

Mitel MiVoice 6910 IP Phone

RELEASE 1.8.0 USER GUIDE FOR MIVOICE BUSINESS

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About This Guide

This guide explains how to use the basic features of your new Mitel MiVoice 6910 IP phone. Not all features listed are available by default. Your system administrator has the ability to customize many features on this phone. Contact your system administrator to find out which features and services are available to you on your phone system.s

WHAT'S NEW

No new features or enhancements to 6910 IP Phone in MiNet Release 1.8.0.

FEATURE/ENHANCEMENT	DESCRIPTION	LOCATION
Secure Call Icon	If the MiVoice Business System has determined that the call is encrypted end-to-end, a secure call icon  appears in the status bar on the Home screen.	Operating Your Phone

Documentation

- [Mitel MiVoice 6910 IP phone Quick Reference Guide](#) –Contains call handling instructions and information on other important features.
- [Mitel MiVoice 6910 IP phone Installation Guide](#) –Contains installation and instructions for setting up, general features and functions, and basic options list customization.

Supporting Documentation

To access product documentation:

1. Log in to [Mitel MiAccess Portal](#).
2. In the left-hand menu, click **Doc Center**.
3. Click **DEVICES AND ACCESSORIES**.
4. Navigate to **IP PHONES > 6900 SERIES > 6900 IP PHONES** and select the required document.

Phone Features

Feature highlights include:

- Built-in two-port, 10/100/1000 Megabyte Ethernet switch that enables you to share a connection with your computer
- Class 2 Power-Over-Ethernet (PoE)

- 3.4" 128x48 Pixel back-lit display
- Wide-band speaker phone
- Wide-band 6900 handset
- "8 programmable paper labeled personal keys with LEDs
- Analog handset port with DHSG support
- Support for wall mounting using the 6800/6900 wall-mount kit

Installation and Setup

See the [Mitel MiVoice 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 2.1](#) provides an overview of the Mitel MiVoice 6910 IP Phone components. [Figure 2.2](#) shows the ports on the back of the phone.

Figure 2.1: 6910 IP Phone Components

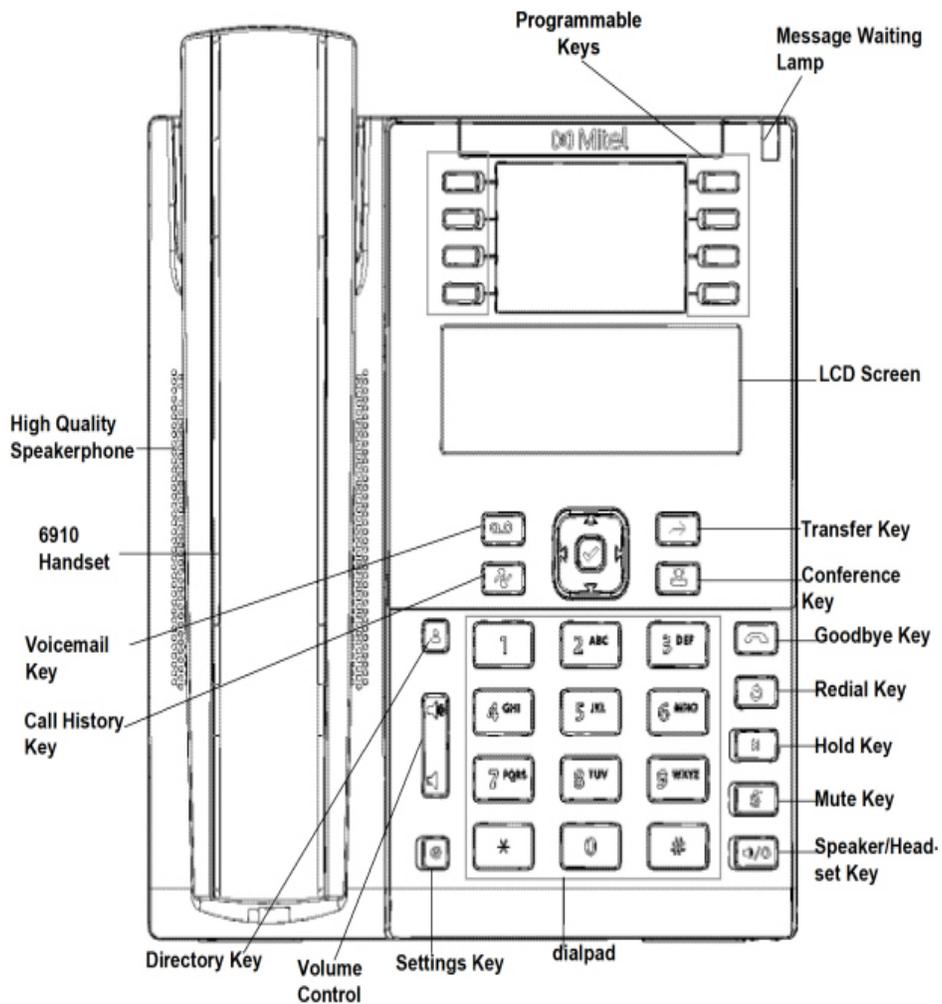
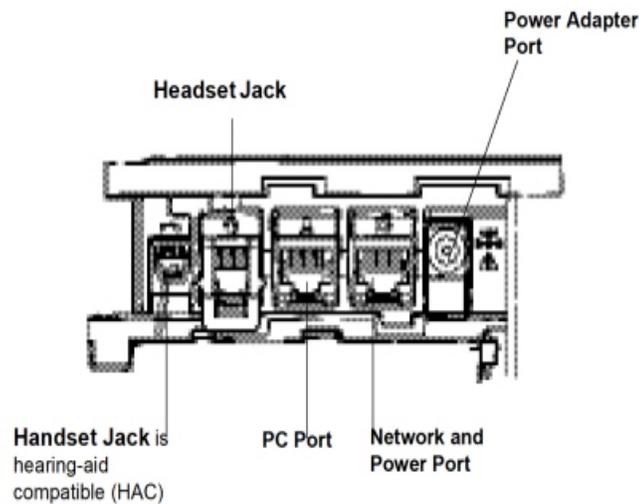


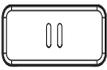
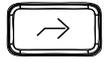
Figure 2.2: Ports on the Back of the 6910 IP Phone



Keys Description

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

Key	Description
	Directory key —Displays the corporate contacts from phonebook.
	History key —Displays a list of your external 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 speaker phone. 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 —Redials the last manually dialed number displayed on the LCD screen.

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 the screen .
	Mute key —Mutes the microphone so that the caller cannot hear you. 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 Using Other Features .
	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. The right, left, and center navigation keys are used as softkeys.

Keypad Keys

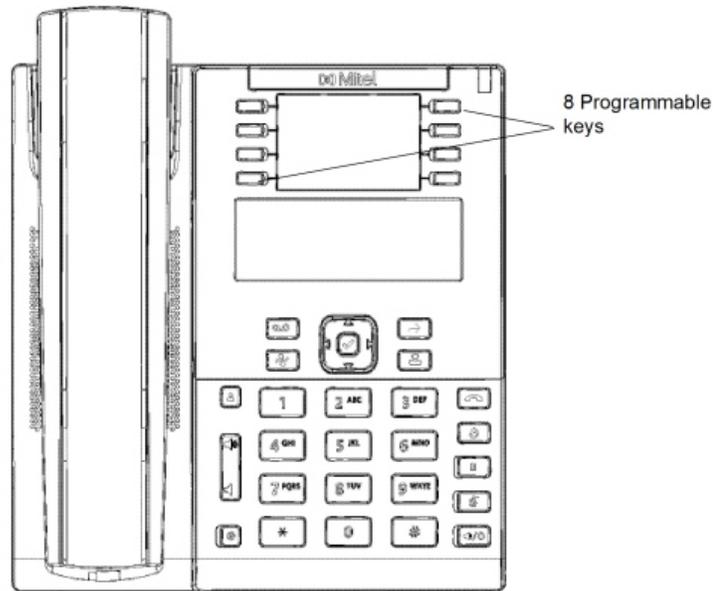
The 6910 IP phone has a keypad with digits from 0 through 9, a * key, and a # key. Keys 2 through 9 contain the letters of the alphabet. Following is a description of the keypad keys of the 6910 IP phone:

Keypad Key	Description
0	Dials 0 Dials the Operator on a registered phone
1	Dials 1
2 ABC	Dials 2 When entering text, this key enters A with one press, B with two presses, and C with three presses
3 DEF	Dials 3 When entering text, this key enters D with one press, E with two presses, and F with three presses

Keypad Key	Description
4 GHI	Dials 4 When entering text, this key enters G with one press, H with two presses, and I with three presses
5 JKL	Dials 5 When entering text, this key enters J with one press, K with two presses, and L with three presses
6 MNO	Dials 6 When entering text, this key enters M with one press, N with two presses, and O with three presses
7 PQRS	Dials 7 When entering text, this key enters P with one press, Q with two presses, R with three presses, and S with four presses.
8 TUV	Dials 8 When entering text, this key enters T with one press, U with two presses, and V with three presses
9 WXYZ	Dials 9 When entering text, this key enters W with one press, X with two presses, Y with three presses, and Z with four presses.

Programmable Keys

There are 8 programmable keys on the 6910 IP phone.



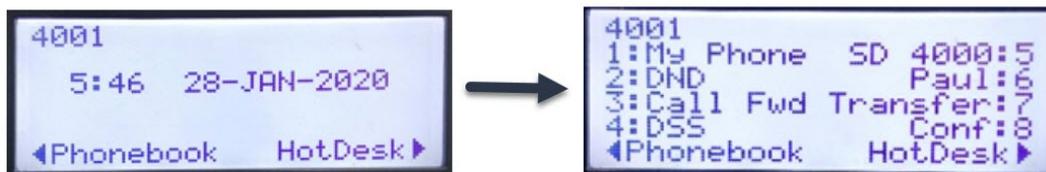
Your system administrator can program the following operations to the programmable keys:

- Private speed calls
- Always forward calls
- Do not disturb
- Phone lock
- Make busy
- Account code
- Call history
- Auto answer

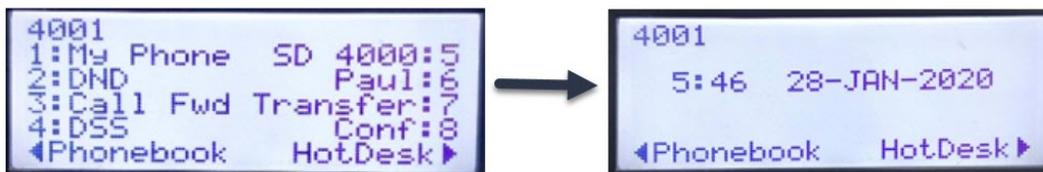
Soft label display for programmable keys

The 6910 IP phone provides a mechanism to display a list of programmable keys and corresponding features configured for each key.

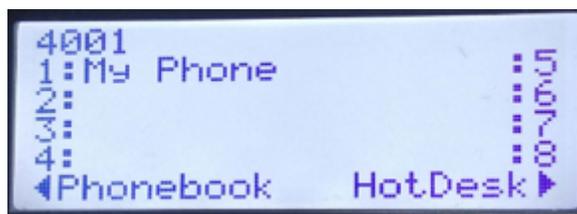
- On the Home screen, press the down navigation key. The display switches to the programmable keys screen as shown in the following figures.



- By pressing programmable keys 1 to 8, you can invoke the functionality corresponding to each key.
- To switch back to the Home screen from the programmable keys screen, press the up or down navigation keys or press any of the programmable keys.

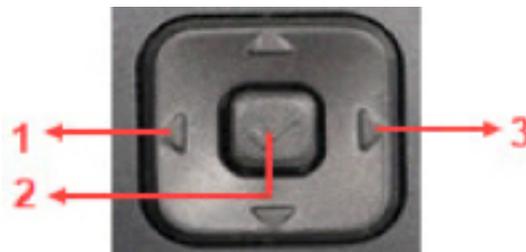


- For non-configured programmable keys, only the key number is displayed with a blank soft label.



Softkeys

There are 3 softkeys on the 6910 IP phone. Your system administrator can set the required functions to these softkeys.



Feature Access Codes

Use of some features requires dialing access codes. Ask your system administrator for a list of codes you should use.

For more information on how to use access codes, see [Feature access codes](#).

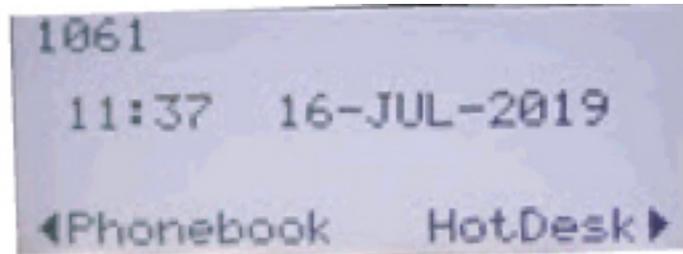
Getting Started

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.

The 6910 IP phone first 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.

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

When the configuration update is complete and your phone successfully connects to the network, the phone displays the following **Home** screen.



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, the phone is not registered with the system. For more information about registering your phone, contact your system administrator.

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 extension, your system administrator has already assigned your phone to you and you need not assign the phone to yourself. When your phone is in this state, you can receive calls, make calls, and check for new messages using voicemail.

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

Language

The MiVoice 6910 IP phone supports the following languages:

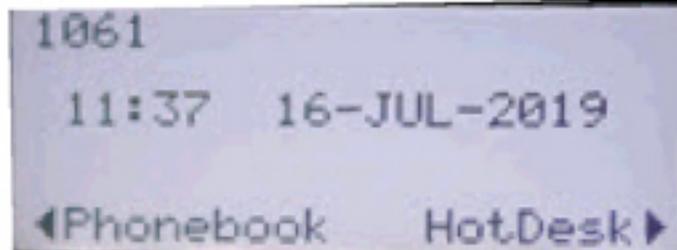
- English
- French
- German
- Spanish
- Spanish (Latin America)
- Portuguese
- Portuguese (Brazil)
- Dutch
- Italian
- Romanian
- Polish
- Russian
- Swedish

All on-screen text (in idle/call screens, setting menus, and applications) displays in the language you set on your phone. For more information about setting the phone language, see [Language Settings](#).

Your Phone's Display

When the phone has successfully booted up and connected to the network, the phone displays the Home screen. This is the default screen displayed when the phone is in an idle state. [Figure 2.3](#) shows the home screen.

Figure 2.3: Home Screen of the 6910 IP Phone



Home screen display information

- The first line of the home screen displays your number and the status bar.
- The second and third lines of the home screen displays the time, date, and redial information, which is controlled by the MiVoice Business server settings.
- The fourth line displays the functions that are set to the softkeys by MiVoice Business.
 - NOTE:** Your system administrator should have configured your number and any other administrative features required. If your number does not display on the screen, contact your system administrator.

Status bar

The status bar of the 6910 IP phone supports the following notification icons:

- Do not disturb
- Hotdesk
- Call forwarded always
- Headset connection
- Attempting network connection
- Call timer for external calls

Ring/Message Indicators

WHEN INDICATOR IS	IT MEANS THAT
Flashing rapidly	Your phone is ringing
Flashing slowly	A message or callback message is waiting on your phone
On	You have placed an outgoing call
Off	Your phone is idle, or you are on a call

Operating Your Phone

This section provides an overview of the basic phone tasks.

NOTE: If the MiVoice Business System has determined that the call is encrypted end-to-end, a secure call icon  appears in the status bar on the **Home** screen.

Placing Calls

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

NOTE: The call timer on the IP 6910 phone starts only after an external call is answered.

Using the Handset to Place a Call

1. Pick up the handset.
2. Do one of the following:
 - Dial the number.
 - Press the **Speed Call** key.
 - Press the  (redial) key.
3. To end the call, hang up the handset.

Using Handsfree Speakerphone

The handsfree speakerphone feature allows you to speak to someone without using the handset or headset. Your phone must be in **Speaker** audio mode.

- To dial using handsfree speakerphone.
 - a. Press .
 - b. Enter the number at the dial tone.
- If you are in **Speaker** audio mode, lift the handset and press  alternately to switch between handsfree and handset.
- When the handset is on hook, press  to disconnect the call.
The LED beside the hardkey stops blinking.

NOTE:

- When handsfree speakerphone is on, the LED beside the hardkey turns on.
- The 6910 IP phone does not support external speakerphones.

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 set in Headset audio mode and calls can be switched from the handset to headset by

pressing  on the phone. For more information about the Audio modes, see [Audio](#).

- To place a call using the headset:

a. Press .

b. Dial the phone number.

The LED beside the hardkey blinks red, and the call is dialed.

- To end the call, press .

The LED beside the hardkey stops blinking.

Speed Call

You can use the speed call feature by setting the speed call number to a programmable key. The system administrator can set the speed call number to the programmable key or long-press the programmable key to set the speed call number.

To dial a stored speed call number:

1. Pick up the handset.
2. Press the **Speed Call** line key.

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 LED flashes quickly to indicate the incoming call.

To answer a call, you can use the handset, the handsfree speakerphone, or a headset. Depending on how you set your automatic off-hook preference or how your system administrator has set this option, you can also answer a call through your speakerphone or headset by pressing the blinking line button.

Using the Handset to Answer a Call

1. To answer a call using the handset, do one of the following when the phone rings:
 - Pick up the handset.
 - Press the flashing Line key and lift the handset.
 - Press the flashing Line key.
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** as your default auto off-hook preference (see [Audio](#)).

1. To answer a call, press .

If your automatic off-hook preference is configured to use the speaker, press the blinking line button. The LED beside the hardkey lights red.

2. To end the call, press the  again.

The LED beside 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](#)).

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 (the DHSG option must be enabled for using a wireless headset), go off-hook to answer the call.
- If your automatic off-hook preference is configured to use your headset, press the blinking red line button.

The LED beside  blinks red.

2. To end the call, do either 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 beside the hardkey stops blinking.

NOTE: The audio mode setting you have selected in the **Settings > User Settings > Audio > Audio Path** menu on the IP phone determines whether the call goes to speakerphone or to headset operation. For more information, see [Audio](#).

Placing a Call Using Directory

NOTE: The 6910 phone uses the contact information from the MiVoice Business Directory Server.

1. Press .

NOTE: To close the directory, press .

2. Do the following to locate a contact in the phonebook:

- Enter the first or the last name of the person you want to call.
- For each letter in the name, press the appropriate key on the dialpad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 thrice.
- Use the ◀ navigation key to correct errors.
- If the next letter in the name is on the same digit key as the previous letter, press the ▶ navigation key before proceeding.
- If required, press ▶ to add a space between the first name and the last name.

3. Press the **Enter** key to look up the contact in the phonebook.

4. Do the following:

- To place the call, press the **Call** softkey.
- To edit the entry, press the **Retry** softkey.
- To exit, press .

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 of one another, and you can set them as follows:

- Adjust the volume of your phone's ringer while the phone is ringing or while setting the ring tone of the phone.
- Adjust the handset listening volume while the handset is off hook.
- Adjust the speakerphone volume when the LED beside  is illuminated.
- Adjust the headset listening volume when the LED beside  starts blinking.

Muting a Call

Mute lets you temporarily turn your phone's handset, headset, or handsfree microphone off during a call.

- To mute a call so that the caller does not hear you, press .
The LED beside the hardkey turns 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, press  again.
The LED beside the hardkey turns off.

Redial

1. To redial the last number that you manually dialed, pick up the handset (optional).
2. Press .

Using Voicemail

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

For details about voicemail, see [Voicemail Overview](#).

Using the Call History

The call history displays recent external 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. Once enabled on your phone by your system administrator, the call history functions automatically.

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 the missed, answered, or outgoing calls.
 - The total number of missed calls is displayed in brackets and the number of new missed calls is indicated with an *.
 - For example, MISSED CALLS *2(3)
 - *2 indicates that there are two new (unread) missed calls from unique numbers.
 - 3 indicates that the total number of missed calls (read and unread) is 3.
 - The total number of answered and outgoing calls are displayed in paranthesis.
 - For example, OUTGOING (2)
 - 2 indicates that the number of unread outgoing calls from a specific number is 2.
3. To view the list of missed, answered, or outgoing calls, press the **Yes** softkey followed by the  and  navigation key to scroll the list.
4. Press the **Exit** softkey to go back to the call history options.
5. Press  to exit the call history option.

NOTE: The **Call History** on the 6910 IP phone provides only external incoming and outgoing call records.

Placing a Call Using the Call History

1. Press .

NOTE: To close the call history, press .

2. Use the  and  to scroll the list of missed, answered, or outgoing calls.
3. With the name of the person you want to call displayed on the screen, do either of the following 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 ways to interact with calls:

Placing a Call on Hold or Off Hold on the screen

- To place an active call on hold, Press .
The line key light begins to flash slowly and after a short time, the phone beeps softly to remind you that you have a call on hold.
- To take the call off hold, do either of the following:
 - Press .
 - Press the flashing line key.

NOTE:

- a. If the system administrator sets the Call Forwarding Always option to a programmable key, the programmable key indicator is always on and the calls are forwarded to the destination number or voice mailbox.
- b. 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.

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.

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.
3. Do either of the following:
 - To complete the transfer, hang up the headset or press the **Release** softkey.
 - To cancel the transfer, press  or press the  key.

To Do a Consultative Transfer

1. While engaged in a call, press .
2. Dial the number to which you want to transfer the call.
3. Do either of the following:
 - To complete the transfer, wait for an answer, consult, and hang up the handset or press the **Release** softkey.
 - To cancel the transfer, press  or press the  key.

Direct Transfer to Voice Mailbox

You can transfer an active call directly to the requested party's voice mailbox.

1. While engaged in a call, press .
2. Dial the destination voicemail number.
3. Do either of the following:
 - To complete the transfer, hang up the handset or press the **Release** softkey.
 - To cancel the transfer, press  or press the  key at any time before the last digit in the destination number is dialed.

Call Forwarding

If you have the required permission (set by your system administrator), you can forward calls to an extension or to a voice mailbox.

To forward an incoming call, perform the following:

1. To forward an incoming call, press the **Forward** softkey or the Call forward line key before receiving the call.
2. Do either of the following:
 - Press * or #. If a number is already programmed, press the programmed key to transfer the call.
 - Press the **Forward** softkey if the destination number or voice mailbox is already configured.

NOTE:

- i. If the system administrator sets the Call Forwarding Always option, the call forwarding programmable key LED is always on and calls are forwarded to the destination number or to the voice mailbox.
- ii. To disable the call forwarding always option, press the blinking call forwarding line key.

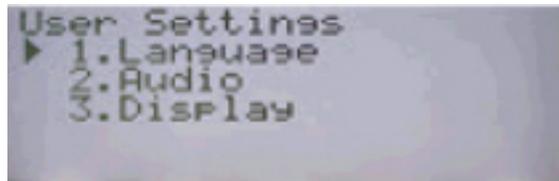
Customizing Your Phone

You can customize specific settings on your phone by using the  key (**Settings** hardkey).

Customizing the User Settings

You can change the language, audio, and display settings using the **User Settings** on your IP phone.

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



3. Use  and  to navigate through the sub options.
4. Press  to select an option.
5. Use the navigation keys and dialpad keys for selecting each setting to make any changes needed.
6. Do either of the following:
 - Press  to save your changes.
 - Press  at any time to exit without saving the changes.

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

Option
Languages: Select the language
Audio: Ring Tone, Set Audio, and DHSG
Display: Contrast Level

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 system administrator.

Language Settings

Perform the following steps to set the language for your phone:

1. Press .
2. Use  to navigate to **User settings** and press  to select the option.
3. Navigate to **Languages** and press  to select the option.
4. Use  to navigate to the language you want to set.
5. Press  or  to **Save** the changes.

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 the following two modes which you can set for maximum flexibility in handling calls:

Audio Mode Option	Description
Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In Speaker audio mode, press  on the phone to switch to handsfree speakerphone or 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.

Changing the Ring tone

1. Press .
2. Press  to navigate to **User settings** and press  to select the option.
3. Navigate to the **Audio > Ring Tones** option and press  to select the option.
4. Use  and  to navigate through the available ring tones (**Classic 1** through **Classic 10**) and press the **Save** softkey to set a ring tone.

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. Navigate to the **Audio > Audio Path** option and press  to select the option.
4. Use  and  to navigate through the following audio settings and press the **Save** softkey to set the preferred audio mode.
 - Speaker (default)
 - Headset

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 must be aware that some DHSG headsets require an optional cable 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.

Setting DHSG

1. Press .
2. Press  to navigate to **User settings** and press  to select the option.
3. Navigate to the **Audio > DHSG** option and press .
4. Use  and  to select enable or disable option and press the **Save** softkey to save the changes.

Display

The **Display** option allows you to specify the contrast settings on your phone.

Setting Contrast Level

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. Navigate to the **Display > Contrast Level** option and press  to select the option.
4. Use  and  to increase or decrease the amount of contrast on the screen.
5. Press  to save the setting.

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 the **Yes** softkey to confirm or press the **No** softkey to cancel.

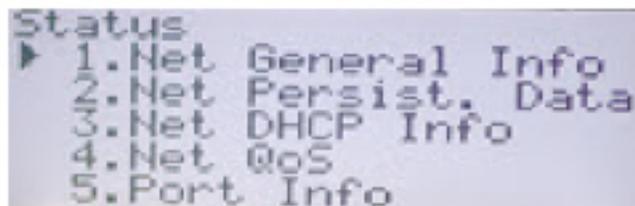
Phone Status

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

- **Net General Info**
Information about your phone's IP Address, Subnet Mask, Gateway, MAC Address, Current Server, Call Server 1~4, TFTP Server, File Server, IPA Server, Primary DNS, and Secondary DNS.
- **Net Persist Data**
Information about the Call Server 1~4.
- **Net DHCP Info**
Information about DHCP Status, DHCP Server, T1 (Seconds), T2 (Seconds), and Lease Remaining.
- **Net QoS**
Information VLAN ID, L2P Default, L2P Voice, L2P Signaling, L2P Other, DSCP Default, DSCP Voice, DSCP Signaling, and DSCP Other.
- **Port Info**
Information about LAN Port Speed and PC Port Speed.
- **Phone Info**
Information about your phone's Main Version, Call Server Revision, Model, and Phone Uptime.

To view the **Phone Status** menu:

1. Press .
2. Press  to navigate to **Status** and press  to select the option.



3. Use  and  to navigate through the following phone status options:
 - **Net General Info**
 - **Net Persist Data**
 - **Net DHCP Info**
 - **Net QoS**
 - **Port Info**

– Phone Info

Diagnostics

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

- **Ping**
- **Trace route**
- **Packet capture**
- **Audio Capture**
- **DHCP trace**

Ping

The **Ping** sub-menu allows you to ping a hostname or IP address directly from the MiVoice 6900 Series IP phone. This tool can be used to verify whether or not network connections between the MiVoice 6900 Series IP phone and other network endpoints are intact.

To ping the endpoint:

1. Press .
2. Press  to navigate to **Diagnostics** and press  to select the option.
3. Navigate to the **Ping** option and press  or press  to select the option.
4. Enter the hostname or the IP address of the network endpoint you want to ping and press the  key to **Save** the changes.

NOTE: The  navigation key is used to delete the last digit/character entered and press the # key to enter (".").

Trace route

The **Traceroute** sub-menu allows you to perform a trace request. You can then review the parameters that the DHCP trace returns. After you have reviewed the trace information, the DHCP Lease is released.

To trace a request:

1. Press .
2. Press  to navigate to **Diagnostics** and press  to select the option.
3. Navigate to the **Traceroute** option and press  or press  to select the option.
4. Enter the hostname or the IP address and press  to **Save** the changes. Press  to cancel.

NOTE: The  navigation key is used to delete the last digit or character entered and press the # key to enter (".").

Capture

The **Capture** option allows you to capture network packets and audio packets for up to 1440 minutes (24 hours) as well as access 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 **Diagnostics** and press  to select the option.
3. Navigate to the **Packets Capture** or **Audio Capture** option and press  or press  to select the option.
4. Navigate to **Duration (Minutes)** and press .
5. Use dialpad to enter the **Duration** (in minutes, from 1 to 1440) you want to capture network packet or audio capture data and press  to **Save** the changes.
6. To start capturing, navigate to **Start Capture** and press the **Yes** softkey.
7. Press **No** softkey to navigate to the **Packet Capture** or the **Audio Capture** option and then use  to navigate to the **Stop Capture** option.
8. To stop capturing, press the **Yes** softkey.

DHCP Trace

The DHCP Trace sub-menu allows you to perform a DHCP trace request. You can then review the parameters that the DHCP trace returns. After you have reviewed the trace information, the DHCP Lease is released.

To perform a DHCP request:

1. Press .
2. Press  to navigate to **Diagnostics** and press  to select the option.
3. Navigate to the **DHCP Trace** option and press  or press  to select the option.



```
dhcp_server:
10.211.37.23
mac_addr:
00:08:5d:78:c0:42
ip_addr:
Back
```

The following parameters and associated values are displayed:

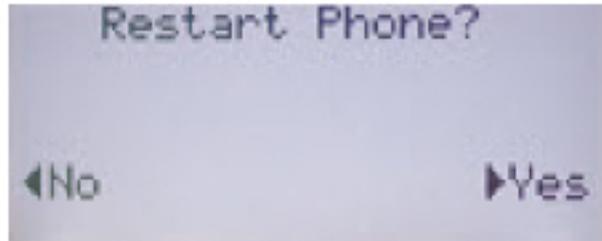
- **mac_addr:**
The MAC address of the IP phone.
- **ip addr:**
The IP address of the IP phone.
- **netmask:**
The IP address range local to the IP phone.
- **gateway:**
The IP address of the network's gateway or of the default router.
- **dns:**
The IP address of the primary DNS server.
- **icp:**
The IP address of the call server.
- **tftp:**
The IP address of the TFTP server.
- **http:**
The IP address of the HTTP server.
- **ipa:**
The IP address of the IPA server.
- **VLAN:**
The VLAN id of the IP phone.
- **l2p:**
L2P priorities for default, voice, signaling, and so on.
- **dscp:**
DSCP values for default, voice, signaling, and so on.

Restart

You can restart your phone to check for updates on the server, or you can occasionally 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 system administrator or if you encounter any unexpected behavior.

Restarting Your Phone

1. Press .
2. Press ▼ to navigate to **Restart Phone** and press ► to select the option.
3. Press the **Yes** softkey to restart the phone or press the **No** softkey to cancel the restart option.



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

Voice Services

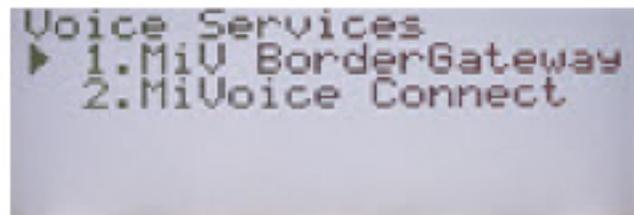
The Mitel MiVoice 6910 IP phone can be configured to provide remote workers access to the same communications capabilities as in-office workers using Voice Services

During the initial boot-up of the IP phone, at 95% a Voice Services screen auto prompts the user to select an appropriate service.

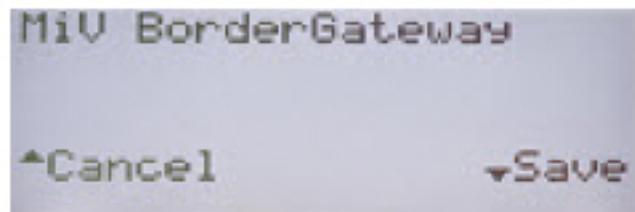
The user can select either of the following service options:

- **MiV BorderGateway** service for MiNet Teleworker users
- **MiVoice Connect** service for MiVoice Connect SIP users

Perform the following steps to set the MiVoice BorderGateway service:



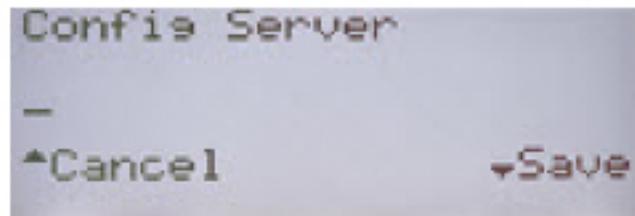
1. Press .
2. Press  to navigate to **Voice Services** and press  or  to select the option.
3. Navigate to **MiV BorderGateway** and press  or  to select the option.
4. Enter the configuration server address and press  to save the changes.



NOTE: The ◀ navigation key is used to delete the last digit or character entered. Press the 1 key to enter (".").

Perform the following steps to set the **MiVoice Connect** service:

1. Press .
2. Press ▼ to navigate to **Voice Services** and press ▶ or  to select the option.
3. Navigate to **MiVoice Connect** and press ▶ or  to select the option.
4. Enter the configuration server address and press ▼ to save the changes.



NOTE: The ◀ navigation key is used to delete the last digit or character entered. Press the 1 key to enter (".").

Manual Upgrade

By factory default, the 6900 Series IP Phones have the MiNet firmware pre-installed. You can upgrade the default firmware to the latest release of MiNet. You can also enable interoperability with Mitel's SIP-based solutions by upgrading the 6900 Series IP Phones to the SIP firmware.

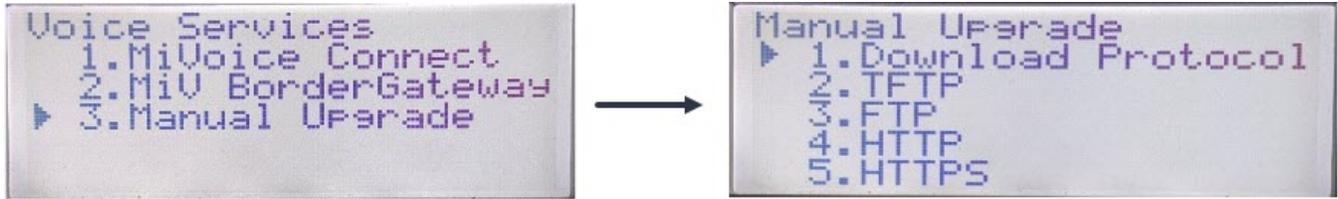
To perform the manual upgrade, you must configure a connection to the server where the firmware is stored. The 6900 Series IP Phones support the following protocols to download a new firmware:

- TFTP
- FTP
- HTTP
- HTTPS

NOTE: The server must be configured to support downloading firmware using any of these protocols.

To configure connection settings for manual upgrade:

1. Press the  key to enter the Settings menu.
2. Navigate to **Voice Services > Manual Upgrade**.



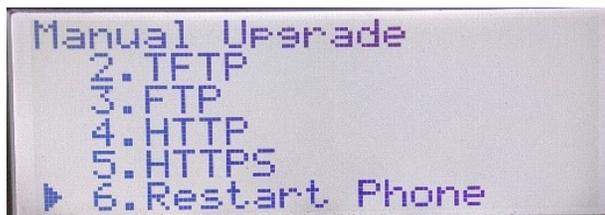
3. In the **Download Protocol** field, select the protocol for downloading firmware from the server.



4. In the **Server** field, enter the domain name or the IP address of the server.
5. In the **Port** field, enter the server port that is used for downloading firmware.
6. In the **Path** field, enter the name of the folder(s) where the firmware you want to install is stored.
7. The following screen displays the fields for TFTP and similarly, you may select any of the protocols and update the required fields.



8. Press **Save**.
9. Navigate back to the Manual Upgrade options screen and select **Restart Phone** option.



After restart, the IP phone downloads the firmware from server and completes the upgrade.

NOTE:

- The IP Phone initially attempts to download the MiNet firmware. If unsuccessful, the phone next attempts to download the SIP firmware.

- On a failure scenario, the Phone displays an **Upgrade main failed** status message followed by the address entered by the user.

Using Other Features

Setting Up a Conference Call

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

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

- 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. When you begin a conference, you are the first party in the conference (Party 1). Pick up the handset or press the  key. A line opens up.
2. Dial the number of Party 2 (or answer an incoming call of the party).
3. Wait for Party 2 to answer. When Party 2 answers, you can consult with that party before adding that party to the conference.

4. Press .

The call is put on hold.

NOTE: Press  if you want to cancel the conference.

Creating a Conference Call by Joining Two Active Calls

1. Ensure you are on an active call with one of the parties with whom you want to create a conference (the other party should be placed on hold).
2. Press the  and  navigation keys to scroll to the party you want to add to the conference.
3. Press the  key.

The two parties will connect with you to form a conference call.

Leaving a Conference

To leave a conference, hang up the handset or press .

Hot Desking

Hot Desking allows you to log in to the telephone system from any phone designated as a Hot Desk phone. When you log in to the phone using your assigned Hot Desk User Directory number, the phone resumes all your speed dials, features keys, call forwarding setup, and line appearances; even your language preference for the display. Any changes you make to the phone while you are logged in—for

example, adding a speed dial—are saved to your personal profile. Logging in activates your profile on any phone that supports Hot Desking.

When you log in as a hot desk user, Call History data is updated for you. You do not see any call logs for the phones registered DNs; you see only your history data. When you log out, the history for registered DNs are displayed. To access your voice mail when you are logged in as a hot desk user, you must log in to your voice mail.

To log in to a Hot Desking phone (the phone must be idle):

1. Press the key programmed for **HotDesking**.
2. Press the **Login** key.
3. Using the phone keys, enter your Hot Desk User extension number, and then press the **Enter** key.
4. Enter your pin number and press the **Enter** key.
5. To log out of a Hot Desking phone (the phone must be idle), press the **Logout** key.

NOTE: Your profile can be active only on one phone at a time. If you log in from another phone without logging out from the first one, the system automatically deactivates your profile on the first phone.

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. You can also use group paging to simultaneously page all of the phones included in a list of extensions.

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

To send a page

1. Dial the number your system 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 system administrator for assistance.

Other Advanced Features

Feature access codes

To use access codes:

1. Pick up the handset.
2. Dial the Feature Access Code digits.
3. Press **#**.

Do Not Disturb

To activate or deactivate **Do Not Disturb**:

- Press the **Do Not Disturb** line key.

Paging

To use paging:

1. Pick up the handset.
2. Press the **Pager** line key.
3. Dial the Paging zone number (if required).
4. Make the announcement.

Speed Call

You can use the speed call feature by setting the speed call number to a programmable key. The system administrator can set the speed call number to the programmable key or long-press the programmable key to set the speed call number.

To dial a stored speed call number:

1. Pick up the handset.
2. Press the **Speed Call** line key.

Auto-Answer

Contact your system administrator to set a programmable key to use the Auto-Answer feature.

To enable or disable Auto-Answer:

- Press the **Auto-Answer** line key alternately to enable and to disable Auto-Answer.

Direct Paging

Direct Paging allows you to page a party through the party's handsfree speaker. If the paged party has Off-Hook Voice Announce enabled, the page is heard even when the party is on a handset or headset call. If the paged party has Handsfree Answerback enabled and has turned on the phone, your page automatically establishes a handsfree call with the paged party.

To use paging:

1. Pick up the handset.
2. Press the **Direct Paging** line key or dial the appropriate feature access code.
3. Dial the extension number.

Voicemail Overview

The 6910 IP phone provides a hardkey to access voicemail.

NOTE: Voicemail functionality must be configured by your system administrator.

When voicemail functionality is enabled, the MWI (Message Waiting Lamp) on the phone flashes red indicating that there are unattended voice messages in your voice mailbox. 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.

To log in to the voicemail system from your phone:

1. Press .
2. Press .
3. Press the **Enter** key to call the voicemail system.
4. Enter the voicemail password.
5. When you are connected to your message center, follow the audio prompts to perform any applicable actions.

Alternately, if you have a softkey assigned for **VoiceDial**, do the following:

1. Press the **VoiceDial** softkey.
2. Enter the voicemail password.
3. When you are connected to your message center, follow the audio prompts to perform any applicable actions.

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

Listening To, Relaying, Saving, And Deleting

1. Log in to your voicemail.
2. To listen to a new message, press **P** or press .
3. As you listen to the message, you can do the following:
 - To replay the message, press **P**.
 - To save the message, press **K**.
 - To delete the message, press **D**.

- To skip the message, press the **Enter** Key.

Forwarding Message

1. Log in to your voicemail.
2. To listen to a new message, press **P** or press ◀.
3. After listening to the message, press **G** to forward the message.
4. Enter the destination mailbox number, distribution list number, or press 9 for personal directory and send the message.

Replying to a Message

1. Log in to your voicemail.
2. To listen to a new message, press **P** or press ◀.
3. To reply to the message, press **A**.
4. Record your message after the tone and press any key.
5. Select one of the following options:
 - To review the message, press **P**.
 - To discard and rerecord the message, press **D**.
 - To append the message and continue recording, press **A**.
 - To access the message addressing options, press **M**.
 - To send your message and return to the main menu, press **X**.

Leaving a Message and Using Message options

1. Log in to your voicemail.
2. To listen to a new message, press **P** or press ◀.
3. To reply to the message, press **A**.
4. Record your message after the tone and press any key.
5. Select **M** to mark the message addressing option to the recorded message.
6. Select one of the following options:
 - To mark or unmark the message as urgent, press **U**.
 - To mark or unmark the message as confidential, press **C**.
 - To request or cancel the read receipt of the message, press **R**.
 - To exit the message addressing options, press **X**.
7. To send the message, press **X**.

Listening to Saved Messages

1. Log in to your voicemail.
2. To listen to the saved messages, press **P**.

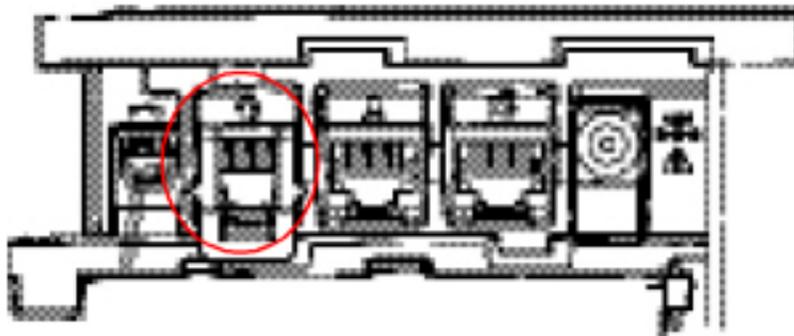
Using Mailbox Options

1. Log in to your voicemail.
2. Press **▶**.
3. Select one of the following options:
 - To change the greetings, press **G**.
 - To change the name, press **N**.
 - To change the password, press **P**.
 - To change the distribution list, press **L**.
 - To change the temporary greetings, press **T**.
 - To record the memos, press **F**.
 - To receive message notification, press **A**.
 - To exit, press **X**.

Mitel MiVoice 6910 IP Phone Accessory 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.

NOTE:

- 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.
- The 6910 IP phone supports only analog headsets.
- 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 rejecting a call).

To make and receive calls using a headset:

1. Ensure that you have selected the headset audio path (see [Audio](#)).
2. Turn the phone over and insert the headset cord into the jack until it clicks into place.

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

