MiVoice 6910 IP Phone
User Guide for MiVoice Connect

58015958 REV00

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About This Guide

This guide explains how to use the basic features of your Mitel MiVoice 6910 IP phone with MiVoice Connect system.

Documentation

- *Mitel MiVoice 6910 IP phone Quick Reference Guide* – Contains call handling instructions, an overview of the user interface (UI) and details on UI navigation, as well as information on other important features. The Quick Reference Guide can be downloaded from Mitel MiVoice 6910 IP Phone Quick Reference Guide.
- *Mitel MiVoice 6910 IP phone Installation Guide* – Contains installation and instructions for setting up, general features and functions, and basic options list customization. The Installation Guide can be downloaded from Mitel MiVoice 6910 IP Phone Installation Guide.

Supporting Documentation

To access phone and system-specific documentation:

1. Log on to Mitel **MiAccess**.
2. In left-hand menu, select **Doc Center.**
3. Select **DEVICES AND ACCESSORIES** > **SIP PHONES AND PERIPHERALS** > **6900 SERIES SIP PHONES FOR MIVOICE CONNECT**> **6900 SIP PHONES**.

Phone Features

Feature highlights include:

- LCD screen with backlight
- Built-in two-port, 10/100/1000 Gigabit Ethernet switch, which enables you to share a connection with your computer
- 8 programmable top keys
- Support for up to 8 call lines with LEDs
- Wideband handset
- Wideband, full-duplex speakerphone for handsfree calls
- Headset mode support
- AC power adapter (sold separately)
- Set paging*

Installation and Setup

See the *6910 IP phone Installation Guide* included with your phone for basic installation and physical setup information.

Tips for Your Comfort and Safety

Do Not Cradle the Handset

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset.

Protect Your Hearing

Your 6910 IP phone has a control for adjusting the volume of the handset, headset, and speakerphone. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjust the Viewing Angle

The stand for your 6910 IP phone supports two viewing angles (30° and 60°). Adjust the stand to suit your viewing preference. For instructions on how to adjust the stand, see the *6910 IP phone Installation Guide*.

Overview of the 6910 IP Phone

Welcome to your IP phone!

Figure 1 provides an overview of the Mitel MiVoice 6910 IP Phone components. Figure 2 on page 2 shows the ports on the back of the phone.

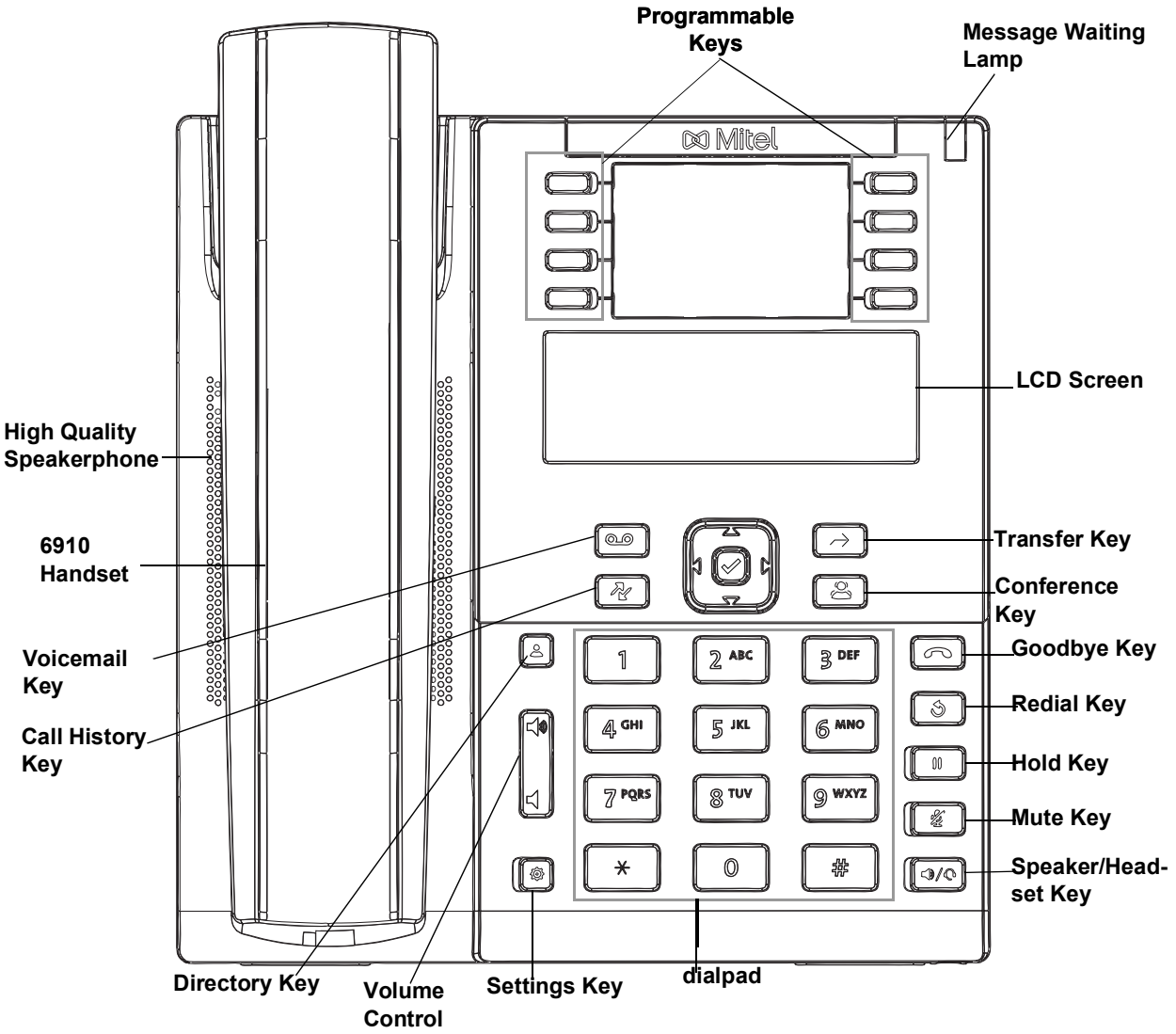


Figure 1: 6910 IP phone Components

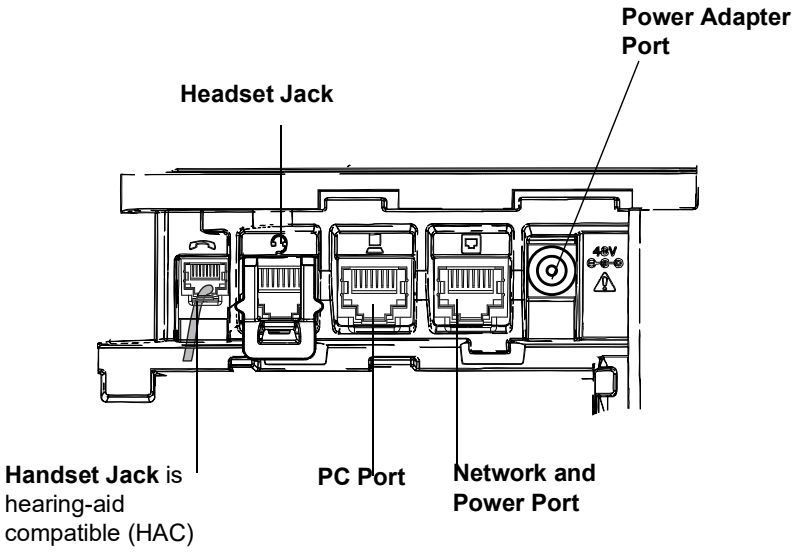
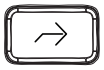


Figure 2: Ports on the Back of the 6910 IP phone

Keys Description

The following table describes the keys on the Mitel MiVoice 6910 IP Phone.

Key	Description
	**Directory key** - Displays a list of your contacts.
	**History key** - Displays a list of your missed, forwarded and answered calls.
	**Voicemail key** - Provides access to your voicemail service (if configured).
	**Settings key** - Provides services and static settings that allow you to customize your phone.
	**Volume controls** - Adjusts the volume for the ringer, handset, headset, and speakerphone. Press the volume control keys while the phone is ringing to adjust the ringer volume. Pressing these keys during an active call adjusts the volume of the audio device being used (handset, headset, or speaker).
	**Goodbye key** - Ends an active call. The **Goodbye** key also exits an open list (such as **Call History**) and menus (such as the **Static Settings** menu) without saving changes.
	**Redial key** - Displays a list of your previously dialed calls. Double-press **Redial key** to call the last dialed number.

Key	Description
	**Hold key** - Places an active call on hold. To retrieve a held call, press the applicable **Line** key. For more information, see Placing a Call on Hold or Off Hold on page 13.
	**Mute key** - Mutes the microphone so that your caller cannot hear you. A Mute Icon is displayed on the screen (The LED beside the key turns on when the microphone is on mute).
	**Transfer Key** - Transfers the active call to another number.
	**Conference Key** - Begins a conference call with the active call. For more information, see Setting Up a Conference Call on page 25.
	**Speaker/Headset key** - Transfers the active call to the speaker or headset, allowing hands-free use of the phone.
	**Navigation keys and select button** - Multi-directional navigation keys that allow you to navigate through the phone's UI. Pressing the center **Select** button sets options as well as performs actions such as answering calls, dialing out from the **Contacts** or **Call History**. On the home screen, the left and right navigation keys can be used to switch between the home screen, the line manager, and active calls.

Plugging In and Starting the Phone

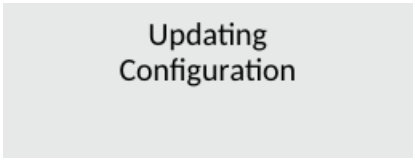
The 6910 IP phone automatically begins the startup sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone.

> **Note:** Some start up screens only appear the first time you connect your phone, or if your phone has been factory defaulted.

The phone displays the following startup screens.



The 6910 IP phone then checks the settings and looks for new configuration and firmware updates from a configuration server. It may take a few moments while the phone downloads the latest updates.



Note: Updates to your phone can be scheduled to be automatically installed from the server. The updates are scheduled during non-business hours or slow call periods.

CAUTION: Do not unplug or remove power to the phone while the phone is checking or installing firmware or configuration information.

If language packs were loaded to your phone, the following screen displays during startup.



When the configuration update is complete, the phone displays the following screens before it displays the **Home** screen.



Network Connected/Network Disconnected

If your phone successfully connects to the network, the phone displays the **Home** screen.

If your phone did not successfully connect to the network, the **Network Disconnected** prompt is displayed and the status light turns on. If this happens, check that the cables are firmly connected to the phone and to the wall jack. The phone automatically detects when it is reconnected successfully and the **Network Disconnected** prompt is removed from the screen. However, if changes have been made to your phone's network settings, you may need to restart your phone. Check with your Mitel administrator or network administrator for assistance.

For more information about connecting your phone, see the *Mitel 6910 IP phone Installation Guide*.

> **Note:** If the phone displays a **No Service** status message, you can still use the phone, but note that the phone is not registered with the system. For more information about registering your phone, contact your Mitel administrator.

Your Phone's Display

The display screen on your IP phone shows your name and extension, along with other information. Figure 3 shows the phone display screen.

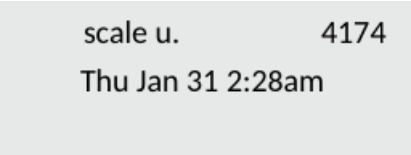


Figure 3: Display of the 6910 IP phone

Programmable Keys

There are 8 programmable keys on the 6910 IP phone. Your administrator can set programmable keys to function as keys for Speed Dial, Park, and Unpark. For more information on setting the programmable keys see https://oneview.mitel.com/s/article/Mitel-Connect-Portal-User-Guide-TOC.

Setting Up Your Phone

To use all the functions of your IP phone, your phone needs to be assigned to you and you need to know your password for the voicemail system. You can determine whether your phone is already assigned to you as follows:

- If the phone displays your name and extension, your Mitel administrator has already assigned your phone to you, and you do not need to assign yourself to your phone. When your phone is in this state, you can receive calls, make calls, and check for new messages using visual voicemail.
- If the phone displays "Available" and the date and time, use the procedure in Assigning Your Extension or Phone Number to the Phone on page 7 to assign your extension to your phone. Until the phone is assigned, you can place internal calls by dialing a number or using the Directory, but you cannot receive calls or use visual voicemail, and you might not be able to place external calls.
- If the phone displays "Anonymous" and the date and time, this extension is assigned as the primary phone for someone who is currently assigned to some other phone or endpoint. You can assign your extension to the phone by following the procedure in Assigning Your Extension or Phone Number to the Phone on page 7.

With the appropriate permissions (set by your Mitel administrator or authorized contact), you can log in to any Mitel 6900-Series IP phone in the system to assign your extension or phone number to that phone.

For information about registering your phone with a MiVoice Connect system, see Registering a Phone in a MiVoice Connect System on page 7.

Registering a Phone in a MiVoice Connect System

To register a phone in a MiVoice Connect system, perform the following steps:

1. Press .
2. Press the **Advanced** softkey.
3. Enter the **Administration Password** and press the **Enter** softkey.
4. Navigate to **Voice Services** option and press the **Select** button.
5. Navigate to **MiVoice connect** and press the right navigation key.
6. Navigate to **Config. Server 1** and enter the **MiVoice Connect Server IP address**.
7. Press the **Set** softkey to save your changes.
   The IP phone automatically restarts and connects to the MiVoice Connect server.

Assigning Your Extension or Phone Number to the Phone

The procedure that you use to assign your phone depends on whether the phone displays “Available”, or “Anonymous,” or “Voice Service”.

If Your Phone Displays “Available” or “Anonymous”

If your phone displays “Available” or “Anonymous,” use this procedure to assign your extension to your phone.

1. Press the **Assign** softkey.
2. Enter the extension number that your Mitel administrator provided, and then press the down navigation key.
3. Enter the password provided by your Mitel administrator.
4. Press the **Enter** softkey.
   Your extension is assigned to your phone and your name and extension is displayed.

Logging In to the Voicemail System

If you are a new user in the Mitel system, you need to log in to the voicemail system to record your name and personal greeting. For details, see Logging In to the Voicemail System on page 28.

Operating Your Phone

This section provides an overview of the following basic phone tasks:

- Placing calls
- Answering calls
- Sending an incoming call to voicemail
- Adjusting the ring volume and listening volume

- Muting a call
- Answering call waiting

Placing Calls

To place a call, you can use the handset, the speakerphone, or a headset.

Note: The call timer on the 6910 IP phone starts after the call is answered.

Using the Handset to Place a Call

1. To place a call, pick up the handset, dial a phone number and press ▶.
2. To end the call, hang up the handset.

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the **Speaker** or **Speaker/Headset** audio mode. For more information about setting the audio mode on your phone, see Audio on page 21.

- To dial using handsfree
  a. Press .
  b. Enter a number at the dial tone.
  c. Press ▶.
- If you are in **Speaker** audio mode, lift the handset and press  to switch between handsfree and handset.
- If you are in **Speaker/Headset** audio mode, press  to switch between handsfree and headset.
- When the handset is on hook, press  to disconnect the call.

Note: When handsfree is on, the LED next to the hardkey turns on.

Using the Headset to Place a Call

The headset feature allows you to speak to someone without using the handset or speaker. Your phone must be in either the **Headset** or the **Headset/Speaker** audio mode. For more information about setting the audio mode on your phone, see Audio on page 21

- To place a call using the headset:
  a. Press .
  b. Dial the phone number.
  c. Press ▶.
  The LED next to the hardkey blinks red, and the call is dialed.
- To end the call, press .
  The LED next to the hardkey stops blinking.

Answering Calls

When a call is ringing at your extension, the inbound caller's name and extension are displayed on the screen. Additionally, the line/call appearance LED flashes quickly to indicate the incoming call.

To answer a call, you can use the handset, the speakerphone, or a headset. Depending on how you set your automatic off-hook preference or how your Mitel administrator has set this option, you can also answer a call through your speakerphone or headset using either of the following methods:

- Press the blinking call appearance button.
- Press the center **Select** button.

Note: The call timer on the 6910 IP phone starts after the call is answered.

For more information about handling multiple calls, see Diverting an Incoming Call to Voicemail on page 13.

Using the Handset to Answer a Call

1. To answer a call, pick up the handset when the phone rings.
2. To end a call, hang up the handset.

Using the Speakerphone to Answer a Call

If you plan to use a Speakerphone to answer calls, designate **Speaker** or **Speaker/Headset** as your default auto off-hook preference (see Audio on page 21).

1. To answer a call, press .
   If your automatic off-hook preference is configured to use the speaker, press the blinking call appearance button.
   The LED next to the hardkey lights red.
2. To end the call, press the  again.
   The LED next to the hardkey turns off.

Using a Headset to Answer a Call

If you plan to use a headset to answer calls, designate your wireless or wired headset as your default auto off-hook preference (see Audio on page 21).

1. To answer a call using the headset, do one of the following:
   - If you use a wired headset, press .
   - If you use a wireless headset, go off-hook with your headset.
   - If your automatic off-hook preference is configured to use your headset, press the blinking red call appearance button. (If you use a wireless headset, the phone displays a message prompting you to press the off-hook button on your headset.)
     The LED next to  blinks red.
2. To end a call, do one of the following:
   - If you use a wired headset, press  again.

- If you use a wireless headset, put your headset in to the on-hook position. The LED next to the hardkey stops blinking.

> **Note:** The audio mode setting you have selected in the **Settings > Audio> Audio Mode** menu on the IP phone determines whether the call goes to speakerphone or tto headset operation. For more information, see Audio on page 21.

Adjusting the Ring and Listening Volume

To adjust the volume on your phone, use the  keys. The volume settings for the ringer, handset, speakerphone, and headset are independent, and you can set them as follows:

- Adjust the volume of your phone's ringer while the phone is on hook.
- Adjust the handset listening volume while the handset is off hook.
- Adjust the speakerphone volume when the LED next to  is illuminated.
- Adjust the headset listening volume when the LED next to  is blinking.

> **Note:** When using a wireless headset, if you experience audio problems, ensure that your wireless headset is configured according to the manufacturer's instructions. Problems that might result from improper configuration include the following:
> - You cannot hear the dial tone.
> - The volume for you or the other party is not loud enough.
> - You hear a buzzing or hissing sound.

Muting a Call

- To mute a call so that the caller does not hear you, press  **CALL MUTED** is displayed on screen. The LED next to the hardkey blinks in red when the mute is active.

  > **Note:** Mute does not work during number dial-out.

- To unmute a call so that the caller can hear you,  again. The LED next to the hardkey blinks in red when the mute is active.

Guide to the Icons Displayed on Your Phone

Your 6910 IP phone displays icons for phone status and features. These icons are shown in Table 1.

Table 1: Status Icons

Icon	Description
	Missed call (on main screen and in History)
	Inbound call (in History)
	Outbound call (in History)

Table 1: Status Icons

Icon	Description
	Transferred call (in History)

Using Voicemail

To access your voicemail messages, press the **Voicemail** hardkey.

For complete details about voicemail, see Voicemail Overview on page 28.

Using the Directory

You can use the Directory to quickly look up and dial a person's extension. In addition, if your Mitel administrator has added detailed contact information to the system, you can see additional information (such as a person's alternate phone numbers, and alternate contacts) in the Directory.

Making a Call Using Directory

1. Press .

   Note: To close the directory, press .

2. Locate the name of the person you want to call using one of the following methods:
   - Use ▲ and ▼ to navigate through the directory list until the name of the person you want to call is highlighted.
   - Dial the numbers that correspond with the first few letters in the person's first or last name, pressing a number key once for any letter on that key and press ▼ to search. For example, to find the name Smith, dial the numbers 76484 and press ▼ to search.

   Note: To delete characters in the filter, press the ◄. Press ▲ to return to the full Directory list.

3. To dial the displayed number, press  alternatively lift the handset or press any .

Using the Call History

The call history displays recent inbound, missed, and transferred calls, with the most recent call listed first. Each entry in the History list displays the caller's name or number (if available) and the time or date of the call. If no caller ID information is available for a particular number, the phone displays "Caller ID Unknown."

With the call history, you can view all calls, or you can filter to list only incoming (From) calls, transferred calls, or missed calls. You can also dial a number directly from the call history.

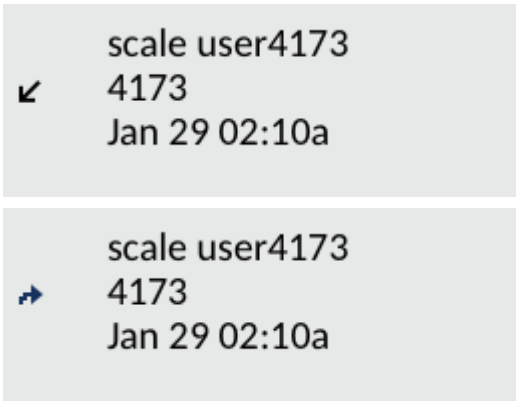


Figure 4: Call History

Viewing a List of All Calls Received, Transferred, Or Missed

1. Press .

   Note: To close the call history, press .

2. Use ▲ and ▼ to navigate through and review the list of calls received, transferred, or missed.

Placing a Call Using the Call History

1. Press .

   Note: To close the call history, press .

2. Use the ▲ and ▼ to navigate through and review the list of calls received, transferred, or missed.
3. With the name of the person you want to call highlighted, do one of the following options to dial the call:
   - Pick up the handset to take the phone off hook.
   - Press the button to take the phone off hook.

Interacting with Calls

This section describes the following ways to interact with calls:

- Placing a call on hold or off hold
- Diverting an incoming call to voicemail
- Transferring a call
- Parking and unparking calls
- Answering additional calls

Placing a Call on Hold or Off Hold

- To place an active call on hold, Press .

The screen displays the icon indicating that the call is placed on hold. Additionally, the line/call appearance light begins to flash slowly and after a short time, the phone beeps softly to remind you that you still have a call on hold.

- To take the call off hold, do either of the following:
  - Press .
  - Press the flashing call appearance button.

If your phone is on hook while a call is on hold, you hear a reminder ring in 10 seconds and at one-minute intervals.

Diverting an Incoming Call to Voicemail

Whether your phone is idle or you are engaged in a call, you can send an incoming call to your voice mailbox without answering it.

To Send an Incoming Call to Voicemail:

- While the phone rings, do one of the following:
  - Press .
  - Press **#**.

The call is sent to your voice mailbox.

Transferring a Call

You can transfer a call in two ways:

- In a blind transfer, you transfer the call without the other party first answering your call.
- In a consultative transfer, you talk to the other party before completing the transfer.

Both types of transfer use a similar procedure.

To Do a Blind Transfer

1. While engaged in a call, press the .
2. Dial the number to which you want to transfer the call.

   Note: If you want to cancel the transfer, press and take the original call off hold.
3. Press the .
   The call is transferred to the designated number.

To Do a Consultative Transfer

1. While engaged in a call, press the .

2. Dial the number to which you want to transfer the call.

   Note: If you want to cancel the transfer, press ◀ and take the original call off hold.

3. After the other party answers the call, press  to complete the transfer.

Parking and Unparking Calls

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

Note: To unpark a call, the call must be on hold on the other extension.

To Park and Unpark a Call

- To park a call:
  a. While the call is active, press the  to place the call on hold.
  b. Dial *11 followed by the extension number where you want to park the call..

Note: If the call is not answered on the parked phone within a certain amount of time (as configured by your Mitel administrator), the call returns to the original extension.

- To unpark the call, dial *12 followed by the extension number where the call is parked.

Customizing Your Phone

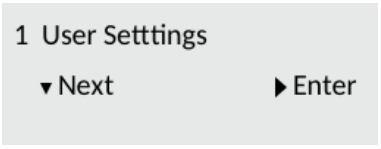
There are two ways to customize specific settings on your phone:

- Using the key (**Settings** hardkey) on the IP phone.
- Using the **Connect Portal** in an Internet browser window from your PC.

Phone Options Via IP Phone UI

You can customize your phone and view your phone status by pressing the key (**Settings hardkey**), which opens the **User Settings** menu. This menu provides a single location to access all your phone settings.

1. Press on the phone to access the **Options List** menu.
2. Navigate to **User Settings** menu and press ▶.



3. Enter your voicemail password and press ▼ to access the **User Settings**.
4. Use ▲ and ▼ to navigate through the sub options.
5. Press .
6. Use the navigation keys and dialpad keys for each setting to make any applicable changes.
7. Do one of the following:
   - Press the ▶ to save your changes.
   - Press at any time to exit without saving the changes.

   Note: For more information about **Advanced** options, contact your Mitel administrator.

The following phone settings can be configured through the **User Settings** menu:

Option
Time and Date: Time Format, Daylight Savings, Date Format, and Time Zone
Phone Status: IP&MAC Addresses, LAN Port, PC Port, Firmware Info, Error Messages, Notes, and Copyright
Directory: Sorting Preference
Diagnostics: Log Upload and Capture
Audio: Ring Tone and Set Audio
Display: Contrast Level, Backlight
Restart

Note: All **Advanced** settings are administrator-level functions, and are not accessible by the user. These settings must be set up and changed only by your Mitel administrator.

Phone Options Via Connect Portal

In addition to using your phone's interface to change options, you can customize settings on the IP phone using the Connect Portal.

For more information about the Connect Portal see .https://oneview.mitel.com/s/article/Mitel-Connect-System-Administration-Guide.

Log Issues

You can collect the phone's logs and upload them to a server.

1. Press on the phone to access the **Options List** menu.
2. Press ▼ to navigate to **Log issue** and press ► to select.
3. Press ► to confirm or press ◄ to cancel.

Understanding Availability States

You can set six distinct availability states for your extension. These availability states can be configured with various options to forward incoming calls to another number or send them to voicemail. Using the voicemail system, you can also record a different personal greeting for each availability state.

You can change your active availability state using the Connect client or the voicemail system.

The availability states are as follows:

- Available (the default) allows you to answer all incoming calls.
- In a meeting
- Out of office
- Vacation
- Custom
- Do not disturb

Changing Your Active Availability State

1. Press the **Voicemail** button.
2. Enter your voicemail password followed by #.
3. Press 7 for mailbox options.
4. Press 2, and;
   - Press 1 for Available
   - Press 2 for In a meeting
   - Press 3 for Out of office

- Press 4 for Vacation
- Press 5 for Custom
- Press 6 for Do not disturb.

Time and Date

On the IP phones, the following time and date sub-options are available to be configured:

- Time Format
- Daylight Savings
- Date Format
- Time Zone

Configuring the Time Format, Daylight Savings, Date Format, and Time Zone

1. Press .
2. Press ▼ to navigate to **User Settings** and press ► to select the option.
3. Enter your voicemail password and press ▼.
   The **User Settings** menu is displayed.
4. Navigate to the **Time and Date > Time Format** option and press  or press ► to select the option.
5. Use the ▲ and ▼ to navigate through and press ► to set the preferred time format. Valid values are 12 Hour (the default) and 24 Hour.
6. Press ▼ to navigate to **Daylight Savings** and press ► to select the option.
7. Use the ▲ and ▼ to navigate through and press ► to set the preferred daylight savings setting. Valid values are:
   - **Automatic** (default)
   - **Off**
   - **30 min summertime**
   - **1h summertime**
8. Press ▼ to navigate to **Date Format** and press ►.
9. Use ▲ and ▼ to navigate through and press ► to set the preferred date format. Valid values are:
   - **WWW MMM DD (default)**
   - **DD-MMM-YY**
   - **YYYY-MM-DD**
   - **DD/MM/YYYY**
   - **DD/MM/YY**
   - **DD-MM-YY**
   - **MM/DD/YY**

- **MMM DD**
- **DD MMM YYYY**
- **WWW DD MMM**
- **DD MMM**
- **DD.MM.YYYY**

10. Press ▼ to navigate to **Time Zone** and press ►.
11. Use ▲ and ▼ to navigate through and press ► to set the preferred time Zone.

Note: Press ◄ to go back to the previous menu or press  to go to the home screen.

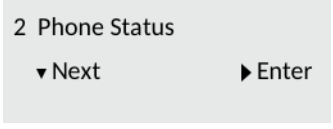
Phone Status

The Status option in the Settings menu allows you to view the following information about your phone:

- **IP & MAC Addresses**
  Information about your phone's IP address and MAC address**.**
- **LAN port**
  Information about your phone's LAN port
- **PC Port**
- Information about your phone's PC port
- **Firmware Info:**
  Information about the phone's firmware version of phone, boot version, and platform.
- **Error Messages**:
  Error messages for the phone. If there are no error messages, **No Error Messages** is displayed.
- **Notes**
  Provides link to the privacy policy information.
- **Copyright**
  Provides the copyright information of the IP phone.

To view the **Phone Status** menu:

1. Press .
2. Press ▼ to navigate to **User settings** and press ► to select the option.
3. Enter your voicemail password and press ▼.
   The **User Settings** menu is displayed.
4. Use ▲ and ▼ to navigate to **Phone Status** and press ► to select the option.



5. Use ▲ and ▼ to navigate the through the following phone status options:
   - **IP &MAC Addresses**

  - **IP Address**
  - **MAC Address**
- **LAN port**
- **PC Port**
- **Firmware Info**
- **Error Messages**
- **Notes**
- **Copyright**

Directory

You can use the Directory to quickly look up and dial a person's extension. Sort contacts by either their first name or last name through the ***Directory > Sorting Preference*** option in the **User Settings** menu.

Note: For more information about the Directory functionality, see Using the Directory on page 11.

Configuring the Sorting Preference

1. Press .
2. Press ▼ to navigate to **User Settings** and press ► to select the option.
3. Enter your voicemail password and press ▼.
   The **User Settings** menu is displayed.
4. Navigate to the **Directory > Sorting Preference** option and press or press ► to select the option.
5. Use the ▲ and ▼ to navigate through and press ► to set the **Sorting Preferences**.

Diagnostics

The **Diagnostics** option allows you to access the following diagnostic tools:

- **Log upload**
- **Capture**

Log Upload

Log upload option allows you to collect the phone's logs and upload them to a server.

Uploading Logs

1. Press .
2. Press to navigate to User settings and press to select the option.
3. Enter your voicemail password and press .
   The **User Settings** menu is displayed.
4. Navigate to the **Diagnostics** > **Log upload** and press to select the option.
5. Press to upload the log.

Capture

The **Capture** option allows you to capture TCP network packets for up to 1440 minutes (24 hours) as well as various logs that can in turn be used to help debug and troubleshoot various issues.

Capturing TCP Network Packets

1. Press .
2. Press to navigate to User settings and press to select the option.
3. Enter your voicemail password and press .
   The **User Settings** menu is displayed.
4. Navigate to the **Diagnostics > Capture** option and press or press to select the option.
5. Navigate to **Duration** and press .
6. Use dialpad to enter the **Duration** (in minutes, from 1 to 1440) you want to capture TCP network packet data press .
7. Navigate to **Start Capture** and press .
   Note: Navigate to **Stop Capture** and press **#** at any time to stop capturing TCP packet data.
8. After Capturing, navigate to **Upload Capture** and press .
9. Press **#** to confirm.

Audio

The 6910 IP phone allows you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The **Audio Mode** option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set:

Audio Mode Option	Description
Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing on the phone. To switch from the headset to the handset, lift the handset.
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when is pressed. By pressing the hardkey again, you can switch back and forth between the handsfree speakerphone and the headset. At any time, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.
Headset/Speaker	Incoming calls are sent to the headset first when is pressed. By pressing the hardkey again, you can switch back and forth between the headset and the handsfree speakerphone. At any time, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.

Changing the Ringtone

1. Press .
2. Press ▼ to navigate to **User settings** and press ► to select the option.
3. Enter your voicemail password and press ▼.
   The **User Settings** menu is displayed.
4. Navigate to the **Audio > Ring Tones** option and press ► to select the option.
5. Use ▲ and ▼ to navigate through and press ► to set a ring tone (**Tone 1** through **Tone 15**, **Silent**, or any custom ring tones installed).
   The ring tone you select is immediately applied to the IP phone.

Configuring the Audio Mode

1. Press .
2. Press ▼ to navigate to **User settings** and press ► to select the option.
3. Enter your voicemail password and press ▼.
   The **User Settings** menu is displayed.
4. Navigate to the **Audio > Set Audio** option and press ► to select the option.
5. Navigate to **Audio Mode** and press ►.
6. Use ▲ and ▼ to navigate through and press ► to set the preferred audio mode.

- Speaker (default)
- Headset
- Speaker/Headset
- Headset/Speaker

Headset

The **Headset** option allows you to set the volume level for the headset microphone and also allows you to enable or disable DHSG.

DHSG is a standard for telecommunication headsets. The 6910 IP Phones support the use of a DHSG headset.

Use of a non-verified DHSG headset solution is at the customer's own discretion and the customer should be aware that some DHSG headsets require an optional cable in order to be electrically DHSG compliant. Mitel is not responsible for any damage to the IP phone or headset that may result from the use of non-verified headsets, or from incorrectly connecting headsets or cables.

Configuring Headset Mic Volume and DHSG

1. Press .
2. Press ▼ to navigate to **User settings** and press ► to select the option.
3. Enter your voicemail password and press ▼ to select the option.
   The **User Settings** menu is displayed.
4. Navigate to the **Audio > Set Audio** option and press ►.
5. Navigate to **Headset Mic Vol** press ►.
6. Use ▲ and ▼ to navigate through and press ► to set the volume to the preferred level. Valid values are:
   - Low
   - Medium (default)
   - High
7. Navigate to **DHSG** and press ►.
8. Use ▲ and ▼ to navigate through and press ► to set whether or not to enable DHSG. Valid values are:
   - DHSG is OFF (default)
   - DHSG is ON

Display

The **Display** option allows you to specify the following settings on your phone:

- Contrast
- Backlight

Contrast

The **Contrast Level** option on the IP phone allows you to set the amount of contrast on the LCD display.

1. Press .
2. Press ▼ to navigate to **User settings** and press ► to select the option.
3. Enter your voicemail password and press ▼.
   The **User Settings** menu is displayed.
4. Navigate to the **Display > Contrast** option and press ► to select the option.
5. Use ◄ and ► to increase or decrease the amount of contrast on the screen.
6. Press ▼ to save the setting.

Backlight

The **Backlight** option on the IP phone allows you to set the backlight status on the LCD display to the following:

- Off: Backlight is always off.
- Auto (default): Automatically turns on the backlight when the phone is in use, and automatically turns off the backlight when the phone is idle for a specified length of time.

1. Press .
2. Press ▼ to navigate to **User settings** and press ► to select the option.
3. Enter your voicemail password and press ▼ to select the option.
   The **User Settings** menu is displayed.
4. Navigate to the **Display > Backlight** option and press ►.
5. Press ▼ to save.
6. Use ▲ and ▼ to navigate to Off or Auto.
7. Press ► to save the setting.

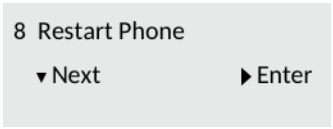
Restart

You may want to restart your phone to check for updates on the server, or you may occasionally need to restart your phone for phone configuration changes or network settings to take effect. You may also need to restart your phone if you have been asked to do so by your Mitel administrator or if you experience any unexpected behavior.

Restarting Your Phone

1. Press .
2. Press ▼ to navigate to **User settings** and press ► to select the option.
3. Enter your voicemail password and press ▼.
   The **User Settings** menu is displayed.

4. Navigate to **Restart** and press ▶ to select the option.



5. Press **#.**

Note: Your phone goes out of service temporarily during the restart.

Setting Up a Conference Call

A conference call involves more than two parties connected to a call. The number of persons you can have added using your **Conference** hardkey to participate in a conference call depends on your system configuration. Contact your Mitel administrator for details about your system's conference capabilities.

You can set up a conference call using either of the following approaches:

- In a blind conference call, you add persons to a conference call without them first answering your call.
- In a consultative conference call, you talk to each person before adding that person to the conference call.

To set up a conference call

1. Dial the extension of the first person you want to include in the conference call, and consult with that person.
2. Press .
   The call is put on hold.
   Note: Press  if you want to cancel the conference.
3. Dial the extension of the next person you want to add to the conference call.
4. Do one of the following:
   - Press the , which starts the conference as soon as the person answers.
   - Wait for the person to answer, consult with that person if necessary, and proceed with next step.
5. Do one of the following:
   - To proceed with the conference, press the **Conference** key again.
     A three-way conference call is established. Your phone displays the number of other participants included in the conference call.
   - To cancel the conference, press ◄.
     The conference is canceled, but the original call remains connected.
6. Repeat steps 1 through 4 for each additional person you want to include in the conference call.

Using the Intercom

The Intercom function allows you to connect with another party without ringing the party through a call line. To use this feature, you and the other party must be using Mitel IP phones and must have the necessary permissions enabled by your Mitel administrator.

To use the intercom to contact another party

1. Lift the handset.
2. Dial * 15 followed by the extension number of the person you want to contact.

Paging

If your phone and the other phones at your site are configured for paging, you can speak a message to be heard on a connected speaker, usually overhead. Or you can use group paging to simultaneously page all of the phones included in a list of extensions.

To use either type of paging function, your Mitel administrator must have given you the necessary access.

To send a page

1. Dial the number your Mitel administrator provided and wait for the confirmation tone after the confirmation, you can speak using the handset.
2. Hang up when you are done.

> **Note:** If you hear an error tone when you try to page, paging might not be configured at your site or you might not have the necessary permissions to use paging. Contact your Mitel administrator for assistance.

Voice Services

The Voice Services option displays the fully qualified configuration server to which the phone is registered to obtain the provisioning data.

To View The Configuration Server

1. Press .
2. Enter your voicemail password and press  to select.
3. Navigate to the **Voice Services > MiVoice Connect** and press the  button.
4. In the **Config. Server** field, enter the **MiVoice Connect Server IP address**.
   Or, edit the **MiVoice Connect Configuration Server** address.
5. Press .

   > **Note:** Mitel does not recommend changing the server configuration address after the phone is successfully registered.

Other Advanced Features

Your Mitel administrator can assign a variety of features and permissions to you that you can access through .

Table 2 describes these advanced features. These features are available only if your Mitel administrator has configured your user profile with the necessary permissions.

Table 2: Advanced Features

Feature Name	Star Code	Description
Barge In	Dial ***16** plus the extension that is involved in the active call you want to join.	You can join an in-progress call ("barge in") as a conferenced participant. This feature is useful for operators, executive assistants, trainers, and workgroup supervisors. Included in this feature are some visual cues such as simple icons that allow you to monitor the extension to a limited extent.
Intercom	Dial ***15** plus the extension of the person you want to contact through the intercom.	You can use a programmed button to connect to another user.
Park	Dial ***11** plus the extension where you want to park a call.	You can park a call on another extension. To park a call using Star Codes you must place the caller on hold first.
Pickup	Dial ***14** plus the extension from which you want to pick up an incoming call.	You can pick up an incoming call for another extension.
Silent Coach	Dial ***22** plus the extension of the person you want to coach.	You can listen to and coach someone during a call without the outside party hearing.
Silent Monitor	Dial ***17** plus the extension you want to monitor.	You can silently monitor a call on another extension. You are added to the existing call without being heard or seen by any party. This feature is useful for users such as workgroup supervisors. Included in this feature are some visual cues such as simple icons that allow you to monitor the extension to a limited extent.
Unpark	Dial ***12** plus the extension where you want to unpark a call.	You can unpark a call that is parked or on hold on another extension.
Picking up the Night Bell	Dial *14 to answer the call when you hear the phone ring on the overhead speaker.	A night bell allows calls to route to an extension that rings on an overhead speaker. This feature can be convenient for off-hours when a caller needs to speak with anyone at a site. If you want to use the night bell function, the feature must be configured at your site and your Mitel administrator must authorize your access. **Note**: If you hear an error tone when you try to pick up the night bell, the night bell might not be configured at your site or you might not have the necessary permissions to answer it. Contact your system administrator for assistance.

Voicemail Overview

The 6910 IP phone provides a hardkey to access voicemail.

Note: Voicemail functionality must be configured by your Mitel administrator.

When voicemail functionality is enabled, the MWI (Message Waiting Lamp) on the 6910 flashes red indicating that voicemail messages are available. You can access your voicemail service by pressing  (**Voicemail** hardkey).

Logging In to the Voicemail System

A steadily flashing red light in the upper right corner of your phone indicates that you have unattended voice messages in your voice mailbox. To hear the messages using the voicemail system, you must first log in to the voicemail system.

You can also log in to the voicemail system from another extension or from an external phone.

Logging In to Voicemail from Your Phone

1. Do one of the following:
   - Press the .
   - Enter your password, and press #.

   Your phone dials the voicemail system.

   Note: The first time you log in to the voicemail system, you are prompted to change the password and record your name.

Logging In to Voicemail from Another Extension

You can log in to the voicemail system from another extension in your system, whether it is an IP phone or an analog phone.

1. Do one of the following:
   - Press **#** while the phone is on hook.
   - Press **#** while the phone is off hook with dial tone.
   - Press .
2. At the password prompt, press # and enter your extension.

   Note: If you are using a phone that is in “Available” or “Anonymous” state, the initial prompt directs you to enter your extension rather than a password; therefore, you need not press # before entering your extension.
3. Enter your password, and press **#**.

Logging In to Voicemail from an External Phone

1. Dial the voicemail access number provided by your Mitel administrator.
2. At the prompt, press **#** and dial your extension.
3. Enter your password, and press **#**.

Interacting with New Messages in the Voicemail System

This section describes shortcuts and common tasks for handling messages in the voicemail system.

Using Shortcut Keys

You can press the following keys while listening to messages:

- To hear envelope information (that is; time and date sent, user's name) for a message, press **6**.
- To rewind to several seconds earlier in a message, press **7**.
- To pause a message, press **8**.
- To fast forward to several seconds later in a message, press **9**.
- To continue to the next message, press **#**.
- To hear additional options, press **0**.

Listening To, Replaying, Saving, And Deleting Messages

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. As you listen to each message, you can do one of the following:
   - To replay a message, press **1**.
   - To save a message, press **2**.
   - To delete a message, press **3**.

Forwarding a Message

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. After listening to the message to forward, press **4**.
4. Record a prefacing remark, and do one of the following:
   - If you are satisfied with the prefacing remark, press **#**.
   - To review the prefacing remark, press **1**.
   - To rerecord the prefacing remark, press **2**.
   - To cancel the recording, press *.

   Note: After addressing a message, you can press **1** to mark it urgent.

Replying to a Message

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. After listening to the message you want to reply to, press **5**.
4. Choose one of the following options:

- To reply with a voice message, press **1**.
- To reply with a call back, press **2**.
- To reply to all with a voice message, press **3**.
- To return to the previous menu, press ***.

Listening to Saved Messages

1. Log in to voicemail.
2. From the voicemail Main menu, press **3**.

   To interact with saved messages, press any one of the options (except for option 2) described in Logging In to the Voicemail System on page 28.

Sending Messages from Voicemail

1. Log in to voicemail.
2. From the voicemail Main Menu, press **2**.
3. Record the message and select one of the following options:
   - To cancel the message recording, press ***.
   - To finish recording, press **#**.
   - To review the message, press **1**.
   - To rerecord the message, press **2**.
4. After you are satisfied with your recording, press # to finish recording.
5. At the prompt, enter the recipient's extension.
6. To choose additional addressing options, press **0** and select any of the following options:
   - To look up a recipient by name in the directory, press **1**.
   - To send a personal distribution list, press **2**.
   - To broadcast to all extensions, press **3**.
   - To cancel addressing options, press ***.
7. After the message is addressed, select any of the following options:
   - To mark or unmark a message as urgent, press **1**.
   - To request a return receipt, press **2**.
   - To send the message, press **#**.

Leaving a Message and Using Message Options

If your call is not answered and there is no option to forward the call, you can leave a message when prompted.

1. Enter one of the following options while listening to the mailbox greeting:
   - To bypass the greeting and leave a message, press **#**.
   - To transfer to an assistant, press **0**.

- To return to the auto-attendant, press **9**.
- To forward your call to the recipient's Find Me destination (an optional number where calls can be forwarded), press 1. If a Find Me destination is not enabled, you are prompted to record a message.

2. After recording the message, choose one of the following options:
   - To access message options, press # and select one of the following message options:
     - To send the message, press **#**.
     - To cancel the message, press *****.
     - To review the message, press **1**.
     - To rerecord the message, press **2**.
     - To mark or unmark the message as urgent, press **3**.
     - To mark or unmark the message as private, press **4**.
     - To transfer to the auto-attendant, press **9**.
     - To transfer to the assistant, press **0**.
   - To rerecord the message, press *****.
   - To send the message and transfer to an assistant, press **0**.
   - To send the message and transfer to the auto-attendant, press **9**.
   - To send the message and forward it to the recipient's Find Me destination (if enabled), press **1**.
3. Hang up to send the message.

Using Mailbox Options

The **Mailbox Options** sub-menu in the voicemail system lets you handle the following tasks:

- Record your name
- Record a personal greeting
- Set your password
- Assign your extension to a phone
- Change your availability state
- Enable or disable envelope information
- Listen to deleted messages
- Remove deleted messages
- Enable or disable Outlook-automated call handling
- Enable or disable email delivery
- Change the agent state
- Enable or disable Find Me forwarding

Recording Your Name

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **6**.
4. Record your name, and press **#**.
5. Choose one of the following options:
   - To accept your name recording, press #.
   - To review your name recording, press **1**.
   - To rerecord your name, press **2**.
   - To delete this recording, press **3**.
   - To cancel, press *****.

Recording a Personal Greeting

1. Log in to voicemail.
2. Press **7** to access mailbox options.
3. Press **1** to record a personal greeting.
   > **Note:** The personal greeting is linked to the active availability state.
4. Record your personal greeting for the currently active availability state at the tone and press #, then select from the following options:
   - To accept the personal greeting, press **#**.
   - To review the personal greeting, press **1**.
   - To rerecord the personal greeting, press **2**.
   - To cancel the recording, press *****.

Changing Your Password

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **4**.
4. Enter your new password, and press **#**.
5. Do one of the following:
   - To confirm the new password, enter the new password again, and press **#**.
   - To cancel changing the password, press *****.

Assigning Your Extension to a Phone

If you have the necessary permissions (set by your Mitel administrator), you can assign your extension to any system phone. This feature is helpful if you are using someone else’s office and phone temporarily.

Depending on how your phone is configured, you can also use your phone or the Connect client to assign or unassign an extension.

> **Note:** If you assign your extension to a phone that is normally occupied by another user, calls to the original user's extension are forwarded to the destination that user has defined for the active availability state.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **3**.
4. Choose one of the following options:
   - Press **1** to assign the extension.
   - Press **2** to unassign the extension. (The phone reverts to the extension originally assigned to it.)

Setting Your Availability State

Availability states let you specify your status and determine how inbound calls are handled. You can record distinct greetings and specify different call forwarding options for each state.

To change your availability state:

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **2** to set the availability state.
4. Choose one of the following availability states or other options:
   - For Available, press **1**.
   - For In a Meeting, press **2**.
   - For Out of Office, press **3**.
   - For Vacation, press **4**.
   - For Custom, press **5**.
   - For Do Not Disturb, press **6**.
   - For enabling calling additional phones (configured by your Mitel administrator), press **7**.
   - To cancel, press *.

The availability state stays in effect until you change it. However, if Outlook automated call handling is active, Outlook modifies your availability state based on your status.

Enabling or Disabling Envelope Information

A message's envelope information includes the date and time of your message's delivery and your name. By default, envelope information is disabled.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **5** to toggle between disabling and enabling envelope information.

Listening to Your Deleted Messages

As a safeguard against accidental deletion of messages, the voicemail system retains deleted messages for a few hours.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **7** to listen to deleted messages.

   The voicemail system plays all deleted messages that are still available to the system. You can manage these messages as if they were new messages.
4. Press **2** to restore the deleted message and save it.

Removing Deleted Messages

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **8** to remove deleted messages.
4. Press one of the following options:
   - To confirm removal of deleted messages, press **1**.
   - To cancel removal of deleted messages, press *****.

Enabling or Disabling Automated Call Handling in Outlook

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **9**.
4. To enable or disable Outlook automated call handling, press **1** successively.

Enabling or Disabling a Notification Profile

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **9**.
4. Press **2**.
5. Choose one of the following options:
   - Enter the number of the new notification profile.
   - To cancel, press **#**.

Enabling or Disabling Find Me Forwarding

When Find Me forwarding is enabled, calls sent to voicemail are routed to your Find Me forwarding destination if the caller presses 1 while listening to your voicemail greeting.

You can enable or disable the Find Me Forwarding option for the availability state that is currently active. However, you have the option to enable or disable Find Me forwarding only if it is configured in one of the following ways:

- Your Mitel administrator enabled the Find Me option for you, and you configured a Find Me destination in the Connect client.
- You used the Connect client to enable the Find Me option and to configure a Find Me destination.

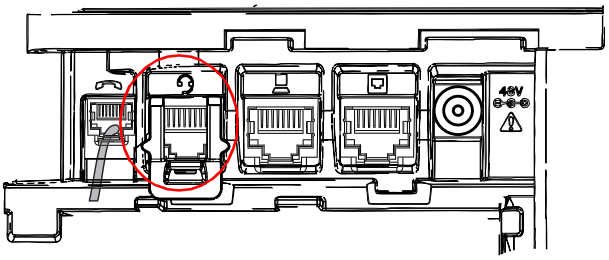
To enable or disable find me forwarding:

1. Log in to voicemail.
2. From the voicemail Main Menu, press 7 to access mailbox options.
3. Press **9**.
4. Press **5**.
5. Choose one of the following options:
   - To enable Find Me forwarding, press **1**.
   - To disable Find Me forwarding, press **2**.

Mitel MiVoice 6910 IP PhoneAccessory support

Analog, and DHSG/EHS headsets

The 6910 IP phone supports analog and DHSG/EHS headsets, which can be connected using the modular RJ22/RJ45 port located on the back of the phone.



Contact your telephone equipment retailer or distributor to purchase a compatible headset.

Notes:

- The RJ9 port is for handset use only. Plugging any other devices in to this port may cause damage to the phone and will void your warranty.
- Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.
- Headsets connected to the 6910 IP phone are limited in functionality to answering, ending, and muting calls. Additional headset features (such as rejecting calls) are not supported and will cause unexpected behavior (for example, invoking the reject call function will answer instead of reject).

To make and receive calls using a headset:

1. Ensure that you have selected the Headset audio path (see Audio on page 21).
2. Turn the phone over and insert the headset cord in to the jack until it clicks in to place.

   Note: See the *Mitel MiVoice 6910 IP Phone Installation Guide* for more information.

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