

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.

LCD Touchscreen

UI navigation is performed using the LCD touchscreen. On the Home screen, swipe left and right on the programmable key area to access additional key pages. In application and settings menu, swipe up and down to scroll through lists. To select an item, tap the respective item on screen.

Programmable Keys

Up to 46 programmable keys, a maximum of 12 programmable keys per page.

Softkeys

Six 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.

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 6940 IP Phone Installation Guide for MiVoice more details

Basic call handling

Making a call

1. Lift the handset or press the  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  key.


Answering a call

Lift the handset or press the  key for handsfree operation.




Redialing

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

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

1. To place an active call on hold, press the  key. A  (hold) icon flashes on the respective Line key.
2. To resume the call, press the  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

1. 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.