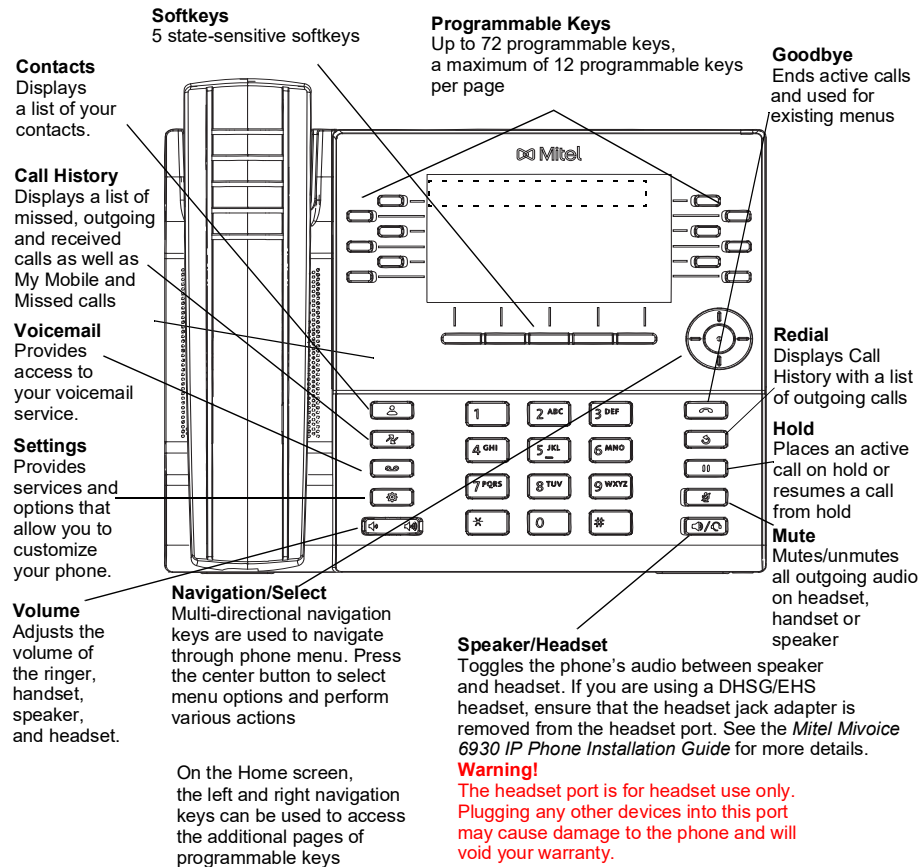


# Mitel MiVoice 6930/6930w IP Phone - Quick Reference Guide

## Getting started



## Information Regarding Model Variants

The 6930L and 6930Lt variant has the Bluetooth circuitry removed and so all associated features and capability relating to Bluetooth are not available. Any information within this guide that relates to Bluetooth wireless capabilities do not apply to the 6930L or 6930Lt variants.

A new variant of the 6930 IP Phone is available called the 6930w IP Phone. The 6930w IP Phone is physically identical to the 6930 IP Phone. There are new features supported by the 6930w IP Phone relative to the 6930 IP Phone, namely embedded Wi-Fi, Bluetooth 5.2, IEEE 802.3az standard (Energy Efficient Ethernet) capability. The 6930w IP Phone also supports the same accessories as the current 6930 IP Phone.

## Basic call handling

### Making a call

1. Lift the handset or press the key, and dial the number.
2. Press the **Line** programmable key and dial the number.



### Ending a call

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

### Answering a call

Lift the handset or press the key for 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 key 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 speaker. Press the key again to unmute the audio.

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## 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 MiVoice 6930 IP Phone User Guide*.

## User Interface (UI) overview

### Home screen

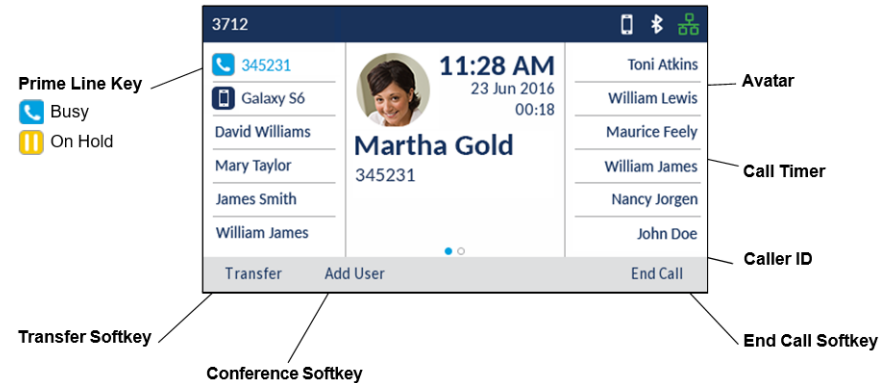
The Home (default) screen is displayed when the phone is in the idle state. The Home screen displays status indicators, user directory number, avatar, last dialed number, time, date and list of programmable softkeys.



### Call screen

When on an active call, caller's avatar, name, number and call duration timer is displayed.

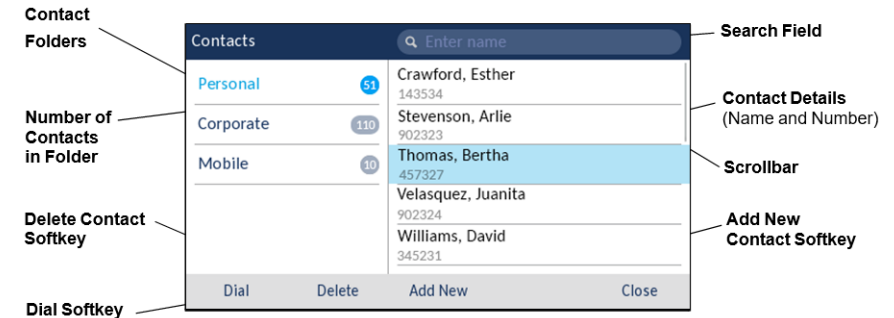
The context-sensitive softkeys are updated with applicable call handling features.




## Applications

### Contacts

The Contacts application stores personal phone book and directory. The Mitel MiVoice 6930 IP Phone supports a localized Personal directory, interoperability with LDAP (corporate) directories, and enhanced MobileLink functionality, which allows you to sync your mobile contacts with your 6930 IP Phone.



### Making a call using the Contacts application

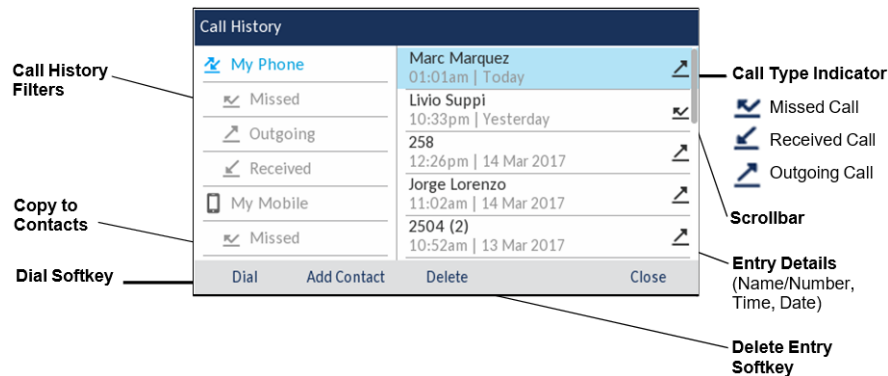
1. Press the  key to access the **Contacts** application.
2. Navigate to the respective contacts folder and scroll through the contacts by using the navigation keys  
or  
Enter characters using the keypad and press the **Search** softkey to use the search feature.

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- When the applicable contact is highlighted, press the **Select** button or **Dial** softkey to place a call using the entry's 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 **Dial** softkey.

## Call History


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



### Using the Call History application

- Press the  key to access the Call History application.
- Scroll through the lists by using the navigation keys. To view additional entry details, press the **Right** navigation key when the entry is highlighted.
- Press the **Select** button or **Dial** softkey to place a call to the respective entry  
or  
Press the **Add Contact** softkey to copy the entry to your Contacts application  
or  
Press the **Delete** softkey to delete the entry from your Call History.

## Voicemail

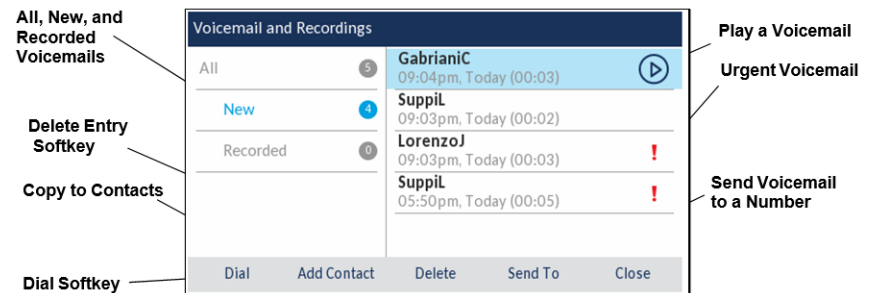
When voicemail functionality is enabled, the MWI LED on the Mitel MiVoice 6930 flashes red and the  (Voicemail) icon displays on the status bar indicating that voicemail messages are available. You can access your voicemail service by pressing the

**Voicemail** key.


## Visual Voicemail

Visual voicemail enables access to voicemail system and displays a count of all, new and recorded voicemail messages.

**Note:** Voicemail and visual voicemail functionality must be configured by your System Administrator.



## Enabling Visual Voicemail

- Press the  (**Settings**) key on the phone to access the **Settings** menu.
- Navigate to **Voicemail** using the left navigation key and then press the **Select** softkey.
- Press the **Select** softkey to select the **key opens Voicemail App** checkbox.
- Press the **Save** softkey.

**Note:** For security reasons, the password can be enabled only from the user login screen.

**Note:** For additional visual voicemail functions, refer to the Mitel MiVoice 6930 IP Phone User Guide.

## Advanced call handling

The Mitel MiVoice 6930 IP Phone provides a method for transferring calls through the **Transfer** softkey.

### Transferring a call

- Ensure you are on active call with the party you wish to transfer.
- Press the **Transfer** softkey.  
The active call is placed on hold.

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

## Creating 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.
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 an additional party (maximum of seven participants) to the conference.

## Speed Call programmable key configuration

A **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 directly to an internal or external number 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.

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

## Programming a Speed Call key

1. Press and hold the applicable programmable key (for 0-5 seconds) until the **Label Name** field is displayed.
  2. In the **Label Name** field, enter a label 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. (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.

**Note:** Other features such as Phone Lock, Call Forward Always, Do Not Disturb, Mobile Line, and Account Code keys can be programmed using the press-and-hold method (if enabled by your System Administrator). For more information, please refer to the *Mitel MiVoice 6930 IP Phone User Guide*.

## MobileLink

**Note:** The 6930w IP Phone supports MobileLink.

The Mitel MiVoice 6930 IP Phone supports MobileLink, a feature that provides seamless mobile integration using Bluetooth wireless technology. MobileLink highlights include the ability to:

- Sync your mobile phone's contact list and call history with your 6930 IP Phone.
- Answer a mobile phone call using your 6930 IP Phone.
- Move active calls between the 6930 IP Phone and your mobile phone.

MobileLink feature is supported only on iOS and Android mobile phones.

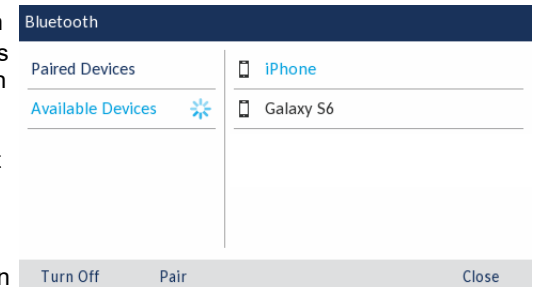
**Note:** MobileLink features are available only if your Administrator has enabled them. Contact your Administrator for details on how to enable MobileLink functionality on your phone.

## Pairing a mobile phone using Bluetooth

1. Press the key, navigate to **Bluetooth** setting, and press the **Select** button or Select softkey.
2. Press the **Turn On** softkey to enable Bluetooth functionality.  
Ensure your mobile phone is discoverable as the Mitel MiVoice 6930 IP Phone automatically scans for available Bluetooth devices.

**Note:** For information on how to make your mobile phone Bluetooth discoverable, refer to the documentation provided with your respective mobile phone.

3. When your mobile phone has been discovered, use the navigation keys to highlight the respective entries in the list of available devices and press the **Select** button or **Pair** softkey. A bluetooth pairing request displays on both the Mitel MiVoice 6930 IP Phone and your mobile device.
4. Ensure the pairing code matches on both devices and press **Yes** on the Mitel MiVoice 6930 IP Phone and acknowledge the pairing request on your mobile phone.  
The Mitel MiVoice 6930 IP Phone attempts to pair the mobile phone and if successful,



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automatically attempts to connect to the mobile phone.


**Note:** If pairing or connecting fails, a failed error message displays on screen. Press **Retry** to attempt to pair or connect again, or **Cancel** to cancel the attempt.

5. Press **OK** to acknowledge the successful connection.  
The connected mobile phone is added to the list of **Paired Devices** and is ready to use.

## Syncing mobile contacts

The Mitel MiVoice 6930 IP Phone automatically attempts to sync your mobile contacts to the **Contacts** application upon pairing and connection.

To manually update your mobile clients:

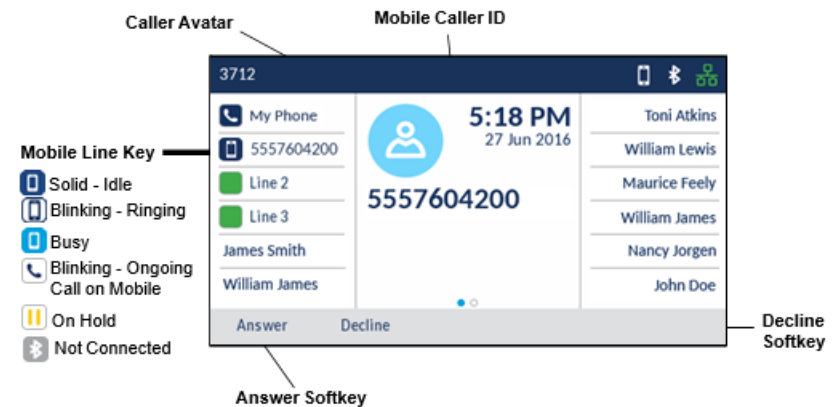
1. Press the  key to access the **Directory** application.
2. Navigate to the **Mobile** contacts folder.
3. Press the **Update** softkey.  
The Mitel MiVoice 6930 IP Phone attempts to re-synchronize and update your mobile contacts.



**Note:** If the update fails, a failed to retrieve contacts message displays on screen. Press **Retry** to attempt to update again, or **Cancel** to cancel the attempt.

## Answering an incoming mobile call using your Mitel MiVoice 6930 IP Phone

When your mobile phone is paired and connected to your Mitel MiVoice 6930 IP Phone, incoming calls on your mobile phone will be indicated on your 6930 IP Phone as well.


**Note:** A **Mobile Line** key must be configured to answer an incoming mobile call using your Mitel MiVoice 6930 IP phone. For more information, refer to the *Mitel MiVoice 6930 IP Phone User Guide*.



Lift the handset or press the  key, blinking  **Bluetooth Line** key, or **Answer** softkey for handsfree operation.

## Moving the audio of an active mobile call between your mobile phone and Mitel MiVoice 6930 IP Phone


Press the **Push call** softkey to push the mobile call's audio from your Mitel MiVoice 6930 IP Phone to your mobile phone  
or

Press the  **MobileLine** key to pull the mobile call's audio from your mobile phone to the Mitel MiVoice 6930 IP Phone.

## Syncing mobile call history

The Mitel MiVoice 6930 IP Phone automatically syncs your mobile call history to the **Call History** application upon pairing and connection.

To manually update your mobile call history:

1. Press the  (**Call History**) key.
2. Navigate to the **My Mobile** or **Missed** folder.
3. Press the **Update** softkey.  
The Mitel MiVoice 6930 IP Phone attempts to re-synchronize and update your mobile call history.

**Note:** If the update fails, a failed to retrieve contacts message displays on screen. Press **Retry** to attempt to update again, or **Cancel** to **cancel** the attempt.

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**Note:** For other functions, such as viewing mobile call history details, dialing a mobile call history entry, adding a mobile call history entry to Contacts, and deleting mobile call history, refer to the *Mitel MiVoice 6930 IP Phone User Guide*.

## PCLink

The Mitel MiVoice 6930 and 6930w IP Phone supports PCLink, a feature that enables the IP Phone to be used as the audio device for PC or MAC video collaboration with all the supported video collaboration applications, for both Windows 10 and MAC operating systems, through the IP Phone's Bluetooth interface. For more information, see:

- *PCLink for 6920w, 6930 and 6940 Mitel IP Phone Quick Reference Guide - MAC*
- *PCLink for 6920w, 6930 and 6940 Mitel IP Phone Quick Reference Guide - Windows*

## Connecting to Wi-Fi on 6930w IP Phone

The 6930w IP Phone has built-in wireless connectivity and functions as an 802.11a/b/d/g/n dual-band wireless network device which allows your phone to join a secure, high-speed network.

You can connect your phone to a enterprise network or to a home network or to a hidden network:

- [“Connecting to a WPA2 Enterprise Network”](#)
- [“Connecting to a Home Network”](#)
- [“Connecting to Hidden Network”](#)

To connect to a Wi-Fi network, Wi-Fi functionality must be enabled by your System Administrator. If Wi-Fi is not enabled **Please contact system administrator to enable Wifi** message is displayed on the phone. Press **Close** softkey and contact your System Administrator to enable Wi-Fi.

Wi-Fi

Please contact system administrator to enable Wifi

Close

## Connecting to a WPA2 Enterprise Network

1. Navigate to **Settings > Wi-Fi**.

Settings



Select

Advanced

Log Issue

Close

# Mitel MiVoice 6930/6930w IP Phone - Quick Reference Guide

2. The **Available Networks** settings menu is displayed.

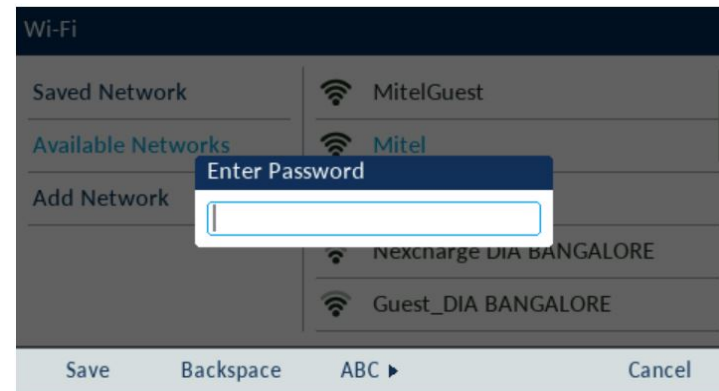
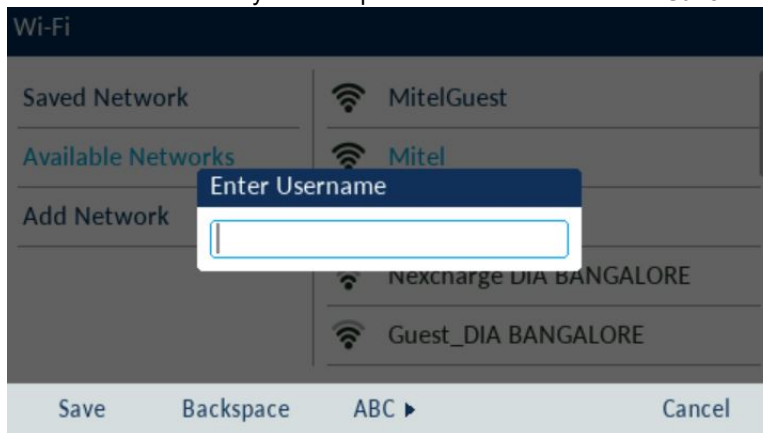


Key	Characters
0	0 +
1	1 . : ; = _ , - ' & ( ) [ ] \$ !
*	* <SPACE>
#	# / \ @

3. Select the name of the enterprise Wi-Fi network; for example, Mitel from **Available Networks**.

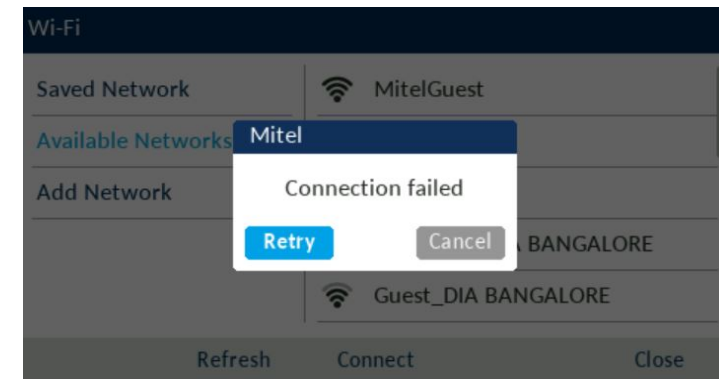
**Note:** You can connect to only one network at a time.

4. Enter the domain username of your enterprise network and select the **Save** softkey.



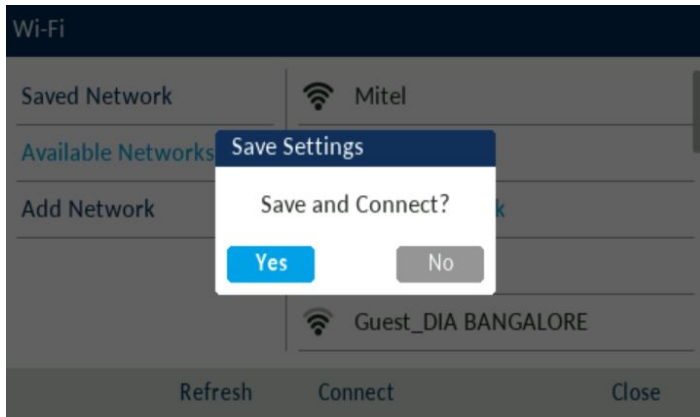
**Note:** If you enter an incorrect username or password, **Connection failed** dialog box appears.

5. Enter the domain password of your enterprise network and select the **Save** softkey. Advanced characters can be entered by pressing the dialpad keys multiple times. The following table identifies the characters that you can use and the order in which they are accessible. For detailed information on the characters, refer to **Dialpad keys** section in the **Mitel MiVoice 6930/6930w IP Phone User Guide**.



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- The **Save Settings** dialog box appears. Click **Yes** to connect. The connected network (Mitel) is listed under **Saved Network**.



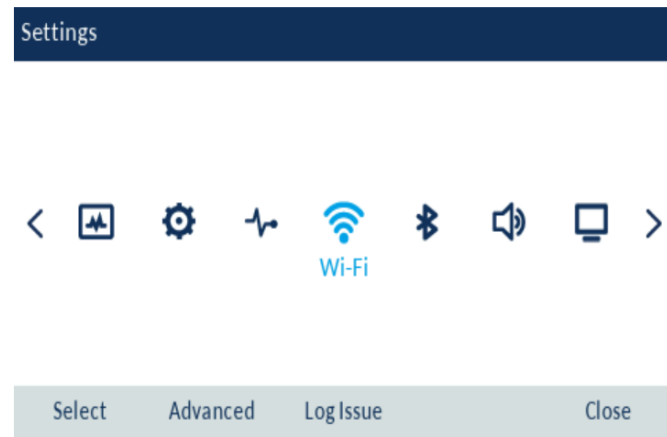
**Note:** After the phone connects to Wi-Fi, LAN and PC ports are disabled (as it relates to network communications).

- To disconnect from Wi-Fi (Mitel) and use the LAN port again, under **Saved Network** press the **Disconnect** softkey.
- Click **Close** softkey to return to the **Settings** menu.

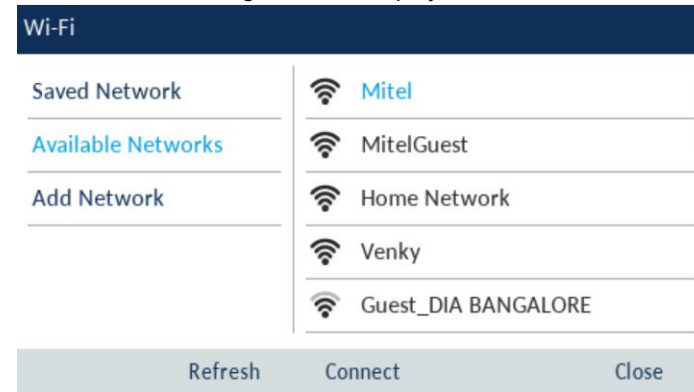
## Connecting to a Home Network

**Note:** You can connect to either a WPA2 or a WPA3 secured network. This is dependent on your router configuration. WPA3 network provides a more secure connection than WPA2 network.

- Navigate to **Settings > Wi-Fi**.



- The **Available Networks** settings menu is displayed.



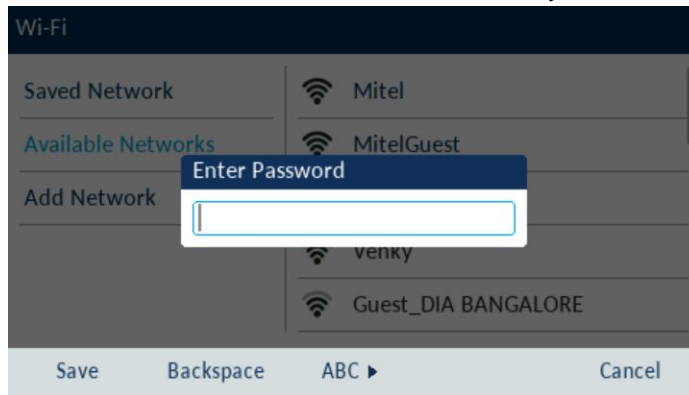
- Select an SSID (that is, the name of a Wi-Fi network; for example, Home Network) from **Available Networks** press **Connect** softkey. If the SSID is secured, a password prompt appears.

**Note:** You can connect to only one SSID at a time. The SSID can be any alphanumeric, case-sensitive entry from 2 to 32 characters. The characters allowed for the SSID depend on the router configuration.

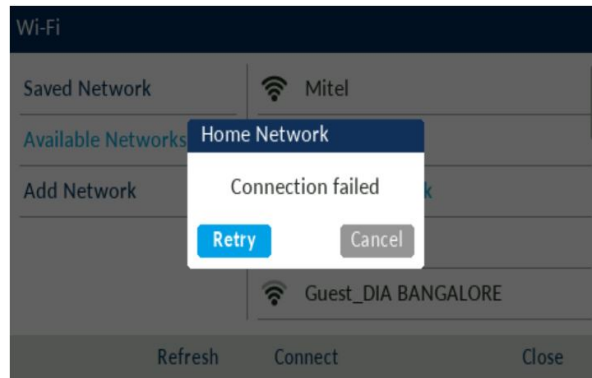


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4. Enter the password for the network and select the **Save** softkey.

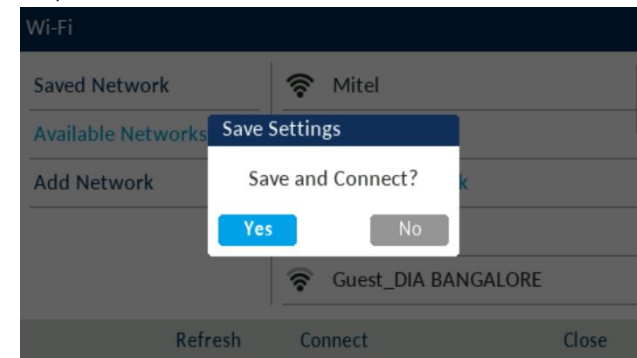


**Note:** If you enter an incorrect password, the **Connection failed** dialog box appears.



5. The **Save Settings** dialog box appears. Click **Yes** to connect. The connected network

(Home Network) is listed under **Saved Network**.



**Note:** After the phone restarts the LAN and PC ports are disabled (as it relates to network communications).

6. To disconnect from Wi-Fi (Home Network) and use the LAN port again, under **Saved Network** press the **Disconnect** softkey.

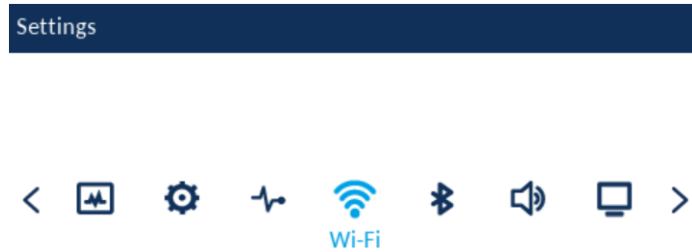
7. Click **Close** softkey to return to the Settings menu.

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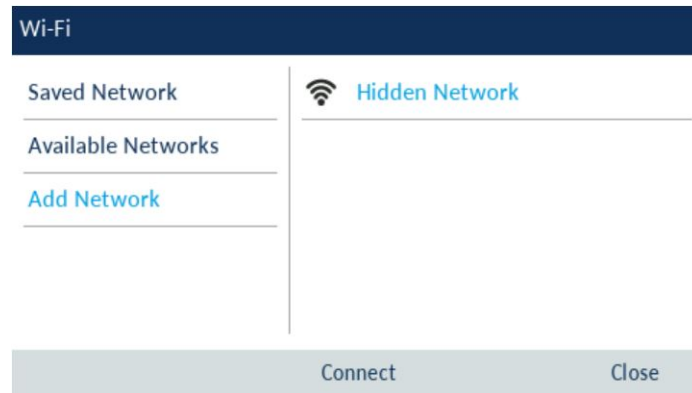
## Connecting to Hidden Network

A hidden network is an available wireless network which does not broadcast its SSID to all searching devices. Mitel IP phones can connect to a hidden network by manually entering Wi-Fi credentials.

1. Navigate to **Settings > Wi-Fi**.



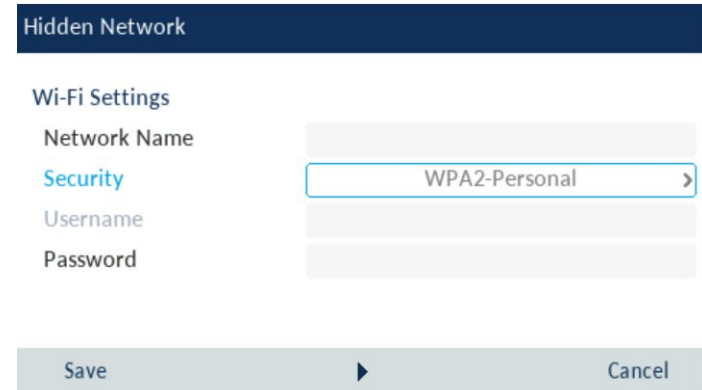
2. Select **Add Network > Hidden Network** and press **Connect** softkey.



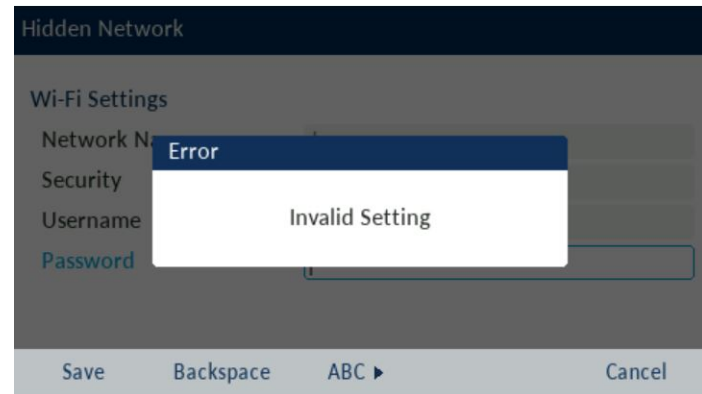
3. In the **Hidden Network** screen, select the type of **Security** of the Network you are trying to connect. The available options are:
  - a. **WPA2-Personal**- To connect to a WPA2-Personal network enter the **Network Name** (SSID) and **Password**.
  - b. **WPA2-Enterprise**- To connect to a WPA2-Enterprise network enter the **Network Name** (SSID), **Username** and **Password**.
  - c. **WPA3-Personal**- To connect to a WPA3-Personal network enter the **Network Name** (SSID) and **Password**.

- d. **Open**- To connect to a Open network enter the **Network Name** (SSID).

**Note:** You can connect to only one SSID at a time. The SSID can be any alphanumeric, case-sensitive entry from 2 to 32 characters. The characters allowed for the SSID depend on the router configuration.



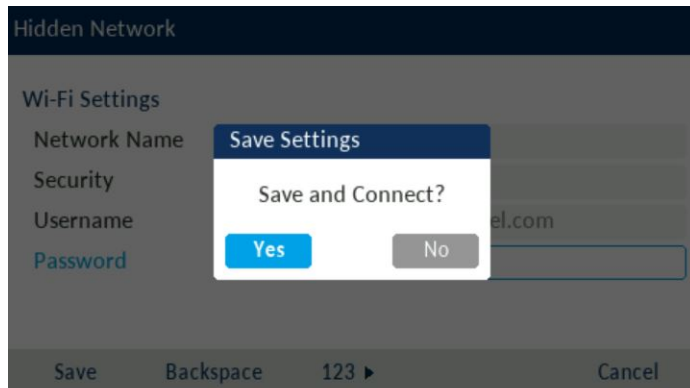
**Note:** If you enter an incorrect network name or username or password, **Invalid Setting** dialog box appears.



4. Press **Save** softkey.
5. The **Save Settings** dialog box appears. Click **Yes** to connect. The connected network

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(SSID) is listed under **Saved Network**.

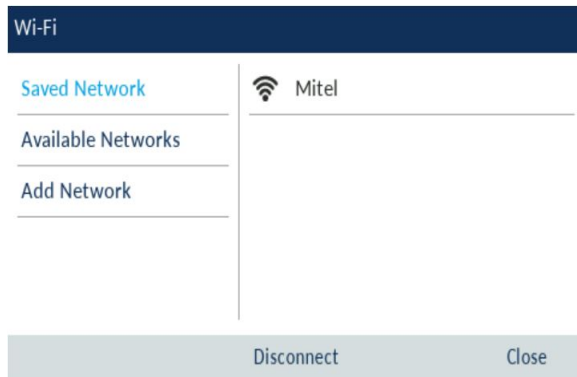


6. To disconnect from Wi-Fi and use the LAN port again, under **Saved Network** press the **Disconnect** softkey.

7. Click **Close** softkey to return to the **Settings menu**.

## Wi-Fi Network Connected/Wi-Fi Network Disconnected

If your phone successfully connects to the Wi-Fi network, name of connected network is listed under **Saved Network**.



If your phone is disconnected from the Wi-Fi network Wi-Fi disconnected symbol is shown in the Status bar of the Home screen.