OfficeSuite UC® Quick Reference Guide – Mitel 6940 IP Phone

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.

LCD Touchscreen
UI navigation is performed using the LCD touchscreen. On the Home screen, swipe left and right on the programmable key area to access additional key pages. In the application and settings menu, swipe up and down to scroll through lists. To select an item, tap the respective item on screen.

Programmable Keys
Up to 96 programmable keys, a maximum of 16 programmable keys per page.

Speaker/Headset
Toggles the phone's audio between speaker and headset.

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.

Activating your phone

Follow the Installation Guide for the Mitel 6940 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 MyOfficeSuite portal at myofficesuite.broadviewnet.com.

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 hands-free 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. Swipe up and down to scroll through the entries, select the entry, and tap the **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.