Quick Reference Guide

Mitel 6930

Call Handling

Blind Transfer

1. To transfer to another number/extension, press the **Transfer** softkey while having an active call.
2. Enter the number/extension you would like to transfer to and then press the **Transfer** softkey again.

Attended Transfer

1. To transfer to another number/extension, press the **Transfer** softkey while having an active call.
2. Enter the number/extension you would like to transfer to and remain on the line until the receiving party answers the call.
3. After consulting with the receiving party, press the **Transfer** button to complete the transfer.

Sending a Call to the Parking Lot

1. **To park a call:** While the call is active, press the lower **Park** softkey. A number for the spot the person was put in will be spoken.
2. **To pick up a call on park:** Dial the spoken extension or push the **Park** key, and select the desired parked number.

Setting Up a Conference

1. Ensure you are on an active call with one of the parties you wish to create a conference.
2. Press the **Add User** softkey. The active call is placed on hold
3. Enter the conference target's number.
4. Wait for an answer, consult, and then press the **Join Calls** softkey to create the three-way conference call.

Do Not Disturb

1. **To activate DND:** Press the fourth lower softkey for "next page," then the **DND** softkey. The text "DND activated" displays on the screen.
2. **To turn off DND:** Press the **DND** softkey again and the on-screen message will disappear.

Transfer Directly to Voicemail

1. If you would like to transfer to someone's voicemail, press the **Transfer** softkey while on an active call.
2. Then press the ***** key, enter the desired extension and then the **Transfer** softkey again.

Keys — Key Description

Keys	Key Description
	Contacts key - Displays a list of your contacts.
	Speaker/Headset key - Transfers the active call to the speaker or headset, allowing handsfree use of the phone.
	Call History key - Displays a list of your missed, outgoing, and answered calls.
	Settings key - Provides services and settings that allow you to customize your phone.
	Navigation Keys/Menu – Four navigation keys to move up/down/ left/right.
	Volume – When not on a call adjust **volume** for ringer. When on a call adjust volume for handset, speaker, or headset.
	Press to activate **mute**. Press again to unmute.
	Redial key - Displays a list of your previously dialed calls. Press the key twice to redial the last dialed number.
	Hold – Places an active call on hold. To retrieve a held call, press the applicable **Line** key. This is a local hold.
	Goodbye key - Ends an active call. The **Goodbye** key can also be used to exit the phone menu.
	Voicemail key - Provides access to your voicemail.

Bluetooth

Enabling Bluetooth

1. Press the **Settings** key on the phone to enter the **Settings** menu.
2. Navigate to the **Bluetooth** setting and press the **Select** button or **Select** softkey.
3. Press the **Turn On** softkey to enable Bluetooth functionality.

Pairing a Bluetooth Device

1. Press the **Settings** key on the phone to enter the **Settings** menu.
2. Navigate to the **Bluetooth** setting and press the **Select** button or **Select** softkey.
3. Ensure Bluetooth functionality is enabled. If it is not enabled, press the **Turn On** softkey to enable Bluetooth functionality.
4. Using the up and down navigation keys, highlight the Bluetooth device you want to pair and press the **Pair** softkey.
5. The phone attempts to pair the Bluetooth device and if successful, automatically attempts to connect to the Bluetooth device. If pairing or connecting fails, a failed error message displays on screen. Press **Retry** to attempt to pair or connect again, or **Cancel** to cancel the attempt.
6. Press **OK** to acknowledge the successful connection

Forgetting or Disconnecting a Bluetooth Device

1. Press the **Settings** key on the phone to enter the **Settings** menu.
2. Navigate to the **Bluetooth** setting and press the **Select** button or **Select** softkey.
3. Press the right navigation key to move to the paired Bluetooth device selection column.
4. Using the up and down navigation keys, highlight the Bluetooth device you want to forget/disconnect and press the **Forget** or **Disconnect** softkey.

Note: Only one Bluetooth device can be connected at one time. Connecting to a new device will automatically result in the disconnection of the previous device. If there is no connection to any Bluetooth device the phone will actively look for the most recently connected device and will attempt to automatically reconnect. You must either disconnect using the Bluetooth menu on the Mitel phone, "forget" the device, or the device must be out of range to circumvent the auto reconnect process.

Voicemail

1. Press the **Voicemail** button.
2. Enter your password (this is your extension twice by default).
3. Once logged in, you will be able see the CallerID of the person who left you a message as well as the date and time.
4. Press **Play** for the desired message.

Recording Your Voicemail Messages

1. Call into your voicemail (see above steps).
2. Press **0** for Mailbox Options.
3. **Select Record Unavailable.** This is for when someone gets to your voicemail and you are not currently on the phone.
4. **Select Record Busy.** This is for when someone gets to your voicemail and you are currently on another call or on DND.