Quick Start Guide–Mitel 6900 Series

Glacier Networks Inc.

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.

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

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.

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.

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.

Warning! The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

Activating your phone

Follow the Installation Guide for the Mitel 6900 IP Phone to connect the phone to your network.

+ After the phone boots, press the ACTIVATE soft key.

+ Enter your numeric OfficeSuite UC extension, and then enter your numeric PIN.

+ Press ENTER or the # key and your phone will login and be ready for use.

+ To program speed dial and feature keys, login to the Hosted IP portal at https://hostedipphonesystem.net/

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 **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 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 [🎙] 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.

Contacts

Press the Contacts key to see your corporate, personal and mobile (for 6930, 6940 only) contacts. Scroll to the desired list and search by last name using T9 (pressing a single number key multiple times to indicate desired letter). Select the desired record and press the Dial soft key to place a call to that party.

Voicemail

Press the **Voicemail** key and follow the audio prompts to retrieve messages, record greetings, forward messages, etc.

Call History

Press the **Call History** key to see your missed, outgoing, received and mobile (for 6930 and 6940 only) call list. Select the desired list and scroll to find the desired call record. Press the **Dial** soft key to place a call to that party. You can add to your personal contacts directory by selecting a call record and pressing the **Add Contact** soft key.

Settings

Press the **Settings** key to edit your ring tones and display settings. Scroll to the desired setting and press the **Select** key. Follow the on-screen prompts to make any changes. Press the **Save** soft key when done.

Volume Up/Down

Press the **Volume Up/Down** key to adjust the volume of the handset and speakerphone when engaged in a call and the ringer volume while the phone is ringing.

Navigation Select

Use the **Navigation** disc to move through menus up/down and left/right, and press the center **Select** key to make a selection.

Missed Calls

The number of missed calls is indicated on your phone display. Press the **Call History** feature key and then scroll through the missed calls list on the next screen.

Help is available

For more information about your OfficeSuite Hosted IP Phone System visit https://hostedipphonesystem.net