6940 IP PHONE

SOFTKEYS

DIRECTORY

CALL HISTORY

VOICEMAIL

SETTINGS

VOLUME

PROGRAMMABLE KEYS

GOODBYE

REDIAL

HOLD

MUTE

SPEAKER/HEADSET

Place a Call

- Dial the number from the keypad and tap the **Dial** softkey or
- Press the key, and at the dial tone, enter the number or
- Tap the **Call Appearance** programmable key and at the dial tone, enter the number.

From Directory

1. Press the key to access the Directory.

2. Tap the respective contacts folder and scroll through the contacts.
   OR
   Tap the search field, enter characters using the on-screen keypad and tap the Enter key.

3. When the 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 ⟩ icon to access the contact card screen, and then tap the phone number to dial.

Quick Reference Guide

Answer a Call

- Lift the handset, tap the **Answer** softkey or
- Press the ⊲/◁ key for handsfree operation.

Mute/Unmute 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.

Hold/Resume a Call

- To place an active call on hold, press the ⏸ key. The LED flashes on the respective **Call Appearance** programmable key.
- To resume the call, press the ⏸ key again or tap the respective **Call Appearance** programmable key.

Voicemail

Contact your System Administrator to configure the voicemail functionality.

When the voicemail functionality is enabled, the Message Waiting Indicator (MWI) LED on the phone flashes red and the 📼 icon displays on the status bar indicating that voicemail messages are available.

You can access your voicemail service by pressing the 📼 key.

Transfer a Call

1. While on an active call with the party you wish to transfer, tap the **Transfer** softkey. The active call is placed on hold.

2. Enter the transfer recipient's number and tap the **Transfer** softkey.

Redial

- Press the ↺ key twice in quick succession to redial the last dialed number or
- Press the ↺ key once to access a list of recently dialed numbers. Scroll through the entries and select a number. Tap the **Dial** softkey to redial the selected number.

End a Call

- Place the handset back in its cradle or
- Tap the **Drop** softkey or
- Press the ☎ key.

3-Way Conferencing

1. While on an active call with one of the contacts with whom you want to create a conference, tap the **Conference** softkey. The active call is placed on hold.

2. Enter the conference target's number and tap the **Consult** softkey.

3. Wait for an answer and then tap the **Conference** softkey to complete the 3-way conference call.

Picking Up a Call

With appropriate permissions (set by your Mitel administrator), you can pick up a call that is ringing on another extension.

1. Touch the **Pickup** softkey.

2. Dial the extension number.
   The call is now an active call on your extension.

Changing Availability State

You can set 4 distinct availability states for your extension.

- Available (default)
- Voicemail
- Delegate
- Out of group

To change your active availability state:

1. Touch the **State** softkey.
   The active state is indicated.

2. Touch the preferred **Availability** option.

3. Touch the **Save** softkey.
   The availability state for your phone changes to the selected state.

Mitel

Powering connections