



Mitel 6940 IP Phone

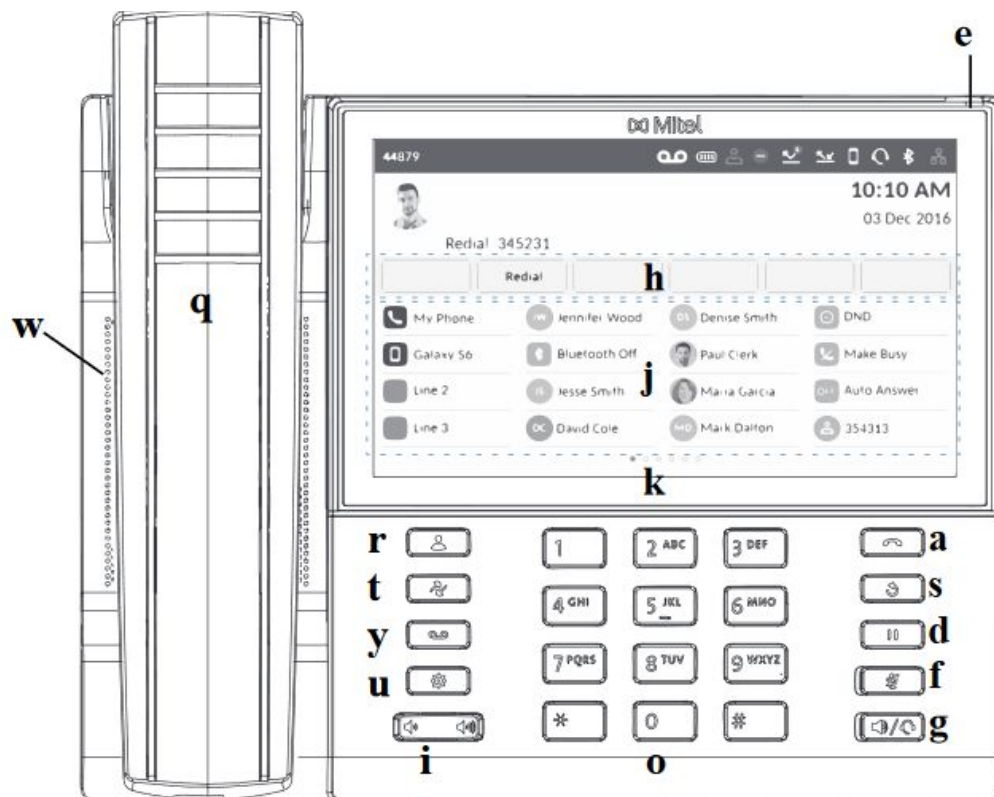
User Training

Phone Features









- ▶ Large 7-inch touchscreen color display
- ▶ Touchscreen keyboard
- ▶ MobileLink mobile device integration
- ▶ Crystal clear HD audio
- ▶ Mobile phone charging point
- ▶ Embedded Bluetooth 4.0
- ▶ 96 programmable personal keys
- ▶ 6 Context sensitive soft keys
- ▶ Enhanced full-duplex speakerphone
- ▶ Cordless speech optimized handset



Phone Description



q	Bluetooth Cordless Handset	a	Goodbye Key
w	Speaker	s	Redial Key
e	Message Waiting Indicator (MWI)	d	Hold Key
r	Contacts Key	f	Mute Key
t	Call History Key	g	Speaker/Headset Key
y	Voicemail Key	h	State-Sensitive Softkeys
u	Settings Key	j	Programmable Keys
i	Volume Control	k	LCD Touchscreen
o	Dialpad		

-  End Call
-  Speaker/Headset
-  Redial
-  Mute
-  Hold
-  Contacts
-  Call History
-  Setting
-  Voicemail
-  Volume Control

Home Screen

The Home screen displays the date and time along with the last dialed number. It is the default screen displayed when the phone is in an idle state.

Your Number and Avatar

Last Number Dialed

Prime Line Key

- Solid - Available
- Blinking - Ringing

Programmable Key Page Indicator

Dots indicate the number of programmable key "pages" and its relative position.

State-Sensitive Softkeys

Date and Time

Status Indicators

- Network Connected
- Attempting Connection
- Disconnected
- Bluetooth Enabled
- Headset Connected
- Mobile Connected
- Call Forward Always
- Missed Calls
- Do Not Disturb
- Hotdesk User
- Handset Battery Life
- Voicemail Pending

Programmable Keys

Making & Answering Calls

Making a Call

Lift the handset OR

Press 

Dial the Extension number OR

Dial 1 + area code + telephone number
for external calls.

Answering a Call

Lift the handset OR

Press , and begin speaking.



Call Screen

When on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar/picture, name or number, and call duration timer. The softkeys also change allowing you access to more call handling features including transfer, add user (*conference calling*) and End Call.

Caller Avatar

Transfer Softkey

Conference Softkey

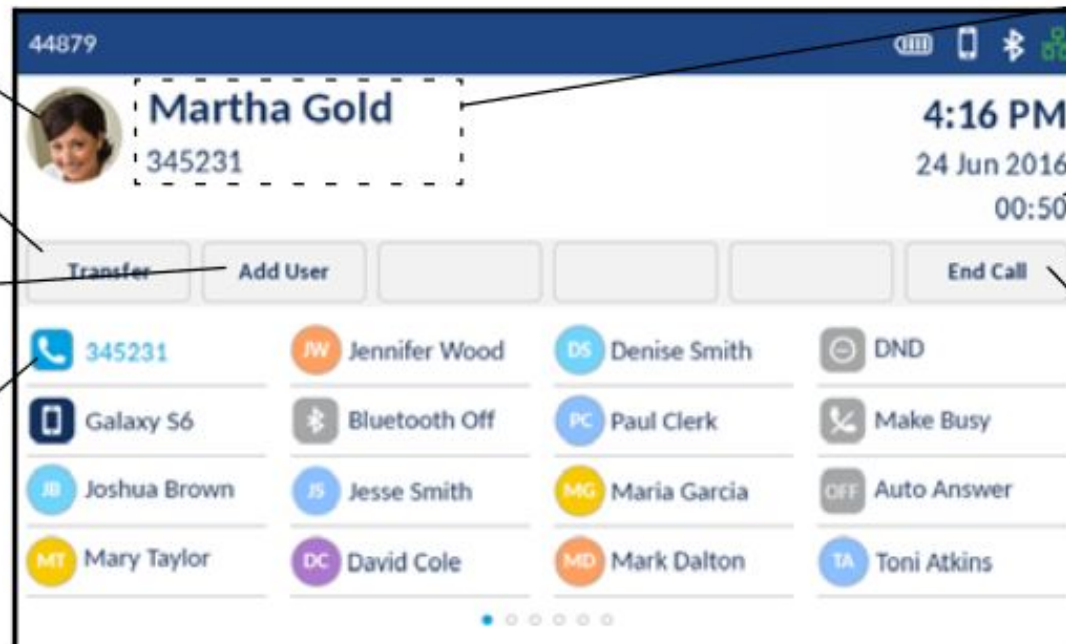
Prime Line Key



Busy



On Hold



Caller ID

Call Timer

End Call Softkey

Using the Hold Button




Hold
Button



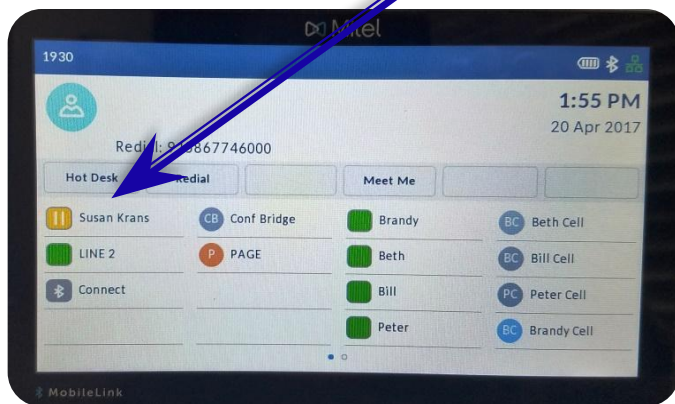
Call on Hold

Place a Call on Hold

Press  (Pause Button)

The  icon flashes on the applicable line key
Replace the handset if necessary.

**The hold function is used when you need to put a call on hold for yourself, not another user.*



Retrieve a Call from Hold

Press the applicable line key displaying the  icon

Transferring a Call

Transfer Softkey



Transfer a Call (Unannounced)

1. Press the **Transfer** Softkey
(the active call is placed on hold)
2. Dial the extension number.
3. Press the **Transfer** softkey OR hang up the handset to complete an unattended call transfer

Transfer a Call (Announced)

1. Press the **Transfer** Softkey
(the active call is placed on hold)
2. Dial the extension number.
3. Wait for an answer, announce the call, and then press the **Transfer** softkey OR hang up the handset to complete an attended transfer.

Transferring a Call Directly to Voicemail

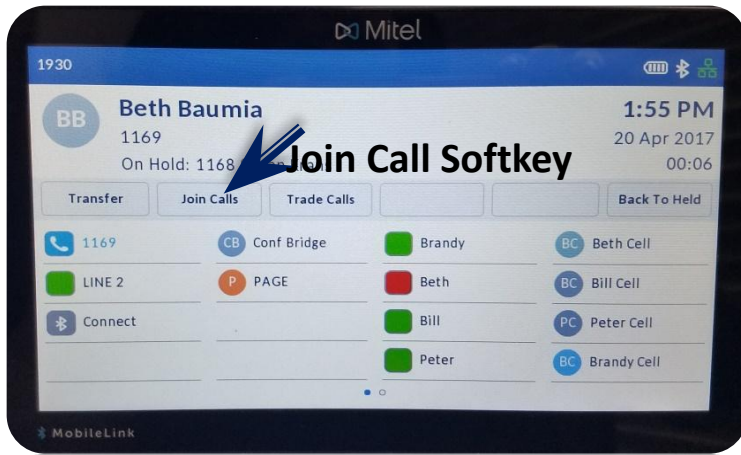


Voicemail
Button

To Transfer a Call Directly into a Users Voicemail Box

1. Press the **Voicemail** Button
(the active call is placed on hold)
2. Dial the extension number.
3. Hang Up

Conference Calling

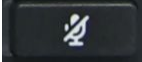


1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
2. Press the **Add User** softkey.
(The active call is placed on hold.)
3. Enter the extension number OR outside phone number.
4. Wait for an answer, speak to the current caller to notify them of the added parties and then press the **Join Calls** softkey to create the threeway conference call.
5. Repeat steps 2 to 4 to add an additional party to the conference.

Mute & Redial

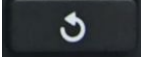


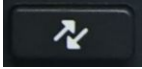
Muting

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.

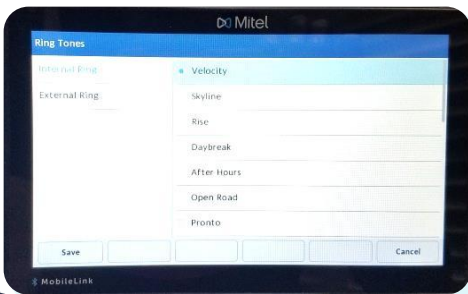
Redialing


Press the **Redial** softkey once or the  key twice to call the last dialed number as displayed on the Home screen or

Press the  key once to access a list of recently dialed numbers. Use the Up and Down navigation keys to scroll through the entries and the Select button or **Dial** softkey to redial the selected number.

Changing Ringtones

There are a total of 20 (10 modern and 10 classic) distinct ring tones available for selection. Two different ring tones can be configured for incoming calls from internal extension and external numbers.



1. Press the  (Settings) key on the phone to enter the Static Settings menu.
2. Select **Audio** on the touch screen then select **Ring Tones**
3. With the **Internal**, use your touch screen navigate (select) through the list and choose the applicable ring tone.
5. Press **Save** on your touch screen to save the ring tone selected
6. Select **External Ring** on your touch screen to change your external ring tone.
7. use your touch screen navigate (select) through the list and choose the applicable ring tone.
8. Press the **Save** softkey to save your changes.