

A MITEL PRODUCT GUIDE

# Mitel 6915 IP Phone

# **User Guide**

Release 1.9

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# WHAT'S NEW

This section describes the new features or enhancements in MiNet Release 1.9.

The following table summarizes each new feature or enhancement and provides a link to more information about the feature.

FEATURE/ENHANCEMENT	DESCRIPTION	LOCATION
New entry level phone model	A new entry level IP phone called Mitel 6915 IP Phone is introduced.	Phone features on page 3
TLS 1.3 Support	The Mitel 6915 IP phone support TLS 1.3 which encrypts data to provide a more secure communication channel between the IP phones and the Internet	NA

## Welcome

This chapter contains the following sections:

- About this guide
- Supporting documentation
- Phone features
- Installation and setup
- Tips for your comfort and safety

Part of the 6900 desktop family, the Mitel 6915 IP phone demonstrates Mitel's commitment to ease of use and enhanced user value, while delivering innovative features and applications. A full-feature enterprise-class telephone, the Mitel 6915 IP phone provides a large color backlit graphics display with 6 programmable self-labeling keys allowing up to 10 functions and four intuitive state sensitive softkeys.

This applications phone also features superior sound quality with wideband audio, an enhanced speakerphone that utilizes advanced audio processing to achieve richer and clearer handsfree conversations, and native analog, DHSG/EHS, and USB headset functionality.

Accommodating today's high speed networks through dual Gigabit Ethernet ports, the Mitel 6915 IP phone has an environmentally efficient PoE class 2 rating. The Mitel 6915 IP phone is one of the most advanced desktop IP phones available on the market today and is ideal for enterprise executives, managers, and employees.

The Mitel 6915 IP phone is compatible with the MiVoice Business phone system.

## 2.1 About this guide

This guide explains how to use the basic features of your new Mitel 6915 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.

## 2.2 Supporting documentation

To access product documentation:

- 1. Log in toMitel MiAccess Portal.
- 2. In the left-hand menu, clickDoc Center.
- 3. ClickDEVICES AND ACCESSORIES.
- 4. Navigate toIP PHONES>6900 SERIES>6900 IP PHONES and select the required document.

## 2.3 Phone features

The following table describes the IP Phone features:

Feature	Mitel 6915 IP Phone
Display	3.5" 320x240 color display
Programmable Keys	6 top programmable keys supporting up to 10 functions over 2 pages.
	• Note: The 6915 IP phone does not support any keys that are programmed beyond the second page. However, depending on your COS options, if a key is programmed past the second page on the 6915 IP phone, you may or may not be able to answer the line when going off hook. This can happen when you hotdesk into the 6915 IP phone when you were using a phone that has more than 2 pages of keys configured
Context Sensitive Keys	4 context-sensitive bottom softkeys supporting up to 9 functions.
Ethernet	Built-in-two-port, 10/100/1000 Gigabit Ethernet switch
Power-over-Ethernet (PoE) - LAN	802.3af
POE Class	Class 2
Bluetooth Support	No
External USB Port	1x USB 2.0 (100mA) Host
PC Link / Mobile Link	No

Feature	Mitel 6915 IP Phone
802.11n Wi-Fi	No
Antimicrobial Plastics	No
DHSG Headset Support (H20/40)	Yes
USB Headset Support (H10/30/40)	Yes
S720 BT Speakerphone	No
M695 Programmable Key Module	No
Press-and-hold Speed dial key configuration feature	Yes
AC power adapter	Sold separately

#### 2.4 Installation and setup

Please refer to the *Mitel 6915 IP Phone Installation Guide* included with your phone for basic installation and physical setup information.

## 2.5 Tips for your comfort and safety

#### 2.5.1 Don't 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. See Accessory support on page 86 for more information on headsets.

#### 2.5.2 Protect your hearing

Your Mitel 6915 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.

## 2.5.3 Adjust the viewing angle

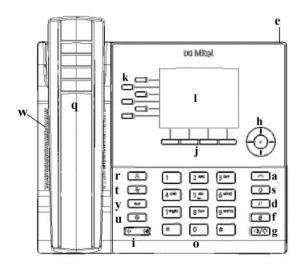
The stand for your Mitel 6915 IP phone supports two viewing angles (30° and 60°). Adjust the stand to suit your viewing preference. For instructions on how to adjust the stand, see the *Mitel 6915 IP Phone Installation Guide*.

## Phone keys

- Key panel
- Key description
- Dialpad keys

## 3.1 Key panel

The following sections describe the various Mitel 6915 IP phone key functions and how they can help you make and manage your calls and caller information.



а	Goodbye Key	I	LCD Screen
d	Hold Key	ο	Dialpad
e	Message Waiting Indicator (MWI)	q	Handset
f	Mute Key	r	Contacts Key
g	Speaker/Headset Key	S	Redial Key

h	Navigation Keys/Select Button	t	Call History Key
i	Volume Control	u	Settings Key
j	State-Sensitive Softkeys	w	Speaker
k	Programmable Keys	У	Voicemail Key

## 3.2 Key description

The following table describes the keys on the Mitel 6915 IP phone:

Кеу	Description
	<b>Contacts key</b> - Displays a list of your contacts. For more information, see"Contacts".
	<b>Call History key</b> - Displays a list of your missed, outgoing, and answered calls. For more information, see"Call History".
	<b>Voicemail key</b> - Provides access to your voicemail service (if configured). For more information, see"Voicemail".
	Settings key- Provides services and settings that allow you to customize your phone. For more information, see"Customizing your phone".

Кеу	Description
	<b>Volume controls</b> - 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).
	<b>Goodbye key</b> - Ends an active call. The <b>Goodbye</b> key also exits an open list (such as <b>Call History</b> ) and menus (such as the <b>Settings</b> menu) without saving changes.
3	<b>Redial key</b> - Displays a list of your previously dialed calls. Pressing the <b>Redial</b> key twice redials the last dialed number displayed on the <b>Home</b> screen.
	For more information, see "Redialing a number".
	<b>Hold key</b> - Places an active call on hold. To retrieve a held call, press the applicableLinekey.
	For more information, see "Placing a call on hold".
	<b>Mute key</b> - Mutes the microphone so that your caller cannot hear you (the LED beside the key turns on when the microphone is on mute).
	For more information, see "Muting the microphone".
	<b>Speaker/Headset key</b> - Transfers the active call to the speaker or headset, allowing handsfree use of the phone.
	For more information, see "Audio Path".

Кеу	Description
	<b>Navigation keys and select button</b> - Multi- directional navigation keys that allow you to navigate through the phone's User Interface (UI).
	Pressing the center <b>Select</b> button sets options as well as performs actions such as dialing out from the <b>Contacts</b> or <b>Call History</b> .
	On the Home screen, the left and right navigation keys can be used to access the additional pages of programmable softkeys.
	For more information, see "UI navigation is performed using the navigation keys located to the right of the softkeys.".
	<b>State-sensitive softkeys</b> - Four state-sensitive softkeys that allow you to perform different functions during specific states (i.e. when the phone is an idle, connected, incoming, outgoing, or busy state).
	<b>Programmable keys</b> - Six programmable (with a maximum of 2 pages), multi-function self-labeling keys that allow you to use up to 10 specific functions.
	For more information see "Configuring and using programmable keys".

## 3.3 Dialpad keys

The Mitel 6915 IP phone has a dialpad with digits from 0 through 9, a \* key, and a # key. Keys 2 through 9 contain the letters of the alphabet. These dialpad keys can be used to dial a phone number to make a call (see "Making calls") and to press keys requested by an Interactive Voice Response (IVR) system. The basic inputs for the Mitel 6915 IP phone dialpad includes the following:

Dialpad Key	Description
0	Dials 0

Dialpad Key	Description
1	Dials 1
2 ABC	Dials 2
	When entering text, this key enters <b>A</b> with one press, <b>B</b> with two presses, and <b>C</b> with three presses.
3 DEF	Dials 3
	When entering text, this key enters <b>D</b> with one press, <b>E</b> with two presses, and <b>F</b> with three presses.
4 GHI	Dials 4
	When entering text, this key enters <b>G</b> with one press, <b>H</b> with two presses, and <b>I</b> with three presses.
5 JKL	Dials 5
	When entering text, this key enters <b>J</b> with one press, <b>K</b> with two presses, and <b>L</b> with three presses.
6 MNO	Dials 6
	When entering text, this key enters <b>M</b> with one press, <b>N</b> with two presses, and <b>O</b> with three presses.
7 PQRS	Dials 7
	When entering text, this key enters <b>P</b> with one press, <b>Q</b> with two presses, <b>R</b> with three presses, and <b>S</b> with four presses.

Dialpad Key	Description
8 TUV	Dials 8 When entering text, this key enters <b>T</b> with one press, <b>U</b> with two presses, and <b>V</b> with three presses.
9 WXYZ	Dials 9 When entering text, this key enters <b>W</b> with one press, <b>X</b> with two presses, <b>Y</b> with three presses, and <b>Z</b> with four presses.

The \* is called the star key. The # is called the pound key, number sign, or hash key, depending on one's nationality or personal preference. These can be used for special functions such as accessing advanced services. The star key and pound key functions are dependent on your call server's feature availability. Contact your System Administrator for more information about available functions using these keys.

When entering characters in the various **Settings** menus or in different applications (for example, when adding a contact to your **Contacts** application), advanced characters can be entered using the dialpad keys.

Кеу	Uppercase Characters	Lowercase Characters
0	0 +	0 +
1	1 . : ; =_ , - ' & ( ) \$ !	1 . : ; =_ , - ' & ( ) \$ !
2	A B C 2	abc2
3	DEF3	def3
4	GHI4	g h i 4
5	JKL5	j k l 5
6	M NO 6	m n o 6

The following tables identifies the characters that you can use and the order in which they are accessible.

Кеу	Uppercase Characters	Lowercase Characters
7	PQRS7	pqrs7
8	Τ U V 8	t u v 8
9	W X Y Z 9	w x y z 9
*	* <space></space>	* <space></space>
#	#/\@	#/\@

# **Getting started**

This chapter contains the following sections:

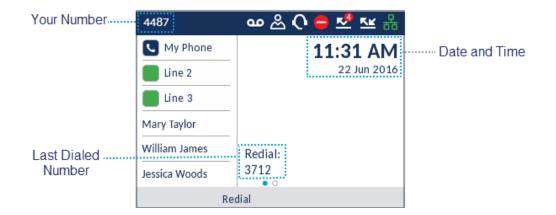
UI overview

The Mitel 6915 IP phone must be set up and be configured by the System Administrator prior to its first use.

#### 4.1 UI overview

#### 4.1.1 Home screen

When the phone has successfully booted up and connected to the network, the phone displays the **Home**screen. The **Home**screen shows the date and time along with your number and last dialed number. It is the default screen displayed when the phone is in an idle state.



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.

## 4.1.1.1 Phone and network status indicators

There are icons that display on the phone to indicate the status of the phone and network. These icons display on the upper right corner of the **Home** screen.

4487	ာင္ရန္ 🗘 🖨 🛃 🔤 🖧 🚥 Status Indicator
🕓 My Phone	11:31 AM
Line 2	22 Jun 2016
Line 3	
Mary Taylor	—
William James	Redial:
Jessica Woods	3712
1	Redial

The following table identifies and describes the phone and network status indicators on the Home screen.

lcon	Description
	<b>Network Connected -</b> The Network Connected icon displays on the <b>Home</b> screen when the phone is connected to the MiVoice Business call server.
2 20	Attempting Network Connection - The Attempting Network Connection icon displays on the Home screen when the phone is attempting to connect to the MiVoice Business call server.
<b>Z</b> e	<b>Network Disconnected -</b> The Network Disconnected icon displays on the Home screen when the phone loses connection to the MiVoice Business call server.
	If this icon is displayed and you are using an AC adapter for power, check that the Ethernet cable is tightly connected to the phone and to the network device port. The phone should automatically detect when it is reconnected and attempt to connect to the network. If this does not resolve the issue, check with your System or Network Administrator for assistance.

lcon	Description
	<b>Call Forward Always -</b> The Call Forward Always icon displays on the <b>Home</b> screen when the Call Forward feature is enabled using the "Always" condition (as opposed to the "Busy" and "No Answer" conditions). For more information on the Call Forward feature, see "Call Forward".
	Missed Calls - The Missed Calls icon displays on the Home screen only when incoming calls have not been received. The number in the red badge indicates how many calls were missed. To access a list of your missed calls, press the (Call History) key. For more information on missed calls, see "Missed calls indicator".
	<b>Do Not Disturb -</b> The Do Not Disturb (DND) icon displays on the <b>Home</b> screen when the DND feature is enabled. When DND is enabled, callers calling into the phone may hear a DND signal and a "Do Not Disturb" message is displayed on their phones, depending on the setting in the System Administrator Tool. For more information on the DND feature, see "Do Not Disturb".
	Headset Connected - The Headset Connected icon displays on the Home screen when a headset (USB, DHSG/EHS, or analog wired) connection has been detected. For more information on headset functionality, see "Analog, DHSG/EHS, and USB headsets".
ه.	Hotdesk User - The Hotdesk User icon displays on the Home screen when you log in using your hotdesk account.

Icon	Description
	Voicemail - The Voicemail icon displays on the Home screen only if you have new messages waiting. To access your voicemail messages, press the (Voicemail) key. For more information on voicemail functionality, see "Voicemail".
8	<b>Secure Call Icon</b> - 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.

# 4.1.1.2 Programmable keys, state-sensitive softkeys, and line keys

Six programmable keys (including the **Prime Line** key) and four state-sensitive softkeys are always displayed on the **Home**screen. The programmable keys allow you to configure up to 10 different features (such as speed calls, phone lock, DND, and so on).

#### Note:

If enabled by your System Administrator, certain features can be programmed on the programmable keys by pressing and holding the respective programmable key. Others can only be programmed by your System Administrator through the MiVoice Business call server. See "Configuring and using programmable keys" for information on how to program the programmable keys using the phone. Contact your System Administrator for details on what features are available to be programmed through the MiVoice Business call server.

The state-sensitive softkeys change depending on the state of the phone and are used to perform different functions when the phone is an idle, connected, outgoing, or busy state.

The**Prime Line**key is a visual indication of the status of your prime line. When your phone is in an idle state, your **S**(**Prime Line**) icon is solid blue. Your System Administrator may also have configured additional line appearances on your phone. Line appearance keys are solid green when your phone is in an idle state.

	4487	యి జి 🔿 🖨 🛃 🖧	
Prime Line Key	S My Phone	11:31 AM	
Line Announce Kove of	Line 2	22 Jun 2016	
Line Appearance Keys	Line 3		Draman abla Kau
Programmable Keys	Mary Taylor	100	<ul> <li>Programmable Key Page Indicator</li> </ul>
	William James	Redial:	
	Jessica Woods	3712	
	Ri	edial	<ul> <li>State-Sensitive Softkeys</li> </ul>

If you have six or more programmable keys configured, programmable page indicators are displayed above the softkeys. These dots indicate which of the 2 pages of keys you are on. Press the left and right navigation keys to switch to the other programmable key page.

### 4.1.2 Call screen

During an incoming or outgoing call and when on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar, name, number, and call duration timer. The context-sensitive softkeys also change allowing you access to more call handling features (such as **Transfer** and **Add User** during an active call).



Additionally, if the call is on the **Prime Line** key, the **Prime Line** key changes to reflect the status of the line as per the following table.

Icon	Description
	(Blinking) Indicates the prime line is ringing due to an incoming call.
	Indicates the prime line is busy.

lcon	Description
	(Blinking) Indicates the call on the prime line is on hold.

If the call is on a different line, the applicable line appearance key change to reflect the status of the line as per the following table.

Icon	Description
	(Blinking) Indicates the applicable line is ringing due to an incoming call.
	Indicates the applicable line is busy.
	(Blinking) Indicates the call on the applicable line is on hold.

### 4.1.3 Screen Saver

The following icons are displayed on the screen saver if enabled:

lcon	Description
<b>2</b>	<b>Call Forward Always</b> - The Call Forward Always icon displays on the screen saver when the feature is enabled. Call Forward Always allows you to quickly enable and disable call forwarding for all calls on your phone even if you have other call forward modes enabled through your <b>Call</b> <b>Forward</b> settings menu.
Ó	<b>DND</b> - The Do Not Disturb (DND) icon displays on the screen saver when the DND feature is enabled. When DND is enabled, callers calling into the phone may hear a DND signal and a "Do Not Disturb" message is displayed on their phones, depending on the setting in the System Administrator Tool.

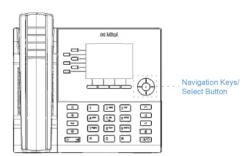
lcon	Description
8	The count on the screen saver indicates a total of missed calls and voicemail messages.
<b>(()</b>	<b>Phone Lock</b> - The phone lock icon displays on the screen saver when the feature is enabled. By programming a Phone Lock key you can lock your phone to prevent the phone from being used or configured.
9:58 ° 2:58 ° 2:58 °	The Time and Date are displayed on the screen saver.

#### Note:

If both **Call Forward Always** and **DND** are enabled, then the DND icon is displayed on the screen saver

## 4.1.4 UI navigation

UI navigation is performed using the navigation keys located to the right of the softkeys.



There are four directional keys (up, down, left, and right) on the navigation cluster that can be used to navigate through the various applications and settings menus. The center key acts as a**Select**button that is used to set options and perform actions such as dialing out from the**Contacts**or**Call History**applications.

# **Customizing your phone**

This chapter contains the following sections:

- Using the Settings menu
- Status
- Language
- Call Forward
- Audio
- Display
- Voice Services
- Diagnostics
- Connecting to Wi-Fi on Mitel 6915 IP Phone
- Restart
- Configuring and using programmable keys

You can customize your phone and view your phone status by pressing the (Settings) key, opening the Settings menu. This menu provides a single location to access all your phone settings. The following phone settings can be configured through the Settings menu:

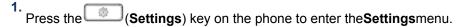
lcon	Option
₹	Status
$\oplus$	Language
مە	Voicemail
<u>Kr</u>	Call Forward
¢	Voice Services
-1-	Diagnostics
<u>ئ</u>	Wireless LAN Adapter Attached

Icon	Option
<b>⊈</b> )	Audio
	Display
С С	Restart

#### Note:

- 1. The **Advanced** options are Administrator-level functions only, and are not accessible by the user. These options should only be set up and changed by your System Administrator.
- **2.** The **Log Issue** softkey is used to generate a log file that can help Administrators debug issues. You should only press this softkey when requested by your System Administrator.

#### 5.1 Using the Settings menu





- **2.** Use the left and right navigation keys to highlight an option and the up and down navigation keys to scroll through the sub options.
- 3. Press the Select button or Select softkey to select an option.
- **4.** Use the navigation keys, dialpad keys, and softkeys that display for each setting to make any applicable changes.
- 5. Press the Savesoftkey to save your changes.

```
Press the Goodbye) key or the Close softkey at any time to exit without saving changes.
```

6.

Note:

For more information about Advanced options, contact your System Administrator.

## 5.2 Status

The Status settings in the Settings menu allows you to view your phone's:

#### Network General Info:

General information regarding your phone's network settings such as IP address, Wifi IP address, subnet mask, gateway, MAC address, Wifi MAC address, call server IP addresses, TFTP server IP address and port, IPA IP address, DNS values and Connected SSID.

#### Network Persistent Data:

The IP addresses for call servers 1 to 4.

• Network DHCP Info:

Information regarding your phone's Dynamic Host Configuration Protocol (DHCP) status and T1/T2 renewal times.

Network Status QoS:

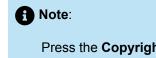
Information regarding Quality of Service (QoS) features such as Virtual LAN (VLAN), Layer 2 Priority (L2P), and Differentiated Services Code Point (DSCP).

• Port Info:

Speed and duplex values for both the LAN and PC ports.

Phone Info:

General phone-related information such as model number, hardware and call server revisions, main firmware version, and boot version.



Press the **Copyright** softkey to view copyright information.

To view the Status menu:

1. Press the (Settings) key on the phone to enter the Settings menu.

2. Press the Select button or Select softkey to enter the Status menu.

- **3.** Use the up and down navigation keys to scroll the through the following status items:
  - Network General Info

Net. General I	IP Address
Net. Persist. D	10.10.158.117
Net. DHCP Info	Subnet Mask
Net. DHCP Into	255.255.255.128
Net. QoS	Gateway
Port Info	10.10.158.1
Phone Info	

Network Persistent Data



Network DHCP Info

Status	
Net. General I	DHCP Status
Net. Persist. D	DISABLED
Net. DHCP Info	T1 (Seconds)
Net. QoS	T2 (Seconds)
Port Info	0
Phone Info	
	Cancel

Network Static QoS

Status		
Net. General I	VLAN Id	
Net. Persist. D	-1()	
Net. DHCP Info	L2P Default	
Net. QoS	6 L2P Voice	
Port Info	6	
Phone Info		
	Cancel	

Port Info

Status		
Net. General I	LAN Port Speed	
Net. Persist. D	Disabled	
Net. DHCP Info	LAN Port Duplex Disabled	
Net. QoS	PC Port Speed	
Port Info	Disabled	
Phone Info		
	Cancel	

Phone Info

Status		
Net. General I	Model	
Net. Persist. D	MINET_6920	
Net. DHCP Info	Hardware Rev.	
Net. QoS	Call Server Rev.	
Port Info	14.0.1.22	
Phone Info		
Copyright	Cancel	

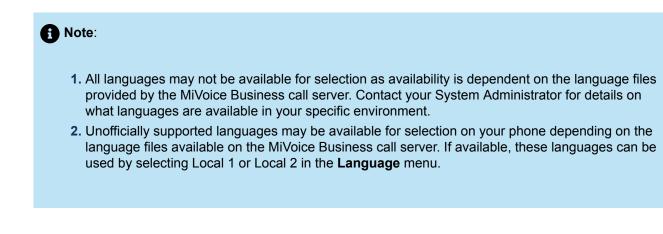
**4.** To view more information on the selected status item, press the right navigation key and press the down navigation key to scroll through the information.

### 5.3 Language

The Mitel 6915 IP phone supports the following languages:

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

When you set the language on the phone, all on-screen text (in idle/call screens, setting menus, and applications) displays in the selected language.



To specify the language in which on screen text displays:

- 1. Press the (Settings) key on the phone to enter the Settings menu.
- 2. Navigate to the Language setting and press the Select button or Select softkey.

anguage	English
	Français
	Deutsch
	Español LA
	Português BR

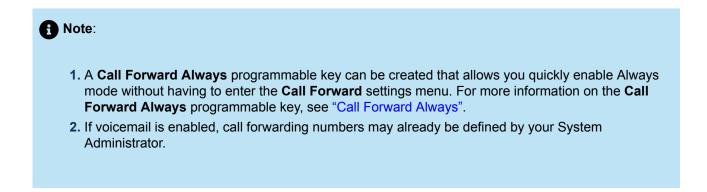
- 3. Press the right navigation key to move to the language selection column.
- 4. Use the up and down navigation keys to choose the applicable screen language.
- 5. Press the Save softkey to save your changes.

#### 5.4 Call Forward

**Call Forward** on the Mitel 6915 IP phone allows incoming calls to be forwarded to another destination. You can enable your calls to be forwarded:

- When your phone is busy (individual settings for internal and external incoming calls).
- · When you are not answering the phone (individual settings for internal and incoming calls).
- All the time.

You can enable different call forward modes independently. For example, you can set different phone numbers for Always, Busy Internal, Busy External, No Answer Internal, and No Answer External, and then turn them on/off individually.



To configure call forward settings:

1. Press the (Settings) key on the phone to enter the Settings menu.

2. Navigate to the Call Forward setting and press the Select button or Select softkey.

Always			
Busy Internal	Number		
Busy External	Number		
No Answer Internal	Number		
No Answer External	Number		

3. Enter forwarding numbers using the dialpad keys for any of the following states:

• Always:

Immediately forwards all incoming calls to the specified number.

Busy Internal:

Immediately forwards internal phone calls if your line is busy.

Busy External:

Immediately forwards external phone calls if your line is busy.

No Answer Internal:

Forwards internal phone calls after several rings if you don't answer.

• No Answer External:

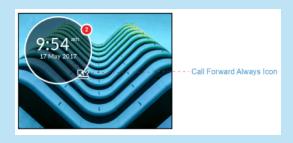
Forwards external phone calls after several rings if you don't answer.

#### Note:

- **a.** Pressing the down navigation key moves the selection to the next input field. Pressing the right navigation key moves the selection to the corresponding checkbox.
- b. Press the Backspace softkey to delete the last digit entered.
- c. Pressing the Copy to AII? softkey copies the call forward number of the call forward mode in focus to every call forward mode. For example, if the cursor is on the Busy Internal field and the field has a phone number entered, pressing the Copy to AII? softkey assigns the same phone number to all the other modes as well.
- **4.** Using the up and down navigation keys, move to the checkbox beside the respective call forward mode you want to enable and press the **Select** button to turn on the call forward mode.
- 5. Repeat steps 3 and 4 for all call forward modes you want to enable.
- 6. Press the Save softkey to save your changes.

#### Note:

- a. When Call Forward Always is enabled, it takes precedence over all other types of call forwarding.
- **b.** If **Call Forward Always** is enabled, then the **Call Forward Always** icon is displayed on the Screen Saver.
- **c.** If both **Call Forward Always** and **DND** are enabled, then the **DND** icon is displayed on the Screen Saver.



#### 5.5 Audio

The **Audio** setting on the Mitel 6915 IP phone allows you to personalize ring tones, select the initial audio path used when pressing the (Speaker/Headset) key, and enable or disable DHSG headset mode.

#### 5.5.1 **Ring Tones**

There are a total of 20 (10 modern and 10 classic) distinct ring tones available for selection on the Mitel 6915 IP phone. Two different ring tones can be configured for incoming calls from internal numbers and external numbers.

To configure ringtones for internal and external calls:

1		

Press the (Settings) key on the phone to enter the Settings menu.

2. Navigate to the Audio > Ring Tones setting and press the Select button or Select softkey.

Internal Ring	Pronto
External Ring	Voyage
	Bloom
	Move
	Classic 1

- 3. With the Internal Ring setting highlighted press the right navigation key to move to Internal Ring selection column.
- 4. Use the up and down navigation keys to scroll through the list and choose the applicable ring tone.
- 5. Press the left navigation key and then the down navigation key to highlight the External Ring setting.
- 6. With the External Ring setting highlighted press the right navigation key to move to External Ring selection column.
- 7. Use the up and down navigation keys to scroll through the list and choose the applicable ring tone.
- 8. Press the Save softkey to save your changes.

#### 5.5.2 Audio Path

The Mitel 6915 IP phone allows you go "handsfree" when handling incoming and outgoing calls by supporting the use of a headset (USB, analog wired, or DHSG/EHS wireless) or through speakerphone mode. The Audio Path setting allows you to choose the initial audio path used when pressing



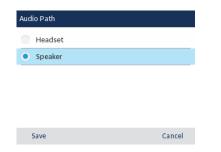
the (Speaker/Headset) key. There are two audio path options that you can select:

Audio path	Description
Speaker	The default setting. When using the handset, pressing the (Speaker/Headset) key on the phone switches to the speakerphone. Pressing the (Speaker/Headset) key again switches to the headset (if connected). When using the speakerphone or headset, lift the handset to switch to the handset.
Headset	When using the handset, pressing the (Speaker/Headset) key on the phone switches to the headset. Pressing the (Speaker/Headset) key again switches to the speakerphone. When using the headset or speakerphone, lift the handset to switch to the handset.

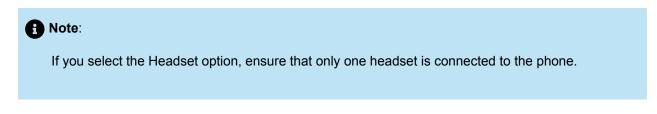
To configure the audio path:

1. Press the (Settings) key to enter the Settings menu.

2. Navigate to the Audio > Audio Path setting and press the Select button or Select softkey.



3. Use the up and down navigation keys to select the applicable audio path (Speaker or Headset).



4. Press the **Save** softkey to save your changes.

#### 5.5.3 Headset

The **Headset** setting allows you to enable DHSG/USB Wireless mode when a DHSG/EHS or a USB Wireless headset is connected to the phone.

To enable/disable DHSG headset mode:

1. Press the [

1.

(Settings) key to enter the Settings menu.

2. Navigate to the Audio > Headset setting and press the Select button or Select softkey.



- 3. Press the right navigation key to move to enable/disable selection column.
- 4. Use the up and down navigation keys to choose the applicable setting.
- 5. Press the Save softkey to save your changes.

To enable/disable USB Wireless headset mode:

Press the (Settings) key to enter the Settings menu.

- 2. Navigate to the Audio > Headset setting and press the Select button or Select softkey.
- 3. Press down navigation button to choose USB Wireless.



- 4. Press the right navigation key to move to enable/disable selection column.
- 5. Use the up and down navigation keys to choose the applicable setting.
- 6. Press the Save softkey to save your changes.



Disable this setting if you are not using USB Wireless Headset.

## 5.6 Display

#### Note:

Modifying certain settings on you telephone can significantly enhance energy efficiency and play a role in environmental conservation. By adjusting the ringer volume and display brightness, you can actively lower energy consumption. By default, these settings are typically delivered at 50%.

The **Display** setting allows you to set the following on your phone:

Brightness Settings:

The **Brightness Level** setting on the Mitel 6915 IP phone allows you to set the amount of light that illuminates the LCD display.

Screen Saver Settings:

The **Screen Saver Timer** setting allows you to configure the amount of time (from 1 to 90 minutes) the phone must be idle before the screen saver starts. When the specified amount of time expires, a screen saver displaying the date and time and the number of missed calls (if applicable) is displayed on screen.



The **Dimmer Level** setting defines how brightly you want the screen to be illuminated when the screen saver is displayed.



Availability of the above display settings is dependent on how your account is configured on the MiVoice Business call server.

To configure the display settings:

1. Press the (Settings) key on the phone to enter the Settings menu.

2. Navigate to the Display setting and press the Select button or Select softkey.

Display		
Brightness		
<b>Brightness Level</b>	< l	.evel 5
Screen Saver		
Screen Saver Timer	5	minutes
Dimmer Level	Level 1	
Save		Cancel

- **3.** Use the left and right navigation keys to increase or decrease the intensity of brightness on the LCD (valid values are from Levels 1 (darkest) to 5 (brightest).
- 4. Press the down navigation key to highlight Screen Saver Timer.
- **5.** Enter a value, in minutes, using the dialpad keys. You can set the timer from 1 to 90 minutes. The default is 5 minutes.
- 6. Press the down navigation key to highlight Dimmer Level.
- 7. Use the left and right navigation keys to increase or decrease the intensity of brightness on the LCD when the screen saver is displayed (valid values are from Levels 0 (LCD off) to 5 (brightest).
- 8. Press the Save softkeyto save your changes.

#### 5.7 Voice Services

The Mitel 6915 IP phone can be configured to provide remote workers access to the same rich communications capabilities as in-office workers using **Voice Services**.

#### Note:

**Voice Services** should be configured by your System Administrator or under his/her direction. Changing the **Voice Services** settings can have detrimental effects on phone behavior. Contact your system administrator for more information.

#### 5.8 Diagnostics

The **Diagnostics** menu allows you to perform the following diagnostic routines:

- Audio Diagnostics
- Ping
- TCP DUMP
- DHCP Trace

#### Note:

The **Diagnostics** settings should only be used by your System Administrator or under his/her direction. Contact your system administrator for more information.

#### 5.9 Connecting to Wi-Fi on Mitel 6915 IP Phone

The **Wi-Fi** option in the **Settings** menu of Mitel 6900 Series IP phones allows you to connect the phone to a Wi-Fi network.

The Mitel 6915 IP Phone can be connected to a wireless network using the optional Wireless LAN Adapter. When connected to the Wireless LAN Adapter, the wireless connection can be configured through the phone settings as follows:

1. Press the (Settings) key on the phone to enter the Settings menu and tap the Wi-Fi icon.



2. Ensure that a WLAN adapter connected to the phone. The phone displays an error if it is not connected to a WLAN adapter.



To set up a WLAN adapter, see the *Mitel WLAN Adapter Administration Guide* or contact your system administrator.

- 3. If a WLAN adapter is connected to the phone, two sets of Wi-Fi menu items are displayed:
  - a. Saved Network: Displays the Wi-Fi network currently connected to the phone.
  - **b.** Available Networks: Scans and displays a list of available networks within the range of your phone.

Saved Network	Saved Network	😨 Mitel Secure
Avail. Net.	Avail. Net.	😵 Dragon
		💡 AWV
		🗑 CORP
		🗑 GUEST

**4.** Select an SSID (that is, the name of a Wi-Fi network, for example, **Mitel Secure**) from **Avail. Net** (Available Networks) to connect. If the SSID is secured, a password prompt appears.

Note:
SSIDs with UTF-8 characters are not supported.

5. Enter the password for the network and select Save.

aved Network	Thitel Secure	Saved Network	Mitel Secure
Avail. Net	LinksysA6054	Avail. Net	TinksysA6054
	🜍 GLIFST	Enter	Password
	CORP		
	😵 CORP		CORP

- 6. If you entered the correct password, the Save Settings window appears.
- 7. Select **Yes** to save your settings and to reboot the WLAN adapter and the phone. The phone is successfully connected to the network.

/i-fi	
aved Network 🛜	Mitel Secure
Reboot WLAN adapter setting	
Yes	No
Refresh Connect	

#### **Customizing your phone**

8. The connected SSID (Mitel Secure) is listed under Saved Network.



**9.** If the password you entered is incorrect, a **Connection failed** alert appears. To reenter the password, select **Retry**; to cancel the connection attempt, select **Cancel**.



#### Note:

If the password that you entered is incorrect, the phone normally displays the option to retry. In some cases, an incorrect password is accepted by the WLAN adapter but on reboot the Wi-Fi app auto pops up if phones fails on DHCP due to misconfiguration. You must enter the correct password again for the SSID.

**10.** Press **Refresh** to refresh the list of available networks. The phone searches for new networks within its range and updates the list of available networks.

#### Wi-Fi Status

The following describes the three Wi-Fi connectivity states along with the corresponding icons displayed on the status bar:

1. No network - The WLAN adapter is not configured or the connected SSID is down.

8089	🛃 😒	- No network
My Phone	06:43	Wi-Fi icon
Redial	28 Oct 2017	
DND		
Message		
B Phone Lock		
Hot Desk		

 Not Connected - The phone is connected to the WLAN adapter but not connected to MiVoice Business or MiVoice Border Gateway.

8089	🛃 🛜 — Not connected
My Phone	06:39 Wi-Fi icon
Redial	28 Oct 2017
DND	
Message	
Phone Lock	
Hot Desk	

3. Connected - The phone is connected to the WLAN adapter and MiVoice Business or MiVoice Border Gateway.

8089	2 😒	-Connected
My Phone	06:36	Wi-Fi icon
Redial	28 Oct 2017	
DND		
Message		
B Phone Lock		
• •		
Hot Desk		

### 5.10 Restart

The **Restart** setting allows you to restart your phone. You may need to restart your phone if you have been asked to do so by your System Administrator should you experience any unexpected behavior.

To restart your phone:

1. Press the (Settings) key on the phone to enter the Settings menu.

2. Navigate to the Restart option and press the Select button or Select softkey.



3. When the prompt, **Restart Phone?** appears, navigate to the **Yes** button and press the **Select** button or press the **Restart** softkey.

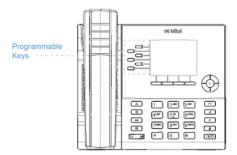
If you do not wish to restart your phone, press No or the Cancel softkey.



Your phone will be temporarily out of service during the restart process.

### 5.11 Configuring and using programmable keys

Your Mitel 6915 IP phone has six programmable, multi-function, self-labeling keys allowing you to program and use up to 10 functions.



If enabled by your System Administrator, you can program or edit the following functions on the programmable keys by pressing and holding the respective programmable key for approximately four seconds:

Function	Default label
Speed Call	N/A

Function	Default label
Phone Lock	Phone Lock
Call Forward Always	Fwd Always
Do Not Disturb	DND
Account Code Non Verified	Acct Non-Ver
Account Code Verified	Acct Verified

#### Note:

Programming keys using the press-and-hold method is dependent on your Class of Service settings defined for your account on the MiVoice Business call server.

### 5.11.1 LED Indicator

If a programmable key or a M695 PKM key is configured as a line key, the LED beside the key indicates the line status. The LED turns ON (solid red) when the line is active, turns OFF when the line is idle, and blinks (blinking red) when the line is ringing.

#### 5.11.2 Speed Call

The **Speed Call** key allows you to dial a specified number with one key press. **Speed Call** keys can be useful as they can be programmed to dial external numbers, dial directly to another person's extension or quickly access features that use feature access codes. You can also transfer calls to or create conference calls using your **Speed Call** keys in place of dialing out manually.

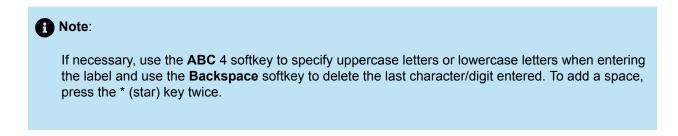
To program or edit a **Speed Call** key:

#### **Customizing your phone**

1. Press and hold the applicable programmable key for four seconds.



2. In the Label Name field, enter a label to apply to the key.



- 3. Press the down navigation key to move to the **Number** field and enter a number using the dialpad keys.
- 4. (Optional) Press the down navigation key to move to the Private checkbox and press the Select button to make the key a Private Speed Call key. When a Private Speed Call key is pressed, the call is considered private and caller ID information is not displayed in the phone's call history.
- 5. Press the Save softkey to save the information to the key you selected.

To make a speed call, press the key that you have programmed with Speed Call functionality.

#### 5.11.3 Other Features

#### 5.11.3.1 Phone Lock

By programming a **Phone Lock** key you can lock your phone to prevent the phone from being used or configured. **Phone Lock** prevents access to all the features on the phone, with the following exceptions:

- Unlocking the set via a user PIN.
- Hot Desk Login and Logout support.
- Emergency Call Notification support.

**Phone Lock** has no effect on incoming calls but restricts outgoing calls, with the following exceptions:

- Calls to emergency trunk routes.
- Local operators.

All hard keys on the device are disabled except for the dialpad and volume keys. All programmable keys and softkeys are disabled except for the **Phone Lock**, **Hot Desk**, and Emergency Notification feature access keys.

To program a Phone Lock key:

- **1.** Press and hold the applicable programmable key for the configured duration.
- 2. Press the left navigation key to move to the feature category column.
- 3. Press the down navigation key to highlight Other Features.
- 4. Press the right navigation key to move to the **Other Features** selection column.

Speed Call	Phone Lock
speeu can	Phone Lock
Other Features	Call Forward Always
More	Do Not Disturb
	Account Code Non Ver
	Account Code Verified

5. With Phone Lock highlighted, press the Save softkey.

To lock the phone:

1. Press the Phone Lock key.

A "Locked" prompt appears on the screen.

If Phone Lock is configured on programmable key, the LED indicator turns red and icon beside the phone lock label turns light blue.

When in the "Locked" state, a lock icon appears on the screensaver.



To unlock the phone:

- 1. Press the Phone Lock key again.
- 2. At the "Enter PIN:" prompt, enter your pin number and press the Enter softkey.

#### 5.11.3.2 Call Forward Always

Programming a **Call Forward Always** key allows you to quickly enable and disable call forwarding for all calls on your phone even if you have other call forward modes enabled through your **Call Forward** settings menu.

For example, you can enable settings to forward calls to your voicemail when your phone is busy or unanswered. Then, when you leave your desk, you can quickly enable **Call Forward Always** to forward calls to another phone, such as your home phone or cell. After you return to your desk and disable **Call Forward Always**, the defaults for busy or unanswered conditions remain active.

To program a Call Forward Always key:

- **1.** Press and hold the applicable programmable key for four seconds.
- 2. Press the left navigation key to move to the feature category column.
- 3. Press the down navigation key to highlight Other Features.
- 4. Press the right navigation key to move to the **Other Features** selection column.
- 5. Navigate to Call Forward Always using the down navigation key.

Speed Call	Phone Lock
Other Features	Call Forward Always
More	Do Not Disturb
	Account Code Non Ver
	Account Code Verified

6. With Call Forward Always highlighted, press the Save softkey.

To enable Call Forward Always:

1. Press the key that you have programmed with Call Forward Always functionality. When Call Forward

Always is enabled, a 🐸 (Call Forward Always) icon is displayed in the status bar.

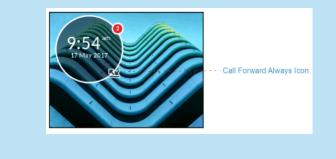
2. If a number is already programmed, press Activate to enable forwarding to the current number

or

If a number has not been programmed, enter a new destination number and then press the **Activate** softkey.



- 1. When **Call Forward Always** is enabled, it takes precedence over all other types of call forwarding.
- 2. If Call Forward Always is enabled, then the Call Forward Always icon is displayed on the Screen Saver.
- **3.** If both **Call Forward Always** and **DND** are enabled, then the **DND** icon is displayed on the Screen Saver.



To disable Call Forward Always:

1. Press the key that you have programmed with Call Forward Always functionality. When Call Forward

Always is disabled, a 🦉 (Call Forward Always) icon is removed from the status bar.

2. Press the Deactivate softkey.

Note:

When **Call Forward Always** is disabled, the default call forwarding settings are active.

### 5.11.3.3 Do Not Disturb

When you program and enable a **Do Not Disturb** key, callers may get a busy tone and an on-screen text message indicating that you do not wish to be disturbed, depending on the setting in the System Administrator Tool.

To program a **Do Not Disturb** key:

- 1. Press and hold the applicable programmable key for four seconds.
- 2. Press the left navigation key to move to the feature category column.
- 3. Press the down navigation key to highlight Other Features.
- 4. Press the right navigation key to move to the Other Features selection column.

5. Navigate to Do Not Disturb using the down navigation key.

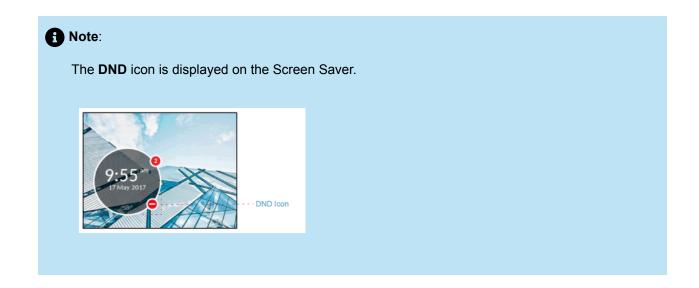
ipeed Call	Phone Lock
)ther Features	Call Forward Always
More	Do Not Disturb
	Account Code Non Ver
	Account Code Verified

6. With Do Not Disturb highlighted, press the Save softkey.

To enable Do Not Disturb:

1. Press the key that you have programmed with Do Not Disturb functionality.

When DND is enabled, a (DND) icon is displayed in the status bar and the Do Not Disturb key turns red.



To disable **Do Not Disturb**:

1. Press the key that you have programmed with **Do Not Disturb** functionality.

When DND is disabled, the (DND) icon is removed from the status bar and the Do Not Disturb key returns to its normal color.

#### 5.11.3.4 Account codes

Accounts codes are an effective way of grouping calls together for accounting, auditing, and reporting purposes. When you tag a call with an account code, the code is picked up in the records generated by

your call server. This allows System Administrators the ability to quickly identify groups of calls, which can then be used by different departments for organizational and reporting purposes.

The following are the two types of account codes that you can add to a call:

#### Account Code Non Verified:

A non-verified account code is one that has not been pre-programmed on your call server. Non-verified account codes can be used to group a set of calls that has not yet been verified and pre-programmed on your call server.

#### Account Code Verified:

A verified account code is one that has been pre-programmed on your call server by a System Administrator.

Account Code Non Verified

To program an Account Code Non Verified key:

- 1. Press and hold the applicable programmable key for four seconds.
- 2. Press the left navigation key to move to the feature category column.
- 3. Press the down navigation key to highlight Other Features.
- 4. Press the right navigation key to move to the Other Features selection column.
- 5. Navigate to Account Code Non Verified using the down navigation key.

ipeed Call	Phone Lock
ther Features	Call Forward Always
More	Do Not Disturb
	Account Code Non Ver
	Account Code Verified

6. With Account Code Non Verified highlighted, press the Save softkey.

To assign a non-verified account code before a call:

- 1. Press the key that you have programmed with Account Code Non Verified functionality.
- 2. Enter the digits (up to 12) for the account code using the dialpad keys.
- 3. Press the # (hash) key.
- 4. Enter the number you wish to call.

To assign a non-verified account code during a call:

- 1. While on an active call, press the key that you have programmed with Account Code Non Verified functionality.
- 2. Enter the digits (up to 12) for the account code using the dialpad keys.
- 3. Press the # (hash) key.

#### Account Code Verified

To program an Account Code Verified key:

- 1. Press and hold the applicable programmable key for four seconds.
- 2. Press the left navigation key to move to the feature category column.
- 3. Press the down navigation key to highlight Other Features.
- 4. Press the right navigation key to move to the **Other Features** selection column.
- 5. Navigate to Account Code Verified using the down navigation key.

Programmable Key	
Speed Call	Phone Lock
Other Features	Call Forward Always
More	Do Not Disturb
	Account Code Non Ver
	Account Code Verified
Save	Cancel

6. With Account Code Verified highlighted, press the Save softkey.

To assign a verified account code before a call:

- 1. Press the key that you have programmed with Account Code Verified functionality.
- 2. Enter the digits (up to 12) for the account code using the dialpad keys.
- 3. Press the # (hash) key.
- 4. Enter the number you wish to call.

To assign a verified account code during a call:

- 1. While on an active call, press the applicable key that you have programmed with Account Code Verified functionality.
- **2.** Enter the digits (up to 12) for the account code using the dialpad keys.
- **3.** Press the # (hash) key.

## **Making calls**

This chapter contains the following sections:

- Dialing a number
- Initiating a callback
- Redialing a number

This section describes ways to make calls on your Mitel 6915 IP phone, using your handset, speakerphone or headset.

### 6.1 Dialing a number

First, take the phone off-hook by:

- · Lifting the handset for handset operation, or
- Pressing the (Speaker/Headset) key or **Prime Line** key for speaker or headset operation. Your phone must be configured to use the Speaker audio path for speaker operation or Headset audio path for headset operation.

At the dial tone, enter the number you wish to call. When your party picks up, a timer appears on your display that records the length of your call.

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.

Alternatively, you can enter the number you wish to call without taking the phone off-hook. This method of dialing will use the speakerphone or headset audio path depending on the audio path setting you selected in the **Settings > Audio > Audio Path** menu. For more information, see the section "Audio Path".



If the dialed number matches with a contact stored in the **Personal**, **Mobile** or **Corporate** folder in the **Contacts** application, then the contact name is displayed. The contact name look up is in the following order:

- 1. Personal Contacts, where respective Personal Contacts name is displayed.
- 2. Mobile Contacts, where respective Mobile Contacts name is displayed.
- **3.** MiVoice Business System Contacts, where if the MiVoice Business System is configured with MiNET Phone Object Message Name, then the respective MiVoice Business System name is displayed.
- 4. Corporate Contacts, where respective Corporate Contacts name is displayed.

If there is no match, then the number returned by the MiVoice Business system is displayed.

If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

#### 6.2 Initiating a callback

The callback feature allows you to be notified when a busy phone becomes free or when a phone has been used after a no-answer condition was encountered.

To request a callback when the call you initiated is busy or has not answered:

- 1. Press the Call Me Back softkey.
- 2. Hang up.

When the party is available, your phone starts ringing, and the display shows the callback ringing indicator.

To answer a callback when you see the callback ringing indicator:

1. Lift the handset, or press the (Speaker/Headset) key or Prime Line key.

#### 6.3 Redialing a number

You can redial the most recently dialed number that is displayed on the **Home** screen by pressing the **Redial** hard key twice or by pressing the **Redial** softkey.

Pressing the **Redial** hard key once accesses the **Outgoing** calls list in the **Call History** application. For more information on the **Call History** application, see "Call History".

# **Receiving calls**

This chapter contains the following sections:

- Answering an incoming call
- Page switch for incoming calls
- Manually forwarding an incoming call

When a call is ringing at your extension, the callers name, number, and avatar (if applicable) display on the **Call** screen. Additionally, the **Prime Line** key icon flashes indicating the incoming call.

If the incoming number matches with a contact stored in the **Personal**, **Mobile** or **Corporate** folder in the **Contacts** application, then the contact name is displayed. The contact name look up is in the following order:

- 1. Personal Contacts, where respective Personal Contacts name is displayed.
- 2. Mobile Contacts, where respective Mobile Contacts name is displayed.
- **3.** MiVoice Business System Contacts, where if the MiVoice Business System is configured with MiNET Phone Object Message Name, then the respective MiVoice Business System name is displayed.
- 4. Corporate Contacts, where respective Corporate Contacts name is displayed.

If there is no match, then the name returned by the MiVoice Business system is displayed.



### 7.1 Answering an incoming call

To answer an incoming call:

- Lift the handset for handset operation.
- For speakerphone operation, press the (Speaker/Headset) key, or the Prime Line softkey. Your phone must be configured to use the Speaker audio path.
- For headset operation, press the (Speaker/Headset) key or the answer button on your headset (if available). Your phone must be configured to use the Headset audio path.



The audio path setting you selected in the **Settings > Audio > Audio Path** menu determines if the call goes to the speakerphone or headset. For more information, see the section "Audio Path".

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.

### 7.2 Page switch for incoming calls

If you have programmed many line appearances (pages) on the phone and have scrolled to another page and a call comes in on one of the line appearances you cannot see the caller without scrolling back to the main page.

However, if your system administrator has enabled the "**Auto Pagination**" COS option in MiVB, the phone automatically switches to the first page that hosts the ringing line (incoming call). When multiple ringing lines are active on different pages, each page will be selected and displayed, in sequence, for a short duration. The phone will continue selecting and displaying the page of the active ringing line until the device is idle, after which the home page is presented.

### 7.3 Manually forwarding an incoming call

If call forwarding numbers have been defined for the **Always** or **No Answer** states, press the **Forward Call** softkey to manually forward an incoming call to the defined number.

A common way of using this feature is to configure call forwarding to forward calls to your voicemail service. You can then can manually decide whether to answer an incoming call or send the call to voicemail.



- 1. The number defined for the Alwaysstate has precedence over the numbers defined for the No Answer states.
- 2. For more information on how to configure the Call Forward feature, see the section "Call Forward".

# Handling calls

This chapter contains the following sections:

- Placing a call on hold
- Muting the microphone
- Transferring a call
- Creating a multi-party conference call
- Ending calls

When you are connected to a call, you can use hard keys on the phone perform various action such as placing a call on hold or muting the microphone. Softkeys can also be used to perform actions such as transferring calls or creating multi-party conference calls.

#### 8.1 Placing a call on hold

You can place an active call on hold by pressing the <sup>(III)</sup> (Hold) key.

To place a call on hold (while on an active call):

1. Press the (Hold) key.

Your applicable **Line** key flashes the <sup>III</sup> (**Hold**) icon indicating the call is on hold. To let your caller know that they are on hold, music plays softly (if this has been set up on your call server).

4487		뮮
🕕 Martha Gold		11:07 AM
Line 2		07 Jul 2016
Eine 3		
Mary Taylor		
William James	Redial:	
Jessica Woods	3712	
Re	dial	



After a prolonged period of time on hold, the held call may automatically switch to an incoming call to remind you that the call was on hold.

2. To retrieve a call on hold press the applicable Line key.

#### 8.2 Muting the microphone

You can use the *(Mute)* key to mute the microphone on the handset, headset, or speakerphone.

When you use the *(Mute)* key on your phone, you cannot be heard on an active call or on a conference.

To indicate a muted microphone, the LED beside the *(Mute)* key turns on. To switch mute on or off, press the *(Mute)* key.

Note:

If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

### 8.3 Transferring a call

There are two types of call transfers that can be performed on the Mitel 6915 IP phone:

#### Unattended Transfer:

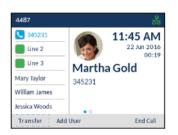
An unattended transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line to which you transferred.

#### Attended transfer:

You also have the option to consult with the person to which you are transferring the call, before you complete the transfer. To do this, remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

To transfer a call:

1. Ensure you are on active call with the party you wish to transfer.



2. Press the Transfer softkey.

The active call is placed on hold.

4487	문	
4487	11:45 AM	
Line 2	22 Jun 2016	
Line 3		
Mary Taylor		
William James	On Hold:	
Jessica Woods	Martha Gold	
	Back To Held	

3. Enter the transfer recipient's number.



4. Press the Transfer softkey or hang up the handset to complete an unattended call transfer

or

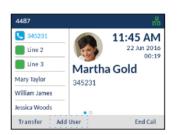
Wait for an answer, consult, and then press the **Transfer** softkey or hang up the handset to complete an attended transfer.

### 8.4 Creating a multi-party conference call

The Mitel 6915 IP phone supports multiples parties in a conference call.

To create a multi-party conference call:

1. Ensure you are on active call with one of the parties with whom you wish to create a conference.



2. Press the Add User softkey.

The active call is placed on hold.

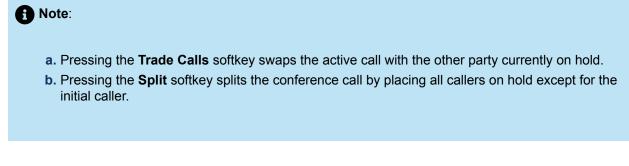
4487	묾	
4487	11:45 AM	
Line 2	22 Jun 2016	
Line 3		
Mary Taylor		
William James	On Hold:	
Jessica Woods	Martha Gold	
	Back To Held	

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.





5. Repeat steps 2 to 4 to add additional parties to the conference.



If you want to create a conference call with two parties you are already in calls with (on different line appearances), press the **Add Held** softkey and press the applicable **Line** key with the held call.

# 8.4.1 Ending a conference and transferring remaining parties

The Mitel 6915 IP phone allows a host to easily leave a conference call without disrupting the connection of the other remaining parties.

If you are the host of a conference call and want to leave the conference, press the **Leave Call** softkey on the phone. Your phone leaves the conference call but the remaining parties are still connected together.

#### 8.5 Ending calls

To end a call, you first need to connect or reconnect to the call if not already connected (e.g. if your caller is on hold). With the call connected, place the handset on its cradle, press the **End Call** softkey, or press

the **Goodbye**) key.

# **Managing calls**

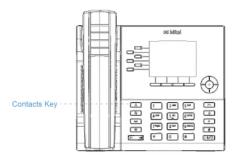
This chapter contains the following sections:

- Contacts
- Call History
- Voicemail

The Mitel 6915 IP phone has several features that make it easier to manage calls. Three of the main call management features include the **Contacts** application, the **Call History** application, and **Voicemail**.

### 9.1 Contacts

The **Contacts** application is your personal phone book and directory, conveniently stored within your phone. The Mitel 6915 IP phone supports a localized **Personal** contact folder as well as enhanced functionality allowing for interoperability with LDAP (**Corporate**) directories.



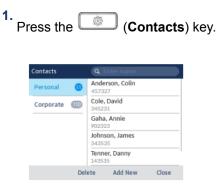
#### Note:

Access to LDAP (Corporate) directories must be set up by your System Administrator.

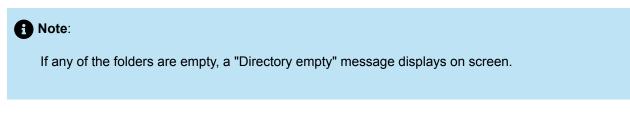
#### 9.1.1 General functions

Accessing and navigating the Contacts application

To access and navigate the Contacts application:



**2.** You can view the list of contacts on the right for each respective contact folder by pressing the up and down navigation keys.

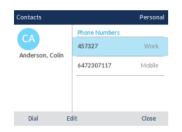


3. Press the right navigation key to move to the contact selection column.

From this column, you can use the up and down navigation keys to scroll through the list of contacts.



**4.** From the contact selection column, press the right navigation key to display the contact card for the selected contact.



- 5. Press the up and down navigation keys to scroll through the list of numbers.
- 6. Press the (Goodbye) key, or Close softkey to exit.

### 9.1.1.1 Performing a search

Search functionality is applied to your **Personal** contact folder and your **Corporate** contact folder if your corporate directory is configured to be cached.

• Note: If you do not see a number indicating the amount of contacts beside your <b>Corporate</b> folder, your corporate directory is configured to be non-cached. See "Performing a search on a non-cached Corporate contact folder" if your phone is configured to use a non-cached corporate directory.
Pressing on any dialpad key initiates the search. After entering the first few letters of the contact's first name or last name and initiating the search, you can then quickly select a contact and perform the applicable action. Use the following procedure on the phone's UI to perform a search. To perform a search: 1. Press the (Contacts) key.
Contacts       Colin         Arderson, Colin       Arderson, Colin         Argenting       Argenting         Gaha, Annie       Argenting         Gaha, Annie       Argenting         Johnson, James       Argenting         Jassas       Argenting         Delete       Add New         Cose       Cose
Contacts       Q. Col         Personal       0       Anderson, Colin         Corporate       0       Cole, David         345231       Cole, David       345231         Gaha, Annie       902303       Johnson, James         345355       Tenner, Danny       143535         Search       Backspace       abc >       Close

3. When matches are found, navigate to the contact entry and perform your desired action.



### 9.1.1.2 Dialing from the Contacts application

Dialing can be performed by manually navigating to the contact, selecting a phone number (if the contact has more than one) and then by picking up the handset, or by pressing the **Dial** softkey, **Select** button



To dial a contact's phone number.

- 1. Press the (Contacts) key.
- **2.** (Optional) Using the dialpad keys input the first letters of the contact's name to initialize the search function.
- 3. Use the navigation keys to highlight the contact you want to call.

Contacts		
Personal 🛛 🚳	Anderson, Colin 457327	
Corporate 💷	Cole, David 345231	
	Gaha, Annie 902323	
	Johnson, James 343535	
	Tenner, Danny 143535	
Dial De	lete Add New	Close

- **4.** (Optional) If the contact has multiple phone numbers defined, press the right navigation key to navigate to the contact card and use the up and down navigation keys to select the phone number you wish to call.
- Press the Dial softkey, Select button or (Speaker/Headset) key for speaker or headset operation

or

Pickup the handset for handset operation.

#### 9.1.2 Personal folder features

The **Personal** folder contains the contacts (up to 50) that have been created or copied directly to the phone using the phone UI.

From the **Personal** folder you can search for a personal contact, place a call to the selected personal contact, add new personal contacts, delete all personal contacts, delete individual personal contacts, or edit existing personal contacts. You can also view contact details (e.g. avatar, name, and numbers) by navigating to the contact card.

### 9.1.2.1 Adding a new contact to your Personal folder

To add a new contact to your **Personal** folder:

- 1. Press the (Contacts) key.
- 2. Press the Add New softkey.

Contacts - Add New		Persona
Name		
Number	First Name	
	LastName	
Save	1	Cancel

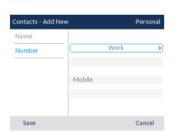
**3.** Press the right navigation key to move to the **First Name** input field and enter the first name of the personal contact using the dialpad keys.

ontacts - Ac		Personal
Name		
Number	First Name	
	John	
	LastName	

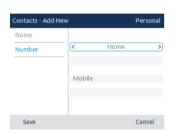
- **4.** (Optional) Press the down navigation key to move the **Last Name** input field and enter the last name of the personal contact using the dialpad keys.
- 5. Press the left navigation key to return to the Name and Number category column.
- 6. Press the down navigation key to select the Number category.

Contacts - Add New	
Work	
Mobile	
	Cancel
	Work

7. With **Number** highlighted, press the right navigation key to move to the number type tab.



8. Use the left and right navigation keys to switch the type of number to either Work, Home, or Mobile.



**9.** Press the down navigation key to move to the number input field and enter the number of the personal contact using the dialpad keys.

Contacts - Add New		Personal
Name Number	Home	
	5556700 Mobile	
Save	Backspace	Cancel

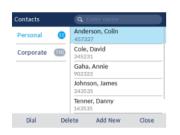
- **10.** (Optional) Press the down navigation key to move to the second number type tabfield and repeat steps 8 and 9 to enter a secondary number.
- 11. Press the Save softkey to save the contact to your Personal folder.

### 9.1.2.2 Editing an existing contact in your Personal folder

To edit an existing contact in your Personal folder:

- 1. Press the (Contacts) key.
- **2.** (Optional) Using the dialpad keys input the first letters of the contact's name to initialize the search function.

3. Use the navigation keys to highlight the contact you want to edit.



**4.** Press the right navigation key to view the contact card for the selected contact and press the **Edit** softkey.

Contacts		Personal
CA	Phone Numbers	
	457327	Work
Anderson, Colin	6472307117	Mobile
Dial E	dit	Close

- **5.** Use the navigation keys to navigate through the various tabs and fields and edit any information using the dialpad keys.
- 6. Press the Save softkey to save your changes.

### 9.1.2.3 Deleting all contacts from the Personal folder

1. Press the (Contacts) key.

#### Managing calls

2. Press the Delete softkey.

Contacts	
Personal 💿	Anderson, Colin 457327
Corporate 💷	Cole, David 345231
	Gaha, Annie 902323
	Johnson, James 343535
	Tenner, Danny 143535
De	lete Add New Close

A delete all confirmation message appears on screen.



3. Press the Yes softkey to delete all contacts from your Personal folder.



### 9.1.2.4 Deleting a contact from the Personal folder

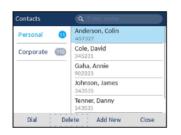
To delete contacts from your **Personal** folder:

1.			r
	Press	the	L

the (Contacts) key.

**2.** (Optional) If you want to delete an individual entry, using the dialpad keys input the first letters of the contact's name to initialize the search function.

3. Highlight the applicable contact and press the **Delete** softkey.



A delete confirmation message appears on screen.

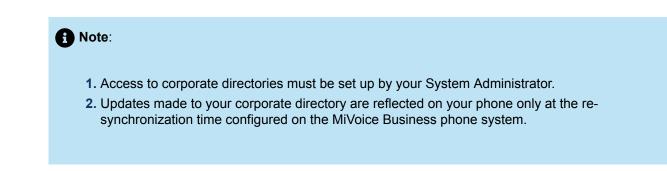
Contacts		
Delete Anderson, Colin from Personal?		
Yes No		

4. Press the Yes softkey to delete the selected contact from your Personal folder.



### 9.1.3 Corporate folder features

The Corporate folder contains the contacts that are available through your corporate LDAP directory.



There are two types of corporate directories that can be configured:

#### 1. Cached:

Contacts are cached on the phone and are viewable as a list in the **Corporate** contact folder upon entering the Contacts application. You can scroll up and down to view your list of corporate contacts. Performing a basic search applies to both the **Personal** and **Corporate** contacts folders.

#### 2. Non-cached:

Contacts are not cached on the phone and therefore contacts are not available until you perform a lookup in the **Corporate** contact folder. Used for corporate directories with a large amount of contacts as caching a large amount of contacts could, at times, overload the IP phone.

You can perform all the same functions as the **Personal** folder from the **Corporate** folder except for adding, deleting, and editing entries. In addition to being able to search for a corporate contact, place a call to the selected corporate contact, and view a corporate contact's contact card, you can copy the corporate contact to your **Personal** folder.

If a call is placed from the **Corporate** folder matches with a contact stored in the **Personal** or **Mobile** in the **Contacts** application, then the contact name is displayed. The contact name look up is in the following order:

- 1. Personal Contacts, where respective Personal Contacts name is displayed.
- 2. Mobile Contacts, where respective Mobile Contacts name is displayed.
- **3.** MiVoice Business System Contacts, where if the MiVoice Business System is configured with MiNET Phone Object Message Name, then the respective MiVoice Business System name is displayed.

If there is no match, then the number returned by the MiVoice Business system is displayed.



See "Performing a search" for details on how to perform a search on your cached **Corporate** contact folder.

# 9.1.3.1 Performing a search on a non-cached Corporate contact folder

To perform a search on a non-cached Corporate contact folder:





2. Press the down navigation key to select the Corporate folder.

Corporate	<b>Q</b> Lastname Firstname
Personal	
Corporate	
	Press "Search" key to search corporate contacts
Search	Close

- 3. Press the Search softkey to enter the search bar.
- **4.** Using the dialpad keys, enter all or the first few letters of the contact's last name in the search field. Alternately, you can enter all or the first few letters of the contact's last name followed by a space and all or the first few letters of the contact's first name and then press the **Search**softkey.

Corporate Personal	(Q. smi		
Corporate	<ul> <li>Press "Search" key to search corporate contacts</li> </ul>		
Search Ba	ckspace abc I Close		

#### Note:

For non-cached corporate directories, searches are based on the last name of the contact.

5. If matches are found, navigate to the contact entry and perform your desired action.



### 9.1.3.2 Copying a Corporate contact to the Personal folder

To copy a contact in yourCorporatefolder to yourPersonalfolder:

```
1. Press the (Contacts) key.
```

2. For non-cached corporate directories, perform a search as detailed in "Performing a search on a noncached Corporate contact folder"

or

(Optional) For cached corporate directories, using the dialpad keys input the first letters of the contact's name to initialize the search function.

3. Use the navigation keys to highlight the corporate contact you want to copy to yourPersonalfolder.

Contacts		
Corporate	3 Smith, Caitlyn 28130	
	Smith, Dave 73814	
	Smith, Dawn 73835	
	Smith, Jacob 78157	
	Smith, Jason 41164	
Dial		Close

4. Press the right navigation key to view the corporate contact's contact card.

Contacts		Corporate
DC	Phone Numbers	
DS Smith, Dave	73814	Work
Department Marketing Location Toronto		
Dial Add	Contact:	Close

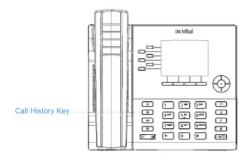
5. Press theAdd Contactsoftkey.

A copy confirmation message is displayed.

### 9.2 Call History

The**Call History**application is a stored log of all your calls. You can view details of all your outgoing and received calls as well as any calls that were unanswered or missed. Your telephone logs the type of call, information regarding the remote party (name, number, and avatar), and the time of the call.

You can view and delete entries in the**Call History**as well as copy selected entries to the your**Personal**folder in the**Contacts**application. You can also dial an entry directly from the**Call History**application.



The following table identifies and describes the various icons displayed in the **Call History** application:

Icon	Description
~	Indicates an incoming call that was not answered (missed).
2	Indicates an outgoing call (outgoing)
∠	Indicates an incoming call that was answered (received).

To access and use the Call History application:

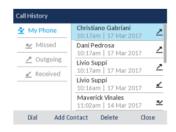
1. Press the (Call History) key
---------------------------------

all History		
🛓 My Phone	Christiano Gabriani 10:17am   17 Mar 2017	2
💌 Missed	Dani Pedrosa 10:17am   17 Mar 2017	2
Outgoing	Livio Suppi 10:17am   17 Mar 2017	2
received	Livio Suppi 10:16am   17 Mar 2017	×
	Maverick Vinales 11:02am   14 Mar 2017	<u></u>
	Delete Clo	se

- **2.** You can view the list of call entries on the right for each respective type of call by pressing the up and down navigation keys.
- 3. Press the right navigation key to move to the call entry column.

From this column, you can use the up and down navigation keys to scroll through the call entries.

**4.** From the call entry column, press the right navigation key to display the individual call details for the selected call.



#### A Note:

The call details screen contains the date and time of the call, and the caller ID details.

5. Press the Dialsoftkey, Select button or (Speaker/Headset) key for speaker or headset operation

or

Pickup the handset for handset operation.

```
6. Press the Goodbye) key, or Close softkey to exit.
```

### 9.2.1 Deleting entries from the Call History application

You can delete all entries in the **Call History** application regardless of call type, all entries within a call type folder, or individual entries.

To delete all entries from the Call History application:

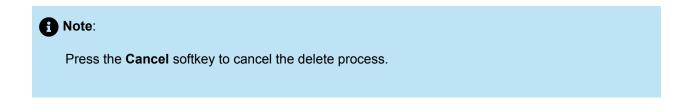
- 1. Press the (Call History) key.
- 2. Use the navigation keys to highlight the My Phone call type folder.

💇 My Phone	Christiano Gabriani 10:17am   17 Mar 2017	2
👱 Missed	Dani Pedrosa 10:17am   17 Mar 2017	2
Outgoing	Livio Suppi 10:17am   17 Mar 2017	2
received	Livio Suppi 10:16am   17 Mar 2017	<u>~</u>
	Maverick Vinales 11:02am   14 Mar 2017	<u></u>

- 3. Press the **Delete** softkey.
  - A delete all confirmation message appears on screen.

Call History	
Delete all entries in My Phor	ne?
Delete	Cancel

4. Press the **Delete** softkey again to delete all entries in the **Call History** application.



To delete all entries from a call type folder:

- 1. Press the 🖾 (Call History) key.
- 2. Use the navigation keys to highlight the applicable call type folder.

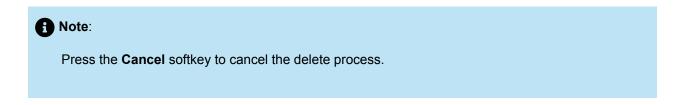
My Phone	Christiano Gabriani 10:17am   17 Mar 2017
👱 Missed	Dani Pedrosa 10:17am   17 Mar 2017
∠ Outgoing ∠ Received	Livio Suppi 10:17am   17 Mar 2017
	Maverick Vinales (3) 10:36pm   11 Mar 2017
	Marc Marquez (2) 05:45pm   11 Mar 2017
	Delete Close

3. Press the Delete softkey.

A delete all confirmation message appears on screen.



4. Press the **Delete** softkey again to delete all entries in the selected call type folder.



To delete individual entries from a call type folder:

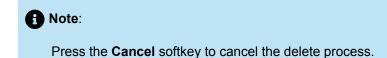
- 1. Press the (Call History) key.
- 2. Use the navigation keys to highlight the applicable call type folder.
- **3.** Press the right navigation key to move to the call entry column.
- 4. Use up and down navigation keys to highlight the individual call entry.

My Phone	Christiano Gabriani 10:17am   17 Mar 2017	2
👱 Missed	Dani Pedrosa 10:17am   17 Mar 2017	2
∠ Outgoing ∠ Received	Livio Suppi 10:17am   17 Mar 2017	2
R Kecewed	Livio Suppi 10:16am   17 Mar 2017	⊻
	Maverick Vinales 11:02am   14 Mar 2017	~

- 5. Press the Delete softkey.
  - A delete confirmation message appears on screen.

Call History
Delete Christiano Gabriani from My Phone?
Delete Cancel

6. Press the Delete softkey again to delete the individual call entry.



# 9.2.2 Copying entries to the Personal folder in the Contacts application

To copy a Call History entry to the **Personal** folder in the **Contacts** application:

1. Press the (Call History) key.

- 2. Use the navigation keys to highlight the applicable call type folder.
- 3. Press the right navigation key to move to the call entry column.
- **4.** Use the navigation keys to highlight the call entry you want to copy to your**Personal**folder in your**Contacts**application.

My Phone	Christiano Gabriani 10:17am   17 Mar 2017	2
<u>⊮</u> Missed	Dani Pedrosa 10:17am   17 Mar 2017	2
∠ Outgoing ∠ Received	Livio Suppi 10:17am   17 Mar 2017	2
Received	Livio Suppi 10:16am   17 Mar 2017	⊻
	Maverick Vinales 11:02am   14 Mar 2017	<u>~</u>

5. Press theAdd Contactsoftkey.

A copy confirmation message is displayed.

Call History		
Entry copied to Contacts	dee	

### 9.2.3 Missed calls indicator

The Mitel 6915 IP phone has a missed calls icon located on the status bar that indicates the number of calls that went unanswered.

1.

4487	్తి 🖉 🖨 💆 🖉 🖉
🔍 My Phone	11:31 AM
Line 2	22 Jun 2016
Line 3	
Mary Taylor	
William James	Redial:
Jessica Woods	3712
R	tedial

As the number of unanswered calls increment, the information associated with the calls are stored in the **Call History** application under the **Missed** call folder. When the user accesses the **Missed** call folder, the missed call indicator on the **Home** screen is removed.



To view missed call details in Call History application:

- Press the (Call History) key.
- 2. Use the navigation keys to highlight the Missed call type folder.

Missed     David Willia     04:00 PM   Ye     Sther Craw     03:00 PM   Ye	sterday
Outgoing	4 1
Received     Juanita Vela     12:18 PM   10	

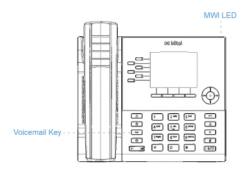
- 3. Press the right navigation key to move to the call entry column.
- 4. Use up and down navigation keys to highlight the individual call entry.
- 5. Press the right navigation key to see more detailed information about the call entry.
- 6. Press the (Goodbye) key, or Close softkey to exit.

The missed calls indicator on the Home screen is cleared upon exit.

### 9.3 Voicemail



When voicemail functionality is enabled, the MWI LED on the Mitel 6915 flashes red and the <sup>22</sup>(Voicemail) icon displays on the status bar indicating that voicemail messages are available. You can access your voicemail service by pressing the Voicemailkey.

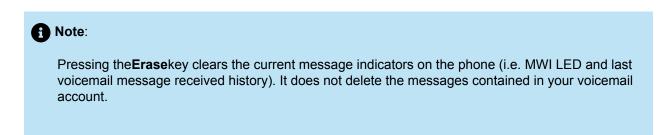


To access your voicemail:

1. Press the (Voicemail) key.



- a. If the handset is offhook or if the phone is in speakerphone or headset mode, pressing
  - the (Voicemail) key will call your message center directly.
- b. The call to your message center is placed regardless of whether or not a message is pending.
- 2. (Optional) If your phone is idle, press the**More**softkey to view the date and time of the last voicemail message received.



- 3. If your phone is idle, press the **Call**softkey.
- **4.** When you are connected to your message center, follow the audio prompts to perform any applicable actions.

#### B Note:

For more detailed information on voicemail features and functionality, see the *Mitel MiVoice Business Voice Mail User Guide*.

# **Additional features**

The following features are available using feature keys only if your System Administrator has defined a programmable key or softkey with the respective functionality on your phone.

When configured on a programmable key, icons are displayed beside the label indicating type of functionality. When a generic ON/OFF icon or a custom ON/OFF icon (such as those displayed for DND, Make Busy, Phone Lock, Call Fwd Always, Night Service, and Record a Call) is displayed, the key acts as a toggle to enable and disable the respective feature. If no icon s displayed beside the key's label, the feature either requires user input or is used to convey information.

For detailed information on how to use any of the following features, please contact your System Administrator.

Feature	Description	Icons	Туре
Account Code Non Verified	Non-verified Account Codes let you enter codes on the SMDR record for billing and/or call management.		Non-Toggle
Account Code Verified	Verified Account Codes let you access features that are not normally available at a station. You enter Verified Account Codes before making a call to change the COS and COR at any station. When you hang up, the station returns to normal.		Non-Toggle
ACD	Automatic Call Distribution (ACD) functionality allows call centers to process incoming calls based on a number of customizable parameters.		Non-Toggle

Feature	Description	Icons	Туре
Auto Answer	Auto-Answer lets you automatically answer calls that ring your Prime line.	OFF ON	Toggle ON/OFF
Call Fwd Always	Call Fwd Always is used to redirect all incoming calls to an alternate number.	<u>K</u>	Toggle ON/OFF
Call Fwd Busy	Call Fwd Busy is used to redirect both incoming internal and external calls to an alternate number when your phone is busy.	K I	Toggle ON/OFF
Call Fwd Busy External	Call Fwd Busy External is used to redirect incoming external calls to an alternate number when your phone is busy.	KY KY	Toggle ON/OFF
Call Fwd Busy Internal	Call Fwd Busy Internal is used to redirect incoming internal calls to an alternate number when your phone is busy.	<u>K</u>	Toggle ON/OFF
Call Fwd No Ans. External	Call Fwd No Ans. External is used to redirect incoming external calls to an alternate number when you do not answer.		Toggle ON/OFF
Call Fwd No Ans. Internal	Call Fwd No Ans. Internal is used to redirect incoming internal calls to an alternate number when you do not answer.	KY KY	Toggle ON/OFF

Feature	Description	Icons	Туре
Call Fwd No Answer	Call Fwd No Answer is used to redirect both incoming internal and external calls to an alternate number when you do not answer.		Toggle ON/OFF
Call Park and Call Park - Retrieve	Call Park allows you to place a call in a special hold state. You, or someone else, can then retrieve the call from another extension in the system by pressing the Call Park - Retrieve key.	OFF	Toggle ON/OFF
Call Pickup	Call Pickup lets you answer a call that is ringing at another station, including an attendant console.	OFFON	Toggle ON/OFF
CDE Speedcall	This feature allows you to speed dial telephone numbers that the administrator has programmed into the system.		Non-Toggle
Direct Page	Direct Page allows you to page another telephone over its built-in speaker, even if the telephone is in use.	OFFON	Toggle ON/OFF
Do Not Disturb	Do Not Disturb (DND) stops internal calls from ringing on your phone and returns busy tone to the caller. DND does not stop external calls from ringing nor does it affect your ability to make calls.		Toggle ON/OFF

Feature	Description	Icons	Туре
DSS/Busy Lamp	You can use the Busy Lamp Field feature to monitor the status of single-line sets, single- member lines, key system lines, multicall Broadcast Groups, and Hot Desk users.	Line States	Non-Toggle
Emergency Call	The Emergency Call Notification key allows you receive emergency call notifications. Pressing the key allows you to view the caller's directory number, special instructions that are programmed for the DN in the Comments field of the CESID Assignment form, and the date and time of the call.	OFF	Toggle ON/OFF
Group Listen	With Group Listen, you can carry on a conversation using the handset or headset while allowing others nearby to listen to the person at the far end over the handsfree speaker.	OFF ON	Toggle ON/OFF
Group Park	Group Park allows you to place a call in a special hold state. You, or someone else, can then retrieve the call from another extension in the system. Group Park uses a single feature key to both park and retrieve calls. Any telephone programmed with the same Group Park key can retrieve the call.	OFF ON	Toggle ON/OFF

Feature	Description	lcons	Туре
Group Presence	Group Presence allows members of call groups (Hunt, ACD, Ring, Personal Ring, and Multi-device User) to make themselves absent or present in a group. Only members who are present in a group are offered calls to that group.	OFF ON	Toggle ON/OFF
Handoff	The Handoff feature for Personal Ring Groups (PRGs) allows calls to be "Pushed" or "Pulled" between group member devices. A Push passes the call to the group, where it can be answered by any other present group device. A Pull takes an in-progress call away from another member.	OFF ON	Toggle ON/OFF
Key System	Key System Groups let multiple telephones share the same extension number. Incoming calls ring all of the idle stations, and the stations stop ringing when one member answers the call. Only one member of a Key System Group can use the line at one time.	Line States	Non-Toggle

Feature	Description	Icons	Туре
Make Busy	The Make Busy feature ensures an ACD extension does not receive ACD calls when the agent is unavailable. The ACD extension remains in the Make Busy state until an agent deactivates it.	× ×	Toggle ON/OFF
Meet Me Answer	Meet-Me Answer lets you respond to a Group Page that you missed, even if you do not know the identity or location of the person that paged you.		Non-Toggle
Message Waiting Indication	Keys can be programmed as message waiting indicators which are associated with the mailboxes of other stations. The indicator flashes when a message is waiting in the associated mailbox. This allows you to look at the phone and recognize which mailboxes have messages.	OFF	Toggle ON/OFF
Multicall	Multicall Groups let multiple telephones share the same extension number. Incoming calls ring all of the idle stations, and the stations stop ringing when one member answers the call. A Multicall group allows more than one group member to use the line at the same time.	Line States	Non-Toggle

Feature	Description	lcons	Туре
Night Answer	Night Answer lets you send your calls to another location when the system is in Night Service.	OFF ON	Toggle ON/OFF
Night Service Indication	Night Service switches the system from day service to night service and vice versa. When the system is placed into night service (usually at the end of the workday) incoming external calls ring at an extension(s) selected by the Administrator.		Toggle ON/OFF
Paging	Paging lets you connect to loudspeaker or paging equipment to make an announcement. You can access individual paging zones or all paging zones simultaneously. A one-way connection is established for "All Zones" paging. A two- way connection is established for "Individual Zones" loudspeaker page.	OFF ON	Toggle ON/OFF
Personal Presence	Personal Presence lets you choose which of your personal answer points you want to receive your calls at.	OFF ON	Toggle ON/OFF

Feature	Description	Icons	Туре
Phone Lock	The Phone Lock feature locks a set, preventing access to the majority of features, with the following exceptions: unlocking the set via a user PIN, Hot Desk Login and Logout support, and Emergency Call Notification support. Phone Lock has no effect on incoming calls but restricts outgoing calls, with the following exceptions: calls to emergency trunk routes and local operators.		Toggle ON/OFF
Privacy Release	Privacy Release allows members of a Key System Group to disable automatic call privacy protection to allow another member of the group to join the call. When a new member enters the call the original members receive a conference tone and the privacy feature is restored.	OFF ON	Toggle ON/OFF
Record a Call	Record-a-Call (RAC) allows extension users to record a two-party call when one party is connected to a trunk. The recorded conversation is stored in the users' voice mail mailbox.		Toggle ON/OFF (and Pause)
Secretarial	A DSS key provisioned with the "secretarial" option allows you to perform a transfer to the associated device or directory number.	Line States	Non-Toggle

Feature	Description	Icons	Туре
Single Line	The Single Line feature is used to set the prime line as a single line, whereby it is dedicated to one phone only.	Line States	Non-Toggle
Specific Group Alert	A Specific Group Alert key normally appears only on an ACD supervisor's telephone. Each Specific Group Alert key allows the supervisor to obtain queue status information for a specific agent skill group. A supervisor's telephone may have several Specific Group Alert keys.		Non-Toggle
Superkey	Superkey programming allows for easy access to telephone system features and feature-set customization.		Non-Toggle
Tag Call	Tag Call allows phone users to signal that they are the victim of a malicious call. This Malicious Call Indication is logged as an SMDR record.		Non-Toggle
User Speedcall	User Speedcall keys allow you to store external numbers under feature keys for faster dialing. You can press a Speed Call Key to dial a phone number or, during a call, to outpulse DTMF tones.		Non-Toggle

Feature	Description	Icons	Туре
User Speedcall - Private	A private User Speedcall is a User Speedcall that is considered private, whereby Caller ID information is not displayed in the phone's call history.		Non-Toggle

## **Accessory support**

This chapter contains the following sections:

- Mitel Wireless LAN Adapter
- Analog, DHSG/EHS, and USB headsets

### 11.1 Mitel Wireless LAN Adapter

The Mitel Wireless LAN Adapter is a wireless bridge that can add wireless connectivity functionality to your Mitel 6915 IP phone. It allows your Ethernet-enabled phone to join a secure, high-speed network. It is software transparent meaning no changes to drivers, management tools, or applications are needed.



Feature highlights include:

#### • Easily add robust, secure wireless capabilities to Ethernet devices:

The Mitel Wireless LAN Adapter is a high-performance wireless network adapter which enables any Ethernet device to become an 802.11a/b/g/n dual band wireless network device, giving you freedom to place it anywhere in your facility.

• Dual band IEEE 802.11a/b/g/n support:

The Mitel Wireless LAN Adapter is designed to communicate in the 2.4 GHz and 5 GHz bands. Radio interference in the commonly used 2.4 GHz band can be avoided by utilizing 5 GHz.

Gigabit Ethernet support:

The wired LAN port supports 10/100/1000BASE-T (auto-recognition).

• Simple to setup and use:

The Mitel Wireless LAN Adapter is easy to set up using the enclosed network setup cable. No special drivers or software are required.

• Enterprise security:

The Mitel Wireless LAN Adapter supports the following security functions:

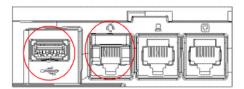
- WEP (64 Bit/128 Bit)
- WPA-PSK (TKIP/AES)
- WPA2-PSK (AES)
- IEEE 802.1X EAP-PEAP, EAP-TLS, EAP-TTLS, EAP-FAST, EAP-LEAP



For information how to install and set up your Mitel Wireless LAN Adapter, see the *Mitel Wireless LAN Adapter Setup Guide.* 

## 11.2 Analog, DHSG/EHS, and USB headsets

The Mitel 6915 IP phone accepts analog and DHSG/EHS headsets through the modular RJ22/RJ45 port on the back of the phone or USB headsets through the USB port.



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



- 1. he RJ22/R45 headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.
- 2. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.
- **3.** Contact your System Administrator for questions regarding supported headsets or refer to the *MiVoice Business Release 8.0 Release Notes.*
- 4. Headsets connected to the Mitel 6915 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 (e.g. invoking the reject call function will answer instead of reject).
- 5. If both an analog (non-DHSG) headset and a USB headset are connected to the phone, the USB headset will take precedence over the analog headset (i.e. the USB headset will be functional while the analog headset will not be functional).
- 6. If both a DHSG headset and a USB headset are connected to the phone and DHSG is enabled, the DHSG headset will take precedence over the USB headset.

To make and receive calls using a headset:

- 1. Ensure that you have selected the Headset audio path (see "Audio Path").
- 2. Turn the phone over and, depending on the type of headset, locate the headset jack marked for the USB port.
  - a. If you have a USB headset, insert the USB plug into the USB port.
  - **b.** If you have a headset with an RJ9/RJ22 4-pin connector, insert the headset cord into the jack until it clicks into place.
  - **c.** If you have a DHSG/EHS headset with an RJ45 6-pin or 8-pin connector, remove the plastic headset jack adapter and then insert the cord into the jack until it clicks into place.

#### Note:

See the Mitel 6915 IP Phone Installation Guide for more information.

# **Limited Warranty**

This chapter contains the following sections:

- Exclusions
- Warranty repair services
- After warranty service

Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy, either repair or replace the product at no charge, if returned within the Warranty Period. If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the product, it may be replaced with a refurbished product of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

## 12.1 Exclusions

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

Mitel shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customer's use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of products used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Mitel with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

## 12.2 Warranty repair services

Should the product fail during the Warranty Period;

- In North America, please call 1-800-574-1611 for further information.
- Outside North America, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this product for warranty service, you must present proof of purchase.

#### 12.3 After warranty service

Mitel offers ongoing repair assistance and availability of spare parts as well as security updates for a period of 6 years after the Mitel 6900/6900w series IP phones are discontinued. Security vulnerabilities are addressed through software updates for a duration of 6 years following the discontinuation of the product. These updates pertain specifically to software developed by Mitel and may be constrained by the availability of required operating system updates and/or updates from incorporated third party software.

This service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions:

- In North America, contact our service information number: 1-800-574-1611.
- · Outside North America, contact your sales representative.



Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the Warranty Period. Unauthorized repair will void the warranty.



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