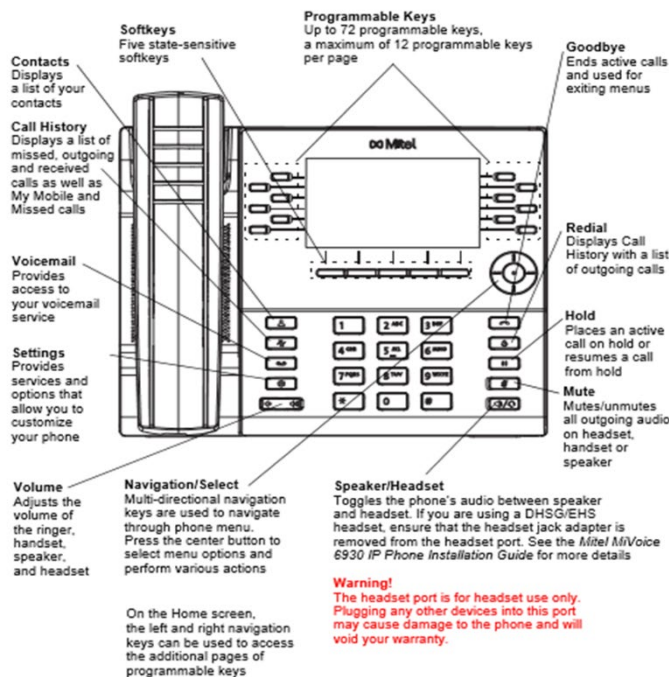


# Quick Reference Guide

## Mitel MiVoice 6930 IP Phone

### Getting started



### 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

### Getting Started Tips:

- To dial outside numbers we now use 8 instead of 9. Dial 8 + 1 + xxx-xxx-xxxx (Include 805 area code for local outside numbers)
- Default Voice Mail password is your new extension (new extension can be located in the top left corner of your display screen)

For any additional assistance place an IT support ticket by emailing [ITsupport@cuستا.edu](mailto:ITsupport@cuستا.edu)

### Using the Call History application

1. Press the key to access the Call History application.
2. Scroll through the lists by using the navigation keys. To view additional entry details, press the Right navigation key when the entry is highlighted.
3. Press the Select button or Dial softkey to place a call to the respective entry or Press the Delete softkey to delete the entry from your Call History.

### Creating a Speed Call

1. Press and hold the applicable programmable key (for 0-5 seconds) until the Label Name field is displayed.
2. In the Label Name field, enter a label to apply to the key.
3. Press the down navigation key to move to the Number field and enter the number using the Dialpad keys on the phone (remember to always start an outside number with 91 area code then number).
4. Press the Save softkey to save the information to the key you selected.

### Transferring a call

1. Ensure you are on active call with the party you wish to transfer.
2. Tap the Transfer softkey.
3. Enter the transfer recipient's number and hang up or tap Transfer again.

### 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. Tap the Add User softkey.
3. Enter the conference target's number.
4. Wait for an answer, and then tap the Join Calls softkey to create conference call. Repeat steps 2 to 4 to add an additional party (maximum of 8 participants including yourself) to the conference.



## Voice Mail User's Menu Flow Chart

### Accessing Voice Mail

#### From Your Phone:

Press the VoiceMail key  
 Passcode: Ext. # (default) or the passcode you created  
 - OR - Pick up handset and press your blinking Message Waiting button (envelope)

#### From any other Phone:

Press the VoiceMail key  
 Enter: \* plus your own Mailbox Number followed by another \*  
 Passcode: \_\_\_\_\_

#### From Outside

Dial Main Number  
 At the start of the Co. greeting...

- Press \*
  - Enter your Mailbox number
  - Press \*
  - Enter your Passcode
- IF YOU HAVE A DID NUMBER:**  
 Dial your own DID,  
 At the start of your greeting....  
 Press \* (tells system owner is calling)  
 Enter your Passcode: \_\_\_\_\_

### Play Messages (7)

- P** to Play
- 5** Rewind in 5 second increments
  - 4** Fast Forward in 5 second increments
  - 1** Pause in 30 second increments
  - 8** To skip to Top of next message

- P** (7) to Play again
- A** (2) to Answer
- G** (4) to Give to another user
- K** (5) to Keep
- D** (3) to Discard
- M** (6) to Make a new message
- X** (9) to eXit message review

Enter destination mailbox & record introduction ...

- R** to Review
- D** to Discard and Re-Record
- A** to Append
- V** for Message Addressing Options
- N** to Send and Exit

### Make Message (6)

- M** to Make (record) Msg
- #** Enter Mailbox Number(s), when finished entering mailboxes
  - #** When finished recording message

- R** (7) to Review
- D** (3) to Discard and Re-Record
- A** (2) to Append
- M** (6) for Message Addressing Options
- X** (9) to Send and eXit to Main Menu

#### Message Addressing Options:

- C** (2) to make Confidential
  - N** (7) to Request Receipt
  - U** (8) to mark Urgent
  - V** (3) to mark for Future delivery
- Press (9)X to eXit and return to previous menu options.

### User Options (8)

- U** for User Options

- G** (4) to change Greeting
- N** (6) to change Name
- P** (7) to change Passcode
- L** (5) for Distribution Lists (01 - 09)
- T** (8) to repeat Tutorial (reset mbx passcode, greeting, and passcode)
- X** (9) to eXit to Main Menu
- L** (5) to Listen to Greeting/Name
- R** (7) to Record Greeting/Name
- X** (9) to eXit to Previous Menu

**X** to Exit

**0** for an Operator