

# MIVOICE 6940 IP PHONE FOR MIVOICE CONNECT



## Place a Call

- Dial the number from the keypad and tap the **Dial** softkey.
- Press the  key, and at the dial tone, enter the number.
- 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.



## Answer a Call

- Lift the handset, tap the **Answer** softkey.
- 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.



## End a Call

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



## 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.



## Redial

- Press the  key twice in quick succession to redial the last dialed number.
- 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.



## Voicemail

Contact your System Administrator to configure voicemail.



When voicemail 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.

## Parking/Unparking a Call

With appropriate permissions (set by your Mitel administrator), you can park a connected call on another extension and you can unpark that call and return it to your extension.



### To Park a call:

1. While the call is active, tap the **Park** softkey.
2. Dial the extension number.  
The call is now parked on the designated extension.

### To Unpark a call:

1. Tap the **Unpark** softkey.
2. Dial the extension number.  
The call is now returned to your extension.

## 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.



## 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.



## 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. Tap the **Pickup** softkey.  
The call is now an active call on your extension.
2. Dial the extension number.  
The call is now an active call on your extension.

## Softkeys

Pickup	Allows user to pick-up another ringing extension.
Park/Unpark	Allows user to place call on remote hold to another extension or retrieve a call held remotely.
Answer	Answers call on speaker or headset.
To VM	Forwards incoming calls directly to voicemail.
Merge	Joins calls together in conference.
Transfer or conference	Completes "blind" connection.
Drop	Disconnects selected party on conference call.
More	Displays more options on screen.
Cancel	Returns display screen to previous setting or cancels initiated function.
Ignore	Sends busy signal to the caller and terminates the call.
Silence	Silence ringtone and handle call with configured call-handling rules.

## Changing Availability State

You can set six distinct availability states for your extension:



- Available (default)
- In a meeting
- Out of office
- Extended Absence
- Custom
- Do not disturb

### To change your active availability state:

1. Tap the **State** softkey.  
The active state is indicated.
2. Tap the preferred **Availability** option.
3. Tap the **Save** softkey.  
The availability state for your phone changes to the selected state.

## Common Star Codes

Park a call	 +*11 + extension
Unpark a call	*12 + extension
Pick up a Remote Extension	*13 + extension
Pick up the Night Bell	*14
Use the Intercom	*15 + extension
Barge In	*16 + extension
Silent Monitor	*17 + extension
Toggle Hunt Group status	*18 + Hunt Group's extension
Whisper Page	*19 + extension
Silent Coach	*22 + extension



## More Information

For details on all the available features and options, refer to the [MiVoice 6940 IP Phone User Guide for MiVoice Connect](#).

