Mitel 6915 IP Phone - Quick Reference Guide

Getting started

Programmable Keys
6 programmable keys, supporting up to 10 functions

Softkeys
4 state-sensitive softkeys, supporting up to 9 functions

Contacts
Displays a list of your contacts.

Call History
Displays a list of missed, outgoing and received calls.

Voicemail
Provides access to your voicemail service.

Settings
Provides services and options that allow you to customize your phone.

Goodbye
Ends the active call and used for exiting menus.

Redial
Displays Call History with a list of outgoing calls.

Hold
Places an active call on hold or resumes a call from hold.

Mute
Mutes/unmutes all outgoing audio from headset, handset or handsfree microphone

Volume
Adjusts the volume for the ringer, handset, speaker, and headset.

Navigation/Select
Multi-directional navigation keys are used to navigate through the phone menu. Press the center button to select menu options and perform various actions.

On the Home screen, the left and right navigation keys can be used to switch between the home screen, the line manager, and active calls.

Speaker/Headset
Toggles the phone's audio between speaker and headset. If you are using a DHSG/EHS headset, ensure that the headset jack adapter is removed from the headset port. See the *Mitel MiVoice 6915 IP Phone Installation Guide* for more details.

Warning!
The 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.

Basic call handling

Making a call

1. Lift the handset or press the [🔊/🎧] key, and dial the number.
2. Press a preprogrammed Line key and dial the number.

Ending a call

Place the handset back in its cradle, press the **End Call** softkey, or press the [☎] key.

Answering a call

Lift the handset or press the [🔊/🎧] key for handsfree operation.

Redialing

Press the **Redial** softkey once or the [↺] key twice to call the last dialed number as displayed on the Home screen.

or

Press the [↺] once to access the Call History application with a list of recently dialed numbers. Use the up and down navigation keys to scroll through the entries and either press the **Select** button or **Dial** softkey to redial the selected number.

Muting or unmuting a call

Press the [🔇] key while on an active call to mute the microphone for your handset, headset, or speakerphone. Press the [🔇] key again to unmute the audio.

Holding and resuming a call

1. To place an active call on hold, press the [⏸] key. A ⏸ (hold) icon flashes on the respective **Line** key.

2. To resume the call, press the [⏸] key again or press the respective **Line** key.

> **Note:** For details on all the available features and options, refer to the *Mitel 6915 IP Phone User Guide*.
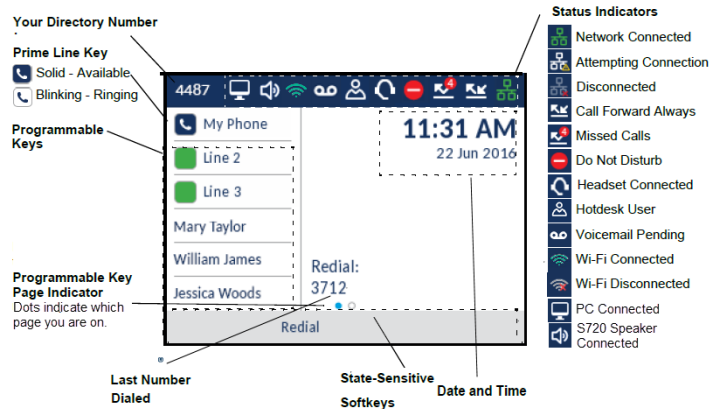
User Interface (UI) overview

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Home screen

The Home (default) screen is displayed when the phone is in the idle state. The Home screen displays status indicators, user directory number, avatar, last dialed number, time, date and list of programmable softkeys.

Call screen

When on an active call, caller's avatar, name, number and call duration timer is displayed. The context-sensitive softkeys are updated with applicable call handling features.
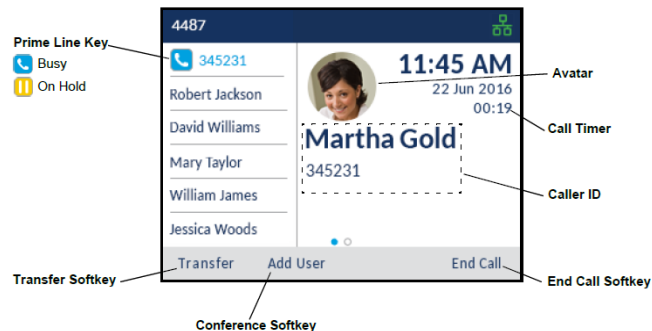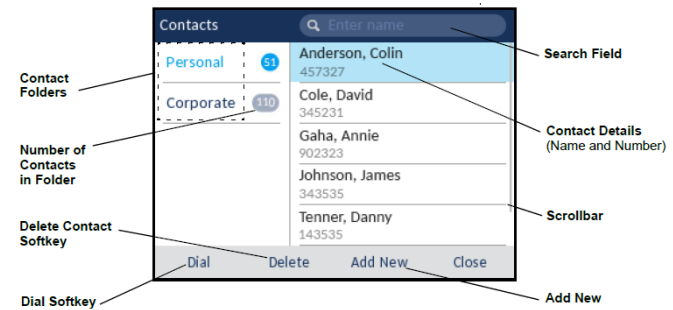

Applications

Contacts

The Contacts application stores personal and corporate directory phone numbers. The Mitel 6915 IP Phone supports a localized Personal directory as well as enhanced functionality allowing for interoperability with LDAP (corporate) directories.
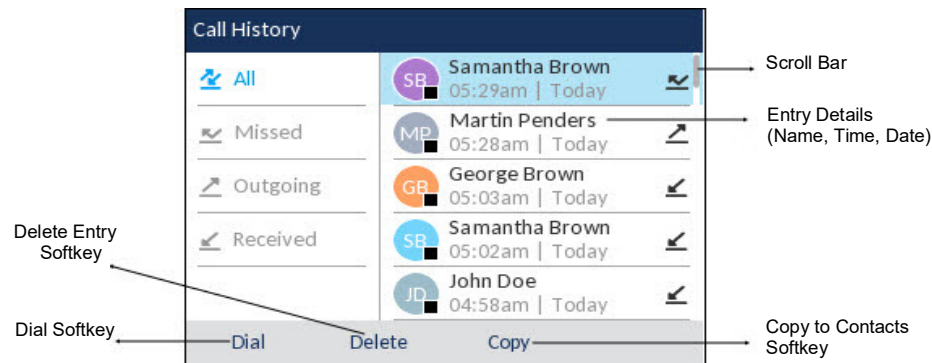

Making a call using the Contacts application

1. Press the ⬚ key to access the Contacts application.

2. Navigate to the respective contacts folder and scroll through the contacts by using the navigation keys
   or
   Enter characters using the keypad and press the **Search** softkey to use the search feature.

3. When the applicable contact is highlighted, press the **Select** button or **Dial** softkey to place a call using the entry default phone number.
   or
   To place a call to a different phone number defined for the entry (for example, a mobile number), press the right navigation key, highlight the phone number you want to call using the up or down navigation keys, and press the **Select** button or the **Dial** softkey.

Call History

The Call History application displays a list of your missed, outgoing and received calls. You can view, delete and dial call history entries as well as copy entries to your Contacts application.

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Call History — Scroll Bar, Entry Details (Name, Time, Date), Copy to Contacts Softkey, Delete Entry Softkey, Dial Softkey

Using the Call History application

1. Press the [⚒] key to access the Call History application.

2. Scroll through the lists by using the navigation keys. To view additional details for an entry, press the **Right** navigation key when the entry is highlighted.

3. Press the **Select** button or **Dial** softkey to place a call to the respective entry
   or
   Press the **Copy** softkey to copy the entry to your Contacts application
   or
   Press the **Delete** softkey to delete the entry from your Call History.

Voicemail

When voicemail functionality is enabled, the MWI LED on the Mitel 6915 IP phone flashes red and the [▢▢] (Voicemail) icon displays on the status bar indicating that voicemail messages are available.

You can access your voicemail service by pressing the **Voicemail** [◉◉] key.

Note: Voicemail functionality must be configured by your System Administrator.

Advanced call handling

The Mitel 6915 IP Phone provides a method for transferring calls through the **Transfer** softkey.

Call Transferring

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.

3. Enter the transfer recipient's number and press the **Transfer** softkey.

3-Way Conferencing

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

2. Press the **Conf** softkey. The active call is placed on hold.

3. Enter the conference target's number and press the **Dial** softkey.

4. Wait for an answer and then press the **Conf** softkey to complete the 3-way conference call.

Speed Dial configuration

A **Speed Dial** key allows you to dial a specified number with one key press. **Speed Dial** keys can be useful as they can be programmed to dial directly to an internal or external number. You can also transfer calls to or create conference calls using your **Speed Dial** keys instead of dialing manually.

Note: Configuring a speed dial key using the press-and-hold method is only available if enabled by your System Administrator.

Configuring a Speed Dial key

1. Press and hold the non-configured softkey, dialpad key, or expansion module key (for approximately 3 seconds) until the **Speed Dial Edit** screen is displayed.

2. In the **Label** field, enter a description to apply to the key.

Note: Use the **ABC** softkey to specify uppercase letters or lowercase letters when entering the label.

3. Press the down navigation key to move to the **Number** field and enter the number using the dialpad keys.

4. Press the **Save** softkey to save the speed dial information to the key you selected.

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