

Getting started



Contacts
Displays a list of your Contacts

Call History
Displays a list of missed, outgoing and received calls.

Voicemail
Provides access to your voicemail service.

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

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

Navigation/Select
Multi-directional navigation keys are used to navigate through the phone menu. Press the center button to select menu options and perform various actions. On the Home screen, the left and right navigation keys can be used to access the additional pages of programmable keys.

Programmable Keys
Up to 72 programmable keys, a maximum of 12 programmable keys per page.

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

Softkeys
Five state-sensitive softkeys.

Goodbye
Ends active calls and used for exiting menus.

Redial
Displays Call History with a list of outgoing calls.

Hold
Places an active call on hold or resumes a call from hold.

Mute
Mutes/unmutes all outgoing audio from headset, handset or speaker.

Basic call handling

Making a call
1. Lift the handset or press the **[H/HS]** key, and dial the number.
2. Press the **Line** programmable key and dial the number.

Ending a call
Place the handset back in its cradle, press the **End Call** softkey, or press the **[END]** key.

Answering a call
Lift the handset or press the **[H/HS]** 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 **[Call History]** key once to access the Call History application with a list of recently dialed numbers. Use the up and down navigation keys to scroll through the entries and either press the **Select** button or **Dial** softkey to redial the selected number.

Muting
Press the **[Mute]** key while on an active call to mute the microphone for your handset, headset, or speaker. Press the **[Mute]** key again to unmute the audio.

Holding and resuming
1. To place an active call on hold, press the **[Hold]** key. A **[Hold]** icon flashes on the respective Line key.
2. To resume the call, press the **[Hold]** key again or press the respective **Line** key.

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 and press the **Transfer** softkey.

Creating a multi-party conference call
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.

Call Pickup
You can pick up a ringing phone by holding down **9**.