



# MiVoice Business 6900 Quick Reference Guide



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# Sunco is your Trusted Telecom Systems Integrator

## Making business communication *easier* for you

From modest beginnings as a home-based, family-run business, Sunco has grown over the past 20 years into the trusted telecommunications partner for over 1,600 businesses across Canada. We are a proud, Canadian company with the love of business communication at the very core of what we do.

Our team lives, breathes and works with these technologies on a daily basis, and understands how complex they can be. That's why we're committed to making business communication *easier* for your organization. How do we do this? By being an *Integrator*. We fit all the pieces of your voice/data systems together into a unified whole - giving you superior design, support and management all through one point of contact. This strategy ensures you get the technology and services your business needs, delivered in a way that is coordinated, convenient and just *easier*.

No more confusing network service contracts, overseas call centres, long wait times and impersonal service. We promise honest advice and personal support delivered in a way that reflects our core values:

- **We Embrace Change**
- **We Do What It Takes**
- **We are Accountable to the Outcome**
- **We do the Right Thing**
- **We Bring Out the Best in Each Other**

The Sunco team is ready to help. Leverage our Integrator strategy to help make business communication *easier* for your organization. Optimize your time to focus on what matters most - *growing your business*.



## Need to reach us? We're ready to help!

**Service:** To enter a service call, please email [service@sunco.ca](mailto:service@sunco.ca) and a ticket will be auto-generated in our system.

**Client Portal:** To receive log-in credentials for our self-service payment and service portal, please call Tammy Klemmer at (780) 809-1786 or 1 (888) 782-9357

**After-hours Emergency Service:** To reach our after-hours on-call technician, please call (780) 809-1786 or 1 (888) 782-9357 and leave a message.

**Accounting:** For questions regarding invoicing, please call Tammy Klemmer at (780) 809-1786 or [tammy.klemmer@sunco.ca](mailto:tammy.klemmer@sunco.ca)

# MiVoice Business 6900 Guide

## Mitel 6940



Key	Name
1	Cordless Handset
2	Speaker
3	Message Waiting Indicator
4	Contacts Key
5	Call History Key
6	Voicemail Key
7	Settings Key
8	Volume Control
9	Dialpad
10	Goodbye Key
11	Redial Key
12	Hold Key
13	Mute Key
14	Speaker/ Headset Key
15	Touch screen that allows 96 programmable functions

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## Mitel 6930



Key	Name
1	Cordless Handset
2	Speaker
3	Message Waiting Indicator
4	Contacts Key
5	Call History Key
6	Voicemail Key
7	Settings Key
8	Volume Control
9	Dialpad
10	Goodbye Key
11	Redial Key
12	Hold Key
13	Mute Key
14	Speaker/ Headset Key
15	Navigation/Select Key
16	Softkeys
17	12 programmable keys that allow 72 functions
18	LCD Display

# MiVoice Business 6900 Guide











## Mitel 6920



Key	Name
1	Corded Handset
2	Speaker
3	Message Waiting Indicator
4	Contacts Key
5	Call History Key
6	Voicemail Key
7	Settings Key
8	Volume Control
9	Dialpad
10	Goodbye Key
11	Redial Key
12	Hold Key
13	Mute Key
14	Speaker/ Headset Key
15	Navigation/Select Key
16	Softkeys
17	Six programmable keys that allow 18 functions

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## Button Descriptions

Button	Action
 <b>Contacts</b>	Displays a list of your personal, mobile and corporate contacts.
 <b>Call History</b>	Displays a list of missed, outgoing, and received calls.
 <b>Voicemail</b>	Provides access to your voicemail service.
 <b>Settings</b>	Provides services that allow you to customize your phone such as pairing your Bluetooth device or changing your ringtone.
 <b>Volume controls</b>	Adjusts the volume for the ringer, handset, headset, and speakerphone.
 <b>Goodbye</b>	Ends an active call. The goodbye key also exits any active function that the user is in.
 <b>Redial</b>	Displays a list of your previously dialed calls. Pressing the Redial key twice redials the last dialed number.
 <b>Hold</b>	Places an active call on hold. To retrieve a held call, tap the flashing line key.
 <b>Mute</b>	Mutes the microphone during a call so the caller cannot hear you.
 <b>Speaker/Headset</b>	Transfers the active call to the speaker or handset, allowing handsfree use of the phone.

# MiVoice Business 6900 Guide

## Calling & Programming

### BASIC CALL HANDLING

#### MAKING A CALL

1. Lift the handset or press the speaker/headset key for handsfree.
2. At the dial tone, **dial 9** and then enter the number you wish to call.

Note: For an emergency call, you do not need to grab a line, just dial 911. Dialing 9911 will also work.

#### ENDING A CALL

Place the handset on its cradle, press the End Call softkey, or press the Goodbye key.

#### REDIALING A NUMBER

Press the Redial hard key once to access the Outgoing calls list in the Call History application or press the Redial hard key twice to redial the most recently dialed number.

#### ANSWERING THE INCOMING CALL

- Lift the handset for handset operation.
- For speakerphone operation, press the Speaker/Headset key.
- For headset operation, press the Speaker/Headset key or the answer button on your headset.

#### PLACING A CALL ON HOLD

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

1. Press the hold key. Your applicable line key flashes the hold icon indicating the call is on hold.
2. To retrieve a call on hold, press the flashing line key.

#### MUTING THE MICROPHONE

Press 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.

#### TRANSFERRING 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.
3. Enter the transfer recipient's ten-digit number or extension.
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**.

#### 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 to the conference.

#### HOW TO ENABLE CALL FORWARDING

1. Press the Settings hard key.
2. Select Call Forward.
3. Navigate to the Call Forward setting desired (Ex: Always, Busy Internal, Busy External, No Answer Internal, No Answer External).
4. Next to the desired call forward setting, input the extension or telephone number where you would like incoming calls forwarded.
5. To enable the desired call forward setting, select the box next to the entered telephone number to indicate a checkmark.
6. Save your changes.
7. Call forwarding is now enabled.

#### HOW TO CHANGE YOUR RINGTONE

1. Press the Settings hard key.
2. Select Audio.
3. Select Ring Tones.
4. Navigate to the desired ring tone and select save for either your internal or external ring.



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## Calling & Programming

### ADVANCED CALL HANDLING

#### MAKING A CALL USING THE CONTACTS APPLICATION

1. Press the key to access the Contacts application.
2. Navigate to the respective contacts folder (Personal, Mobile, or Corporate). Select the search bar and using the onscreen keyboard, enter the last name of the user you are looking for. Select the enter to return results.
3. When the applicable contact is highlighted, press the Select button to reveal their contact card or the Dial softkey to place a call using the entry's default phone number.

#### SPEED CALL PROGRAMMABLE KEY CONFIGURATION

A programmed Speed Call key allows you to dial a specified number with one key press rather than dialing the contact's full phone number or extension. This is especially useful when transferring calls or creating conference calls.

#### PROGRAMMING A SPEED CALL KEY

1. Lightly press and hold a blank programmable key (for 0-5 seconds) until the **Label Name** field is displayed.
2. In the Label Name field, label the key (using the pop-up keyboard) with the desired name of the speed dial.
3. Navigate to the **Number** field and enter the number using the Dialpad keys.
4. Press the **Save** softkey to save the information to the key you selected

*Note\*\*Select the Private checkbox 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.*

#### CALL HISTORY

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

#### 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 entry details, 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 Add Contact softkey to copy the entry to your Contacts application or press the Delete softkey to delete the entry from your Call History.

#### PUSH/PULL A CALL

Switching mobile phone audio from your Mitel MiVoice 6900 IP phone to your mobile phone and back again is performed by a one-key-tap method.

#### TO PUSH A CALL

In an active call, tap the Push Call softkey to push the call from your Mitel MiVoice 6900 IP Phone to your mobile phone.

#### TO PULL A CALL USING HANDOFF

1. In an active call on the MiCollab softphone on your mobile phone or computer, select the three dots and select **Handoff**.
2. Select **DeskPhone**. The call will be immediately active on your DeskPhone.

# MiVoice Business 6900 Guide

## Calling & Programming

### MOBILELINK FEATURES

The Mitel MiVoice IP 6930 & 6940 Phones supports Mobile Link, a feature that provides seamless mobile integration using Bluetooth wireless technology. MobileLink highlights include the ability to:

- Sync your mobile phone's contact list with your 6930 & 6940 IP Phone.
- Answer a mobile phone call using your IP Phone.
- Move active calls between the IP Phone and your mobile phone.

#### PAIRING A PHONE USING BLUETOOTH (Used for Mitel 6930 & 6940)

1. Press the Settings hard key, navigate and select to the Bluetooth setting.
2. Press the Turn On softkey to enable Bluetooth functionality. Ensure your mobile phone is discoverable as the Mitel IP Phone automatically scans for available Bluetooth devices. Select Available Devices and wait for your Bluetooth device to appear.
3. When your mobile phone has been discovered, navigate to highlight the respective entry on the list of available devices and press the Select button or Pair softkey. A Bluetooth pairing request displays on both the Mitel IP Phone and your mobile device.
4. Ensure the pairing code matches on both devices and press Yes on the Mitel IP Phone and acknowledge the pairing request on your mobile phone. The IP Phone attempts to pair the mobile phone and if successful, automatically attempts to connect to the mobile phone.
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 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 Contacts hard key to access the Contacts application.
2. Navigate to the Mobile contacts folder.
3. Press the Update softkey. The Mitel MiVoice IP Phone attempts to re-synchronize and update your mobile contacts.

#### ANSWERING AN INCOMING CALL USING YOUR MITEL MIVOICE IP PHONE

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

Lift the handset for handset operation 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 IP PHONE

Press the Push call softkey to push the mobile call's audio from your Mitel MiVoice IP Phone to your mobile phone or press the Mobile Line key to pull the mobile call's audio from your mobile phone to the Mitel MiVoice IP Phone.

*\*\*MobileLink is not supported on the Mitel MiVoice 6920 IP Phone*

## **Your trusted telecom systems integrator**

We do the right thing

We embrace change

We do what it takes

We are accountable to the outcome

We bring out the best in each other

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