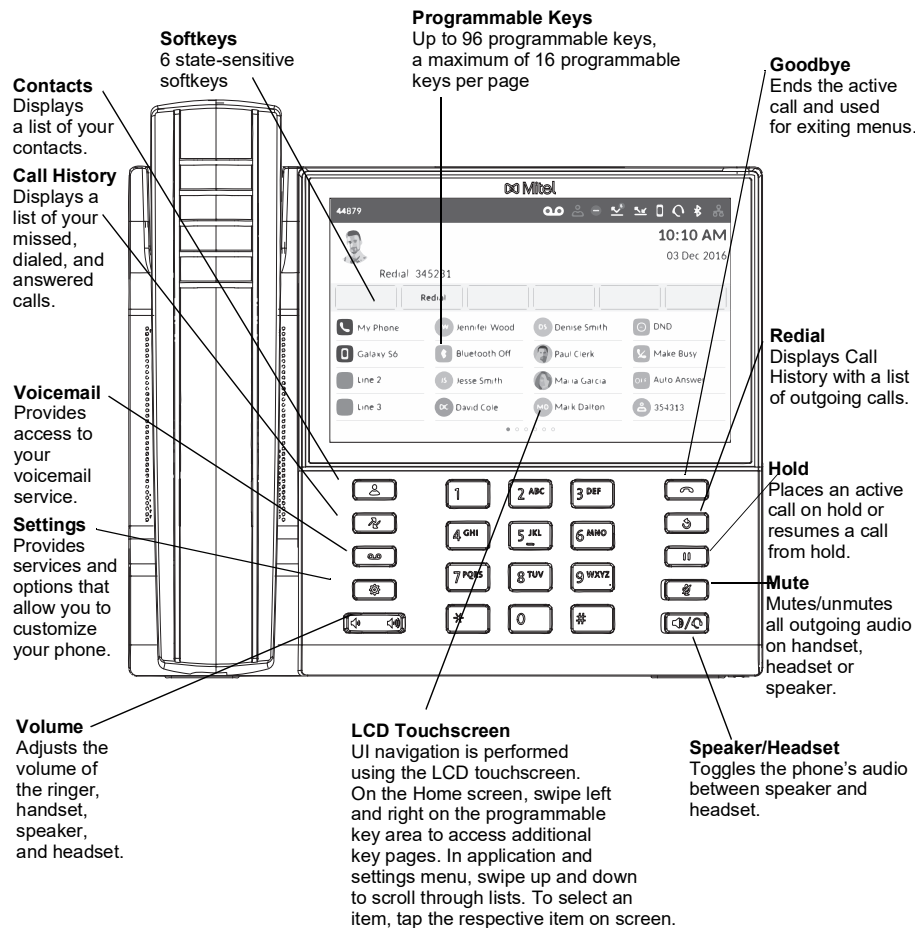


Mitel MiVoice 6940/6940w IP Phone - Quick Reference Guide

Getting started




Important Information Regarding Model Variants

A new variant of the 6940 IP Phone is available called the 6940w IP Phone. The 6940w IP Phone is physically identical to the 6940 IP Phone. There are new features supported by the 6940w IP Phone relative to the 6940 IP Phone, namely embedded WiFi, Bluetooth 5.2, IEEE 802.3az standard (Energy Efficient Ethernet) capability. The 6940w IP Phone also supports the same accessories as the current 6940 IP Phone.

Basic call handling

Making a call

- Lift the handset or press the  key, and dial the number.
- Tap the **Line** programmable key and dial the number.



Ending a call

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


Answering a call

Lift the handset or press the  key for handsfree operation.



Redialing

Tap the **Redial** softkey once or press 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. 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

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applicable **Line** key.

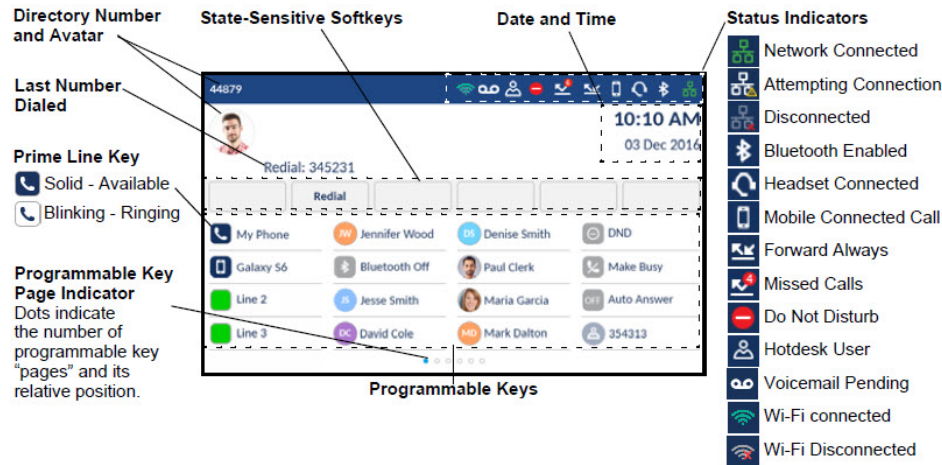
2. To resume the call, press the  key again or tap the respective **Line** key.

Note: For details on all the available features and options, refer to the *Mitel MiVoice 6940 IP Phone User Guide*.

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.

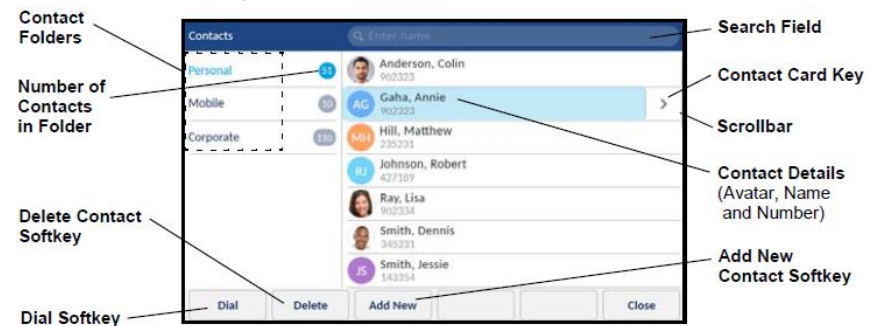
The context-sensitive softkeys are updated with applicable call handling features.




Applications

Directory

The Contacts application stores personal phone book and directory. 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.



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

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Tap the search field, enter characters using the on-screen keyboard, and tap the blue **Enter** key to use the search feature.

- 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.

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

- Press the **Call History** key to access the Call History application.
- 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.
- Tap the **Dial** softkey to place a call to the respective entry
or
Tap the **Add Contact** softkey to copy the entry to your Contacts application
or
Tap the **Delete** softkey to delete the entry from your Call History.

Voicemail

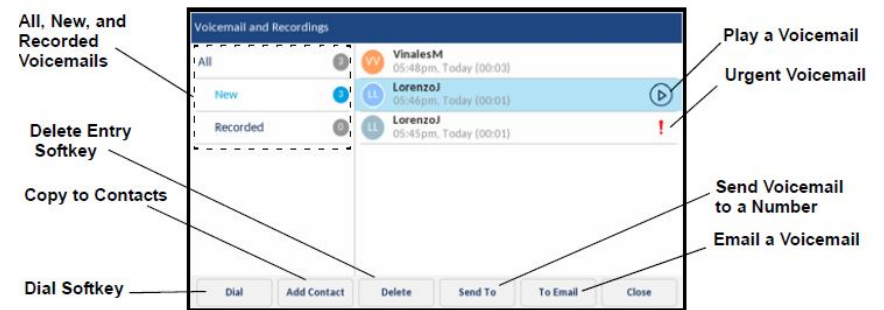
When voicemail functionality is enabled, the MWI LED on the Mitel MiVoice 6940 flashes red and the **Voicemail** icon displays on the status bar indicating that voicemail messages are available. You can access your voicemail service by pressing the

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

- Press the **Settings** key on the phone to access the **Settings** menu.
- Tap **Voicemail**.
- Tap the **key opens Voicemail App** checkbox to select the checkbox.
- Tap **Save**.

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 6940 IP Phone User Guide.

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Advanced call handling

The Mitel MiVoice 6940 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. Tap the **Transfer** softkey.
The active call is placed on hold.
3. Enter the transfer recipient's number and tap **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. Tap 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 tap 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 using the on-screen keyboard.
3. Tap the **Number** field and enter a number using the dialpad keys.
4. (Optional) Tap the Private check box to make the key a Private Speed Call key. When a Private Speed Call key is tapped, the call is considered private and caller ID

information is not displayed in the phone's call history.

5. Tap 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, refer to the *Mitel MiVoice 6940 IP Phone User Guide*.

MobileLink feature

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 and call history 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.

The MobileLink feature is supported only on iOS and Android mobile devices.

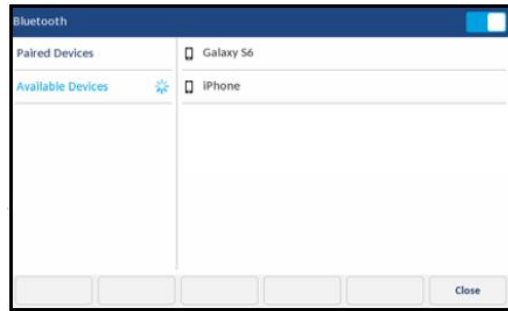
Note: MobileLink features are available only if your Administrator has enabled them. Contact your Administrator for details on how to enable MobileLink functionality on your phone.

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.

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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 6940 SIP 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 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** button to acknowledge the successful connection. The connected mobile phone is added to the list of **Paired Devices** and is ready to use.

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 **Update** softkey. The Mitel MiVoice 6940 IP 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 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.

Note: A Mobile Line key must be configured to answer an incoming mobile call using your Mitel MiVoice 6940 IP phone. For more information, refer to the *Mitel MiVoice 6940 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 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


or

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

Syncing mobile call history

The Mitel MiVoice 6940 IP Phone automatically syncs your mobile call history to the Call History application upon pairing and connection. The **My Mobile** folder displays your mobile phone call history (missed, outgoing and received calls) with icons. The **Missed** folder displays only your mobile phone missed calls without icons.

To manually update your mobile call history:

1. Press the  (**Call History**) key.
2. Tap the **My Mobile** or **Missed** folder.
3. Tap the **Update** softkey. The Mitel MiVoice 6940 IP Phone attempts to update and synchronize your mobile call

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history.

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.

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 6940 IP Phone User Guide*.

PCLink

The Mitel MiVoice 6940 IP Phone supports PCLink, a feature that enables the IP Phone to be used as the audio device for PC or MAC video collaboration with all the supported video collaboration applications, for both Windows 10 and MAC operating systems, through the IP Phone's Bluetooth interface. For more information, see:

- PCLink for 6930 and 6940 Mitel IP Phone Quick Reference Guide - MAC
- PCLink for 6930 and 6940 Mitel IP Phone Quick Reference Guide - Windows

Connecting to WiFi on 6940w IP Phone

The 69340w IP Phone has built-in wireless connectivity and functions as an 802.11a/b/d/g/n dual-band wireless network device which allows your phone to join a secure, high-speed network.

You can connect your phone to either a enterprise network or a home network:

- “Connecting to a WPA2 Enterprise network”
- “Connecting to a home network”

To connect to a Wi-Fi network, Wi-Fi functionality must be enabled by your System Administrator. If Wi-Fi is not enabled **Please contact system administrator to enable Wifi** message is displayed on the phone. Tap Close softkey and contact your System

Administrator to enable Wi-Fi.

Wi-Fi

Please contact system administrator to enable Wifi

Close

Connecting to a WPA2 Enterprise network

1. Navigate to **Settings > Wi-Fi**.

Settings



Language



Voicemail



Call Forward



Status



Voice Services



Diagnostics



Wi-Fi



Bluetooth



Audio



Display

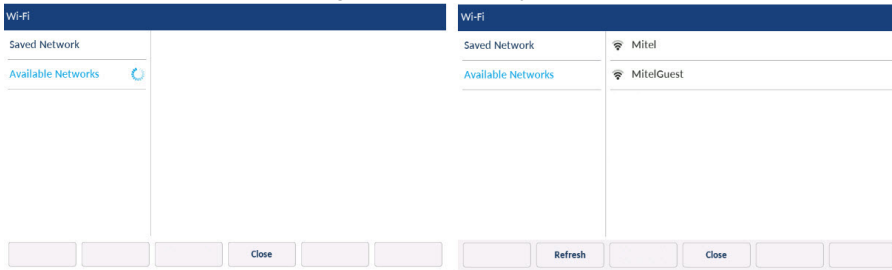
Advanced

Log Issue

Close

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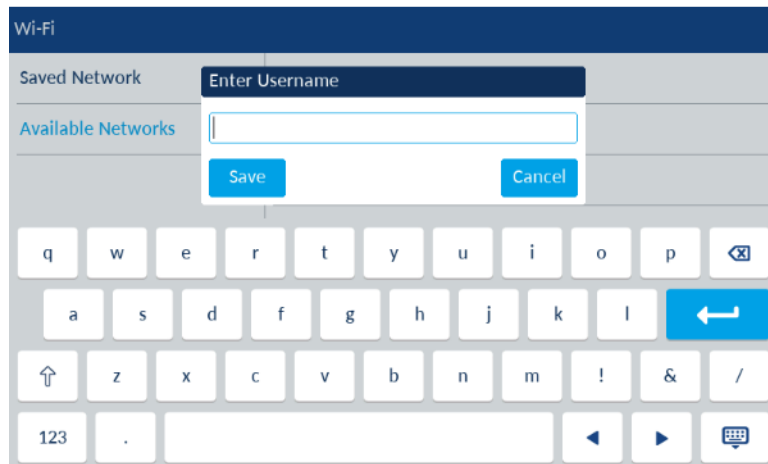
2. The **Available Networks** settings menu is displayed.



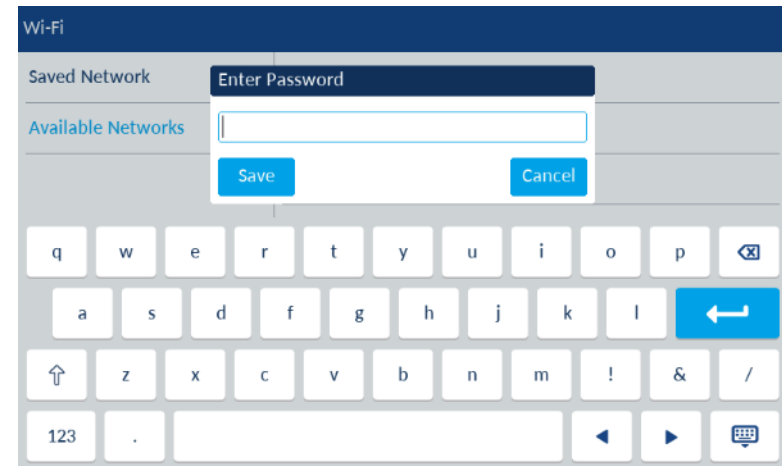
3. Tap on the name of the enterprise Wi-Fi network; for example, **Mitel** from **Available Networks**.

Note: You can connect to only one network at a time.

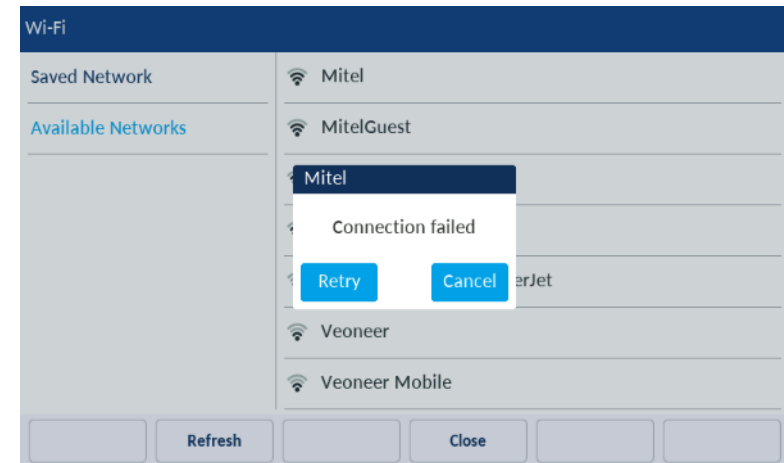
4. Enter the domain username of your enterprise network and select the **Save** softkey.



5. Enter the domain password of your enterprise network and select the **Save** softkey.



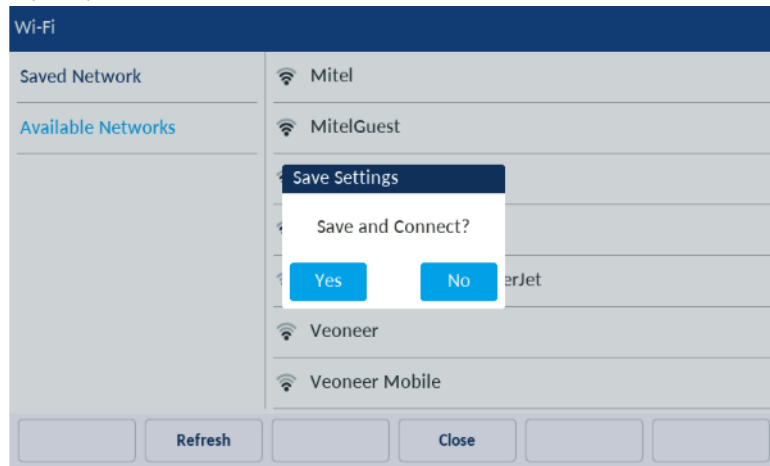
Note: If you enter an incorrect password, the following dialog box appears. Ensure you enter the correct password.



6. The **Save and Connect?** dialog box appears. Tap **Yes** to connect. The connected

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network (Mitel) is listed under **Saved Network**.

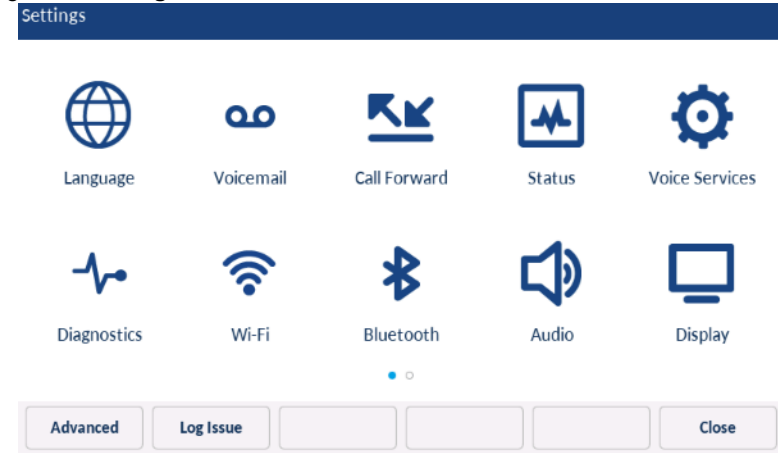


Note: After the phone restarts the LAN and PC ports are disabled (as it relates to network communications).

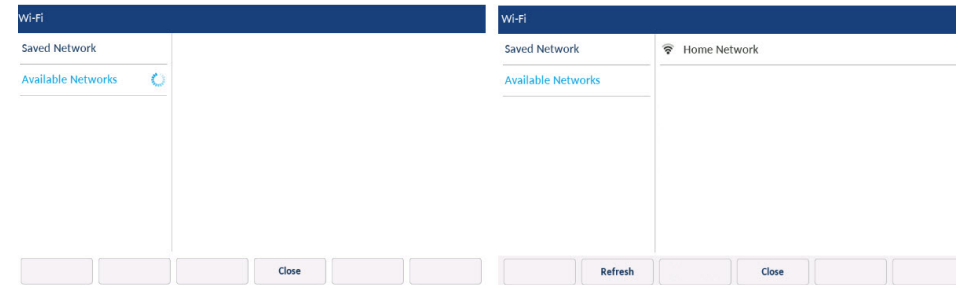
7. To disconnect from WiFi and use the LAN port again, under **Saved Network** tap **Disconnect** softkey.
8. Tap **Close** softkey to return to the **Settings** menu.

Connecting to a home network

1. Navigate to **Settings > Wi-Fi**.



2. The **Available Networks** settings menu is displayed.

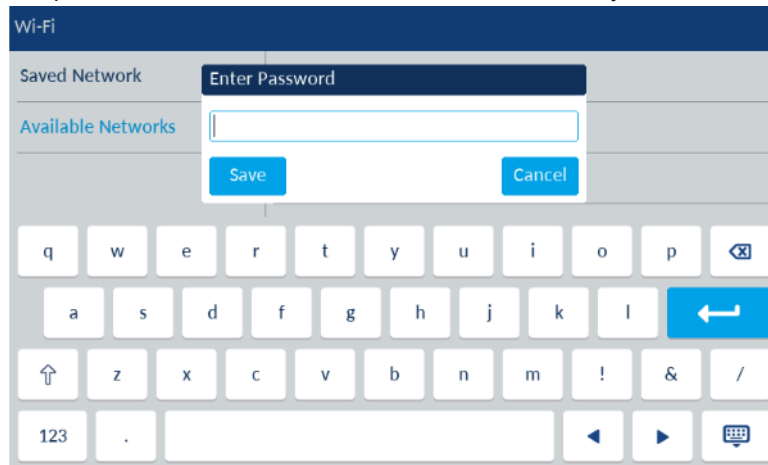


3. Tap on SSID (that is, the name of a Wi-Fi network; for example, Home Network) from **Available Networks**. If the SSID is secured, a password prompt appears.

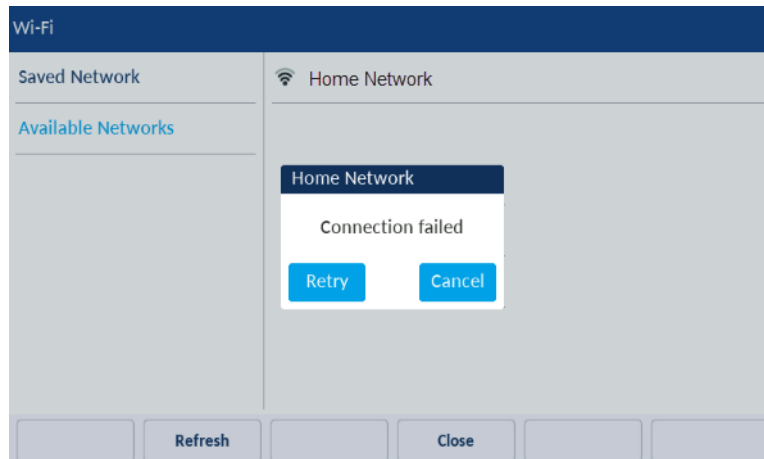
Note: You can connect to only one SSID at a time. The SSID can be any alphanumeric, case-sensitive entry from 2 to 32 characters. The printable characters plus the space are allowed. However, these characters are not allowed : ?, ", \$, [, \,], and +. In addition, ! # and ; cannot be the first character. Trailing and leading spaces are not permitted. This means that spaces are allowed within the SSID, but not as the first or last character, and the period "." is also allowed.

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4. Enter the password for the network and select the **Save** softkey.

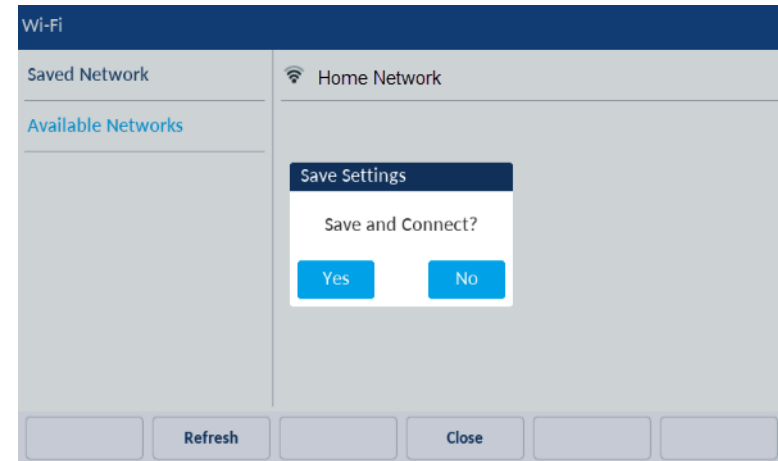


Note: If you enter an incorrect password, the following dialog box appears. Ensure you enter the correct password.



5. The **Save and Connect?** dialog box appears. tap **Yes** to connect. The connected

network (Home Network) is listed under **Saved Network**.



Note: After the phone restarts the LAN and PC ports are disabled (as it relates to network communications).

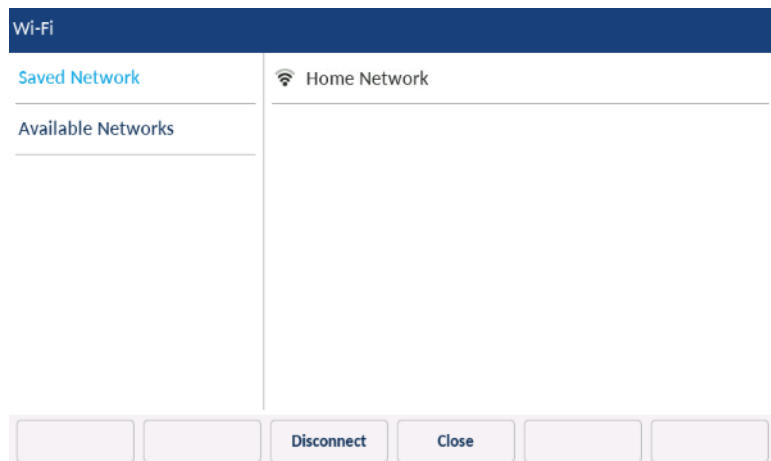
6. To disconnect from WiFi (Home Network) and use the LAN port again, under **Saved Network** tap **Disconnect** softkey.

7. Tap **Close** softkey to return to the **Settings** menu.

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Wi-Fi Network Connected/Wi-Fi Network Disconnected

If your phone successfully connects to the WiFi network, name of connected network is listed under **Saved Network**.



If your phone is disconnected from the Wi-Fi network Wi-Fi disconnected symbol is shown in the Status bar of the Home screen.