



A MITEL
PRODUCT
GUIDE

Mitel 6905 IP Phone

User Guide

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About This Guide

1

This chapter contains the following sections:

- [WHAT'S NEW](#)
- [Documentation](#)
- [Phone Features](#)
- [Installation and Setup](#)
- [Tips for Your Comfort and Safety](#)

This guide explains how to use the basic features of your new Mitel MiVoice 6905 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.

1.1 WHAT'S NEW

This section describes the new features or enhancements in MiNet Release 3.0

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

FEATURE/ENHANCEMENT	DESCRIPTION	LOCATION
Added information of IPv6 parameters.	Added information of IPv6 parameters under the Status menu.	For more information see Phone Status on page 24

1.2 Documentation

- [Mitel MiVoice 6905 IP phone Quick Reference Guide](#) – Contains call handling instructions and information on other important features.
- [Mitel MiVoice 6905 IP phone Installation Guide](#) – Contains installation and instructions for setting up, general features and functions, and basic options list customization.

1.2.1 Supporting Documentation

To access product documentation:

1. Log in to [Mitel MiAccess Portal](#).
2. In the left-hand menu, click **Doc Center**.

3. Click **DEVICES AND ACCESSORIES**.

4. Navigate to **IP PHONES > 6900 SERIES > 6900 IP PHONES** and select the required document.

1.3 Phone Features

Feature highlights include:

- Built-in two-port, 10/100 Megabit Ethernet switch that enables you to share a connection with your computer
- Class 1 Power-Over-Ethernet (PoE)
- 2.75" 128x48 Pixel back-lit display
- Wide-band speaker phone
- Wide-band 6900 handset
- 3 programmable paper labeled personal keys with LEDs
- Support for wall mounting using the 6800/6900 wall-mount kit
- Single line support

1.4 Installation and Setup

See the [Mitel MiVoice 6905 IP phone Installation Guide](#) included with your phone for basic installation and physical setup information.

1.5 Tips for Your Comfort and Safety

1.5.1 Do Not Cradle the Handset

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder.

1.5.2 Protect Your Hearing

Your 6905 IP phone has a control for adjusting the volume of the handset and speakerphone. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

1.5.3 Adjust the Viewing Angle

The stand for your 6905 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 *6905 IP phone Installation Guide*.

Overview of the 6905 IP Phone

2

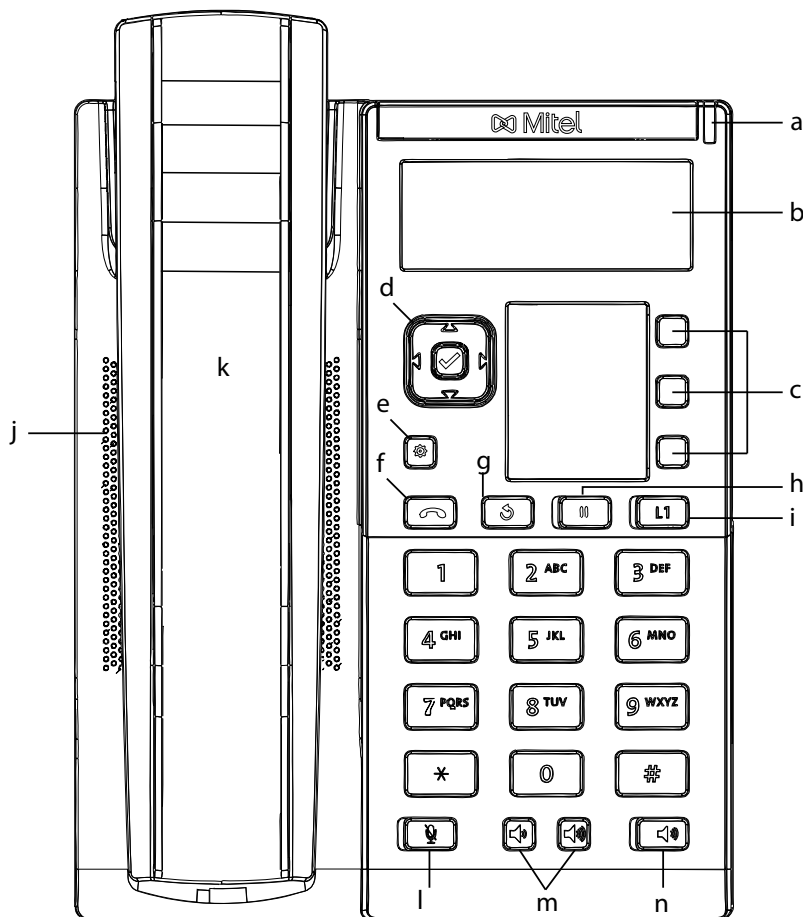
This chapter contains the following sections:

- [Keys Description](#)
- [Getting Started](#)
- [Setting Up Your Phone](#)
- [Operating Your Phone](#)
- [Using Voicemail](#)
- [Using the Call History](#)
- [Interacting with Calls](#)

Welcome to your IP phone!

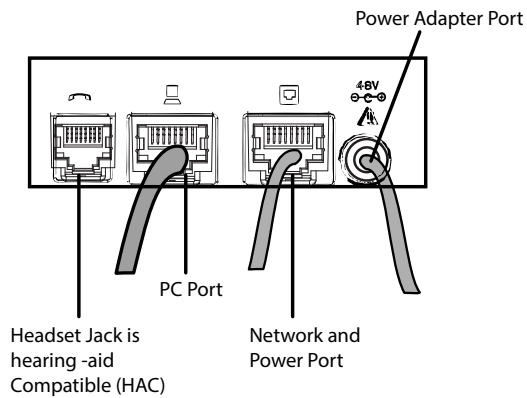
[Figure 2.1](#) provides an overview of the Mitel MiVoice 6905 IP Phone components. [Figure 2.2](#) shows the ports on the back of the phone.

Figure 1: 6905 IP Phone Components











a	Message Waiting Lamp	b	LCD Screen
c	Programmable Keys	d	Navigation Keys
e	Settings Key	f	Goodbye Key
g	Redial Key	h	Hold Key
i	Line Appearance Key	j	High Quality Speakerphone
k	6905 Handset	l	Mute Key
m	Volume Control	n	Speaker Key
o	Keypad		


Figure 2: Ports on the Back of the 6905 IP Phone



2.1 Keys Description

The following table describes the keys on the Mitel MiVoice 6905 IP Phone.

Key	Description
	<p>Settings key—Provides services and static settings that allow you to customize your phone.</p>
	<p>Volume controls—Adjusts the volume for the ringer, handset, and speakerphone.</p> <p>Pressing these keys during an active call adjusts the volume of the audio device being used (handset or speaker).</p>
	<p>Goodbye key—Ends an active call. The Goodbye key also exits an open list (such as Call History) and menus (such as the Static Settings menu) without saving changes.</p>
	<p>Redial key—Redials the last manually dialed number displayed on the LCD screen.</p>
	<p>Hold key—Places an active call on hold. To retrieve a held call, press the applicable Line key.</p> <p>For more information, see Placing a Call on Hold or Off Hold.</p>
	<p>Mute key—Mutes the microphone so that the caller cannot hear you. The LED beside the key turns on when the microphone is on mute.</p>
	<p>Speaker—Transfers the active call to the speaker.</p>
	<p>Prime Line key—Line or Call Appearance Keys - Connects you to a line or call. The Mitel 6905 IP phone supports one line key with an LED indicator light.</p>

Key	Description
	<p>Navigation keys and select button—Multi-directional navigation keys that allow you to navigate through the phone's UI.</p> <p>The right, left, and center navigation keys are used as softkeys.</p>

2.1.1 Keypad Keys

The 6905 IP phone has a keypad with digits from 0 through 9, a * key, and a # key. Keys 2 through 9 contain the letters of the alphabet. Following is a description of the keypad keys of the 6905 IP phone:

Keypad Key	Description
0	Dials 0
1	Dials 1
2 ABC	<p>Dials 2</p> <p>When entering text, this key enters A with one press, B with two presses, and C with three presses</p>
3 DEF	<p>Dials 3</p> <p>When entering text, this key enters D with one press, E with two presses, and F with three presses</p>
4 GHI	<p>Dials 4</p> <p>When entering text, this key enters G with one press, H with two presses, and I with three presses</p>

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

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.

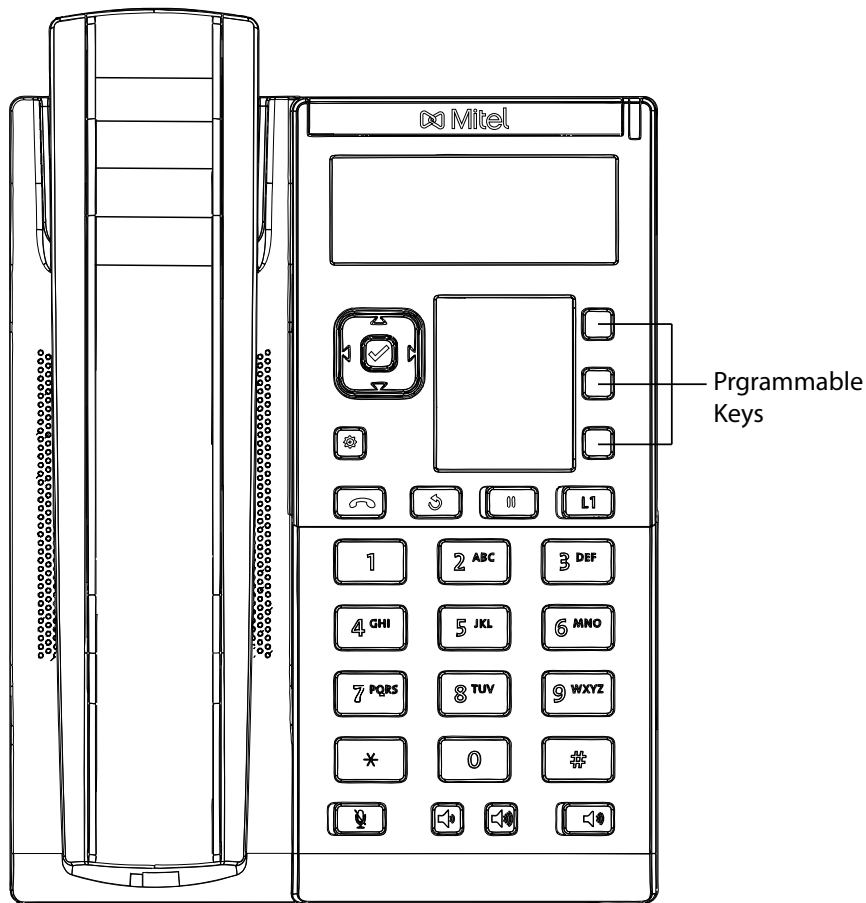
When entering characters in the various **Settings** menus or in different applications (for example, when adding a contact to your **Contacts** application), advanced characters can be entered using the dialpad keys.

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

Key	Uppercase Characters	Lowercase Characters
0	0+{ } < > \ " ^ ?	0+{ } < > \ " ^ ?
1	1 . : ; = _ , - ' & () [] \$!	1 . : ; = _ , - ' & () [] \$!
2	A B C 2	a b c 2
3	D E F 3	d e f 3
4	G H I 4	g h i 4
5	J K L 5	j k l 5
6	M N O 6	m n o 6
7	P Q R S 7	p q r s 7
8	T U V 8	t u v 8
9	W X Y Z 9	w x y z 9
*	* <SPACE>	* <SPACE>
#	# / \ @ % ^ ~ `	# / \ @ % ^ ~ `

2.1.2 Programmable Keys

There are 3 programmable keys on the 6905 IP phone.



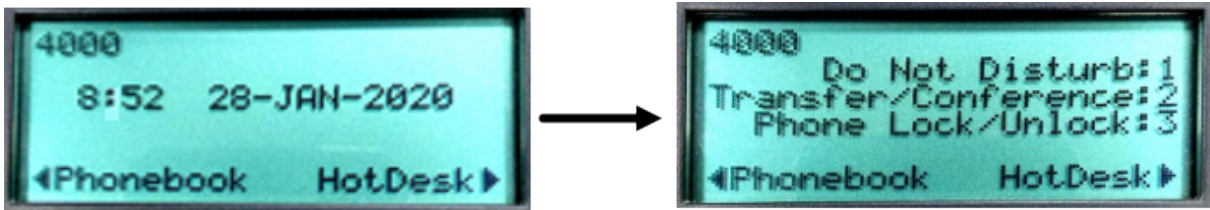
Your system administrator can program any three of the following operations for the programmable keys:

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

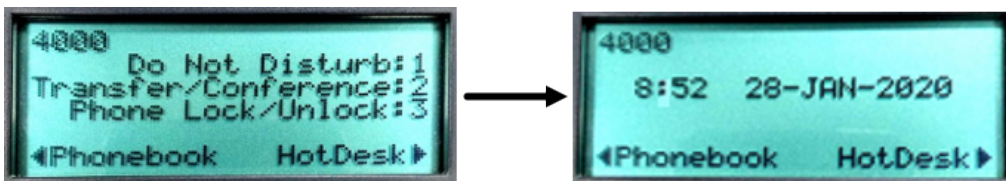
2.1.3 Soft label display for programmable keys

The 6905 IP phone provides a mechanism to display a list of programmable keys and corresponding features configured for each key.

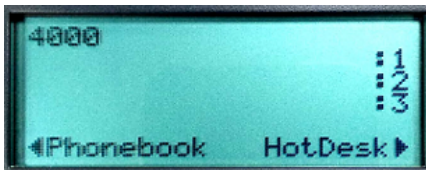
- On the Home screen, press the down navigation key. The display switches to the programmable keys screen as shown in the following figures. The content displayed on the screen is right aligned.



- By pressing programmable keys 1 to 3, you can invoke the functionality corresponding to each key.
- To switch back to the Home screen from the programmable keys screen, press the up or down navigation keys or press any of the programmable keys.



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



2.1.4 Softkeys

There are 3 softkeys on the 6905 IP phone. Your system administrator can set the required functions on these softkeys.



2.1.5 Feature Access Codes

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

For information about how to use the feature codes, see [Feature access codes](#).

2.2 Getting Started

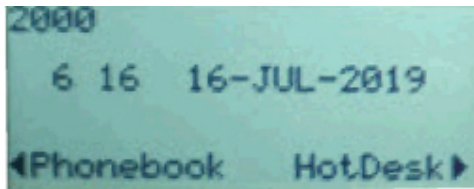
The 6905 IP phone automatically begins the startup sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone.

The 6905 IP phone first checks the settings and looks for new configuration and firmware updates from a configuration server. It may take a few moments while the phone downloads the latest updates.

CAUTION:

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

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



For more information about connecting your phone, see the *Mitel 6905 IP phone Installation Guide*.

Note:

If the phone displays a **No Service** status message, the phone is not registered with the system. For more information about registering your phone, contact your system administrator.

2.3 Setting Up Your Phone

To use all the functions of your IP phone, your phone needs to be assigned to you and you need to know your password for the voicemail system. You can determine whether your phone is already assigned to you as follows:

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

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

2.3.1 Language

The Mitel MiVoice 6905 IP phone supports the following languages:

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

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

2.3.2 Home Screen Display Information

- The first line of the home screen displays your number and the status bar.
- The second and third lines of the home screen displays the time, date, and redial information, which is controlled by the MiVoice Business server.
- The fourth line displays the functions that are set to the softkeys by MiVoice Business.

Note:

Your system administrator should have configured your number and any other administrative features required. If your number does not display on the screen, contact your system administrator.

2.3.2.1 Status Bar

The 6905 IP phone status bar supports the following notification icons:

- Do not disturb
- Hotdesk

- Call forwarded always
- Attempting network connection
- Call timer for external calls


2.3.2.2 Ring/Message Indicators

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

2.4 Operating Your Phone

This section provides an overview of the basic phone tasks.

Note:

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


2.4.1 Placing Calls

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

Note:



The call timer on the IP 6905 phone starts only after an external call is answered.

2.4.1.1 Using the Handset to Place a Call

1. Pick up the handset.
2. If you want to use a Non-Prime Line, press a programmed line key.
3. Do one of the following:
 - Dial the number.
 - Press a Speed Call key.
 - Press the  (redial) key.
4. To end the call, hang up the handset.

2.4.1.2 Using Speakerphone to Place a Call

The handsfree speakerphone feature allows you to speak to someone without using the handset.

- To dial using speakerphone
 1. Press .
 2. Enter a number at the dial tone.
- Lift the handset to switch between speakerphone and handset.
- When the handset is on hook, press  to disconnect the call.

Note:

- When speakerphone is on, the LED beside the hardkey turns on.
- The 6905 IP phone does not support external headsets.

2.4.2 Answering Calls

When a call is ringing at your extension, the inbound caller's name and extension are displayed on the screen. Additionally, the line LED flashes quickly to indicate an incoming call.



To answer a call, you can use the handset or the speakerphone depending on how you set your automatic off-hook preference or how your system administrator has set this option.

2.4.2.1 Using the Handset to Answer a Call

1. To answer a call using the handset, do one of the following when the phone rings:
 - Pick up the handset.
 - Press the flashing Line key and lift the handset.
 - Press the flashing Line key.
2. To end the call, hang up the handset.

2.4.2.2 Using the Speakerphone to Answer a Call

To use a Speakerphone to answer calls, do the following:

1. Press .
The LED beside the hardkey lights red.
2. To end the call, press  again.
The LED beside the hardkey turns off.

2.4.3 Placing a Call Using Phonebook

 **Note:**

1. The 6905 phone uses the contact information from the MiVoice Business Directory Server.
2. Contact your system administrator to configure a programmable key for phonebook.

1. Press the **Phonebook** line key.

 **Note:**

To close the directory, press .

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


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

3. Press the **Enter** key to lookup the contact in the phonebook.



4. If no match exists, edit the original entry.

5. If more than one match is found, press the **Next** softkey.


6. Do the following:

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

2.4.4 Adjusting the Ring and Listening Volume


To adjust the volume on your phone, use the   keys. The volume settings for the ringer, handset, and speakerphone are independent of one another, and you can set them as follows:

- Adjust the volume of your phone's ringer while the phone is ringing or while setting the ring tone of the phone.
- Adjust the handset listening volume while the handset is off hook.

Adjust the speakerphone volume when the LED next to  is illuminated.

2.4.5 Muting a Call


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

- To mute a call so that the caller does not hear you, press .

The LED beside the hardkey turns red when the mute is active.


Note:

Mute does not work during number dial-out.

To unmute a call that is on mute so that the caller can hear you, press  again.

The LED beside the hardkey turns off.

2.4.6 Redial

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

2.5 Using Voicemail

To access your voicemail messages, press the programmed **Voicemail** line key.

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

2.6 Using the Call History

The call history displays recent external inbound, missed, and transferred calls, with the most recent call listed first. Each entry in the History list displays the caller's name or number (if available) and the time or date of the call. Once enabled on your phone by your system administrator, the call history functions automatically.


Note:



Contact your system administrator to configure a programmable key for call history.

2.6.1 Viewing a List of All Calls Received, Transferred, Or Missed

1. Press the **Call History** line key.

Note:

To close the call history, press .

2. Use   to navigate through the missed, answered, or outgoing calls.



- The total number of missed calls is displayed in parenthesis and the number of new (unread) missed calls is indicated with an *.

For example, MISSED CALLS *2(3)


- *2 indicates that there are two new (unread) missed calls from unique numbers.
- 3 indicates that the total number of missed calls (read and unread) is 3.
- The total number of answered and outgoing calls are displayed in brackets.

For example, OUTGOING (2)

2 indicates that the number of unread outgoing calls from a specific number is 2.

3. To view the list of missed, answered, or outgoing calls, press the **Yes** softkey followed by the   navigation key to scroll the list.

4. Press the **Exit** softkey to go back to the call history options.

5. Press  to exit the call history option.


Note:


The Call History on the 6905 IP phone provides only external incoming and outgoing call records.

2.6.2 Placing a Call Using the Call History

1. Press the **Call History** line key.

Note:


To close the call history, press .


2. Use the ▲ and ▼ to scroll the list of missed, answered, or outgoing calls.
3. With the name of the person you want to call displayed on the screen, do either of the following to dial the call:
 - Pick up the handset to take the phone off hook.
 - Press the  button to take the phone off hook.

2.7 Interacting with Calls

This section describes the ways to interact with calls.

2.7.1 Placing a Call on Hold or Off Hold

- To place an active call on hold, Press .

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

Note:

1. If the system administrator sets the Call Forwarding Always option to a programmable key, the programmable key indicator is always on and the calls are forwarded to the destination number or voice mailbox.
2. If your phone is on hook while a call is on hold, you hear a reminder ring in 10 seconds and at one-minute intervals.

2.7.2 Transferring a Call

Note:


Contact your system administrator to configure a programmable key for call transfer.

You can transfer a call in two ways:


- In a blind transfer, you transfer the call without the other party first answering your call.
- In a consultative transfer, you talk to the other party before completing the transfer.

Both types of transfer use a similar procedure.

2.7.2.1 To Do a Blind Transfer


1. While engaged in a call, press the **Trans/Conf** line key.
2. Dial the number to which you want to transfer the call.
3. Do either of the following:
 - To complete the transfer, hang up the handset or press the **Release** softkey.
 - To cancel the transfer, press ◀ or press the  key.

2.7.2.2 To Do a Consultative Transfer

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

2.7.3 Direct Transfer to Voice Mailbox

You can transfer an active call directly to the requested party's voice mailbox using the **Trans/Conf** line key.


1. Press the **Trans/Conf** line key.
2. Dial the destination voicemail number.
3. Do either of the following:
 - To complete the transfer, hang up the handset or press the **Release** softkey.
 - To cancel the transfer, press ◀ or press the  key at any time before the last digit in the destination number is dialed.

2.7.4 Call Forwarding

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

To forward an incoming call, perform the following:

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

 **Note:**


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

Customizing Your Phone

3



This chapter contains the following sections:

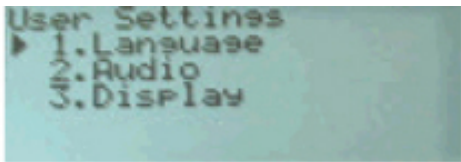
- [Customizing the User Settings](#)
- [Log Issues](#)
- [Phone Status](#)
- [Diagnostics](#)
- [Restart](#)
- [Voice Services](#)






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

3.1 Customizing the User Settings

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

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



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

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

Option


Languages: Select the language
Audio: Ring Tone
Display: Contrast Level

Note:

All **Advanced Settings** are administrator-level functions, and are not accessible by the user. These settings must be set up and changed only by your system administrator.

3.1.1 Language Settings


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

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

3.1.2 Audio Settings

The **Audio** option allows you to select a ring tone from the available options.

3.1.2.1 Changing the Ring tone

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

The ring tone you select is immediately applied to the IP phone.

3.1.3 Display

Note:








Modifying certain settings on your 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** option allows you to specify the contrast settings on your phone display.

3.1.3.1 Setting Contrast Level




The **Contrast Level** option on the IP phone allows you to set the amount of contrast on the LCD display.

Perform the following steps to change the contrast level of the phone:

1. Press .
2. Press  to navigate to **User settings** and press  to select the option.
3. Navigate to the **Display > Contrast** option and press  to select the option.
4. Use   to increase or decrease the amount of contrast on the screen.
5. Press  to save the setting.

3.2 Log Issues

You can collect the phone's logs and upload them to a server.

1. Press  on the phone to access the **Options List** menu.
2. Press  to navigate to **Log issue** and press  to select.
3. Press the **Yes** softkey to confirm or press the **No** softkey to cancel.

3.3 Phone Status

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

- **Net General Info:**

Information about your phone's IP Address, Subnet Mask, Gateway, MAC Address, Current Server, Call Server 1~4, TFTP Server, File Server, IPA Server, Primary DNS, and Secondary DNS.

- **Net IPv6 Info**

Displays information on the general IPv6 parameters currently configured on the IP phone such as, IPv6 address(es) with prefix length (<address>/prefix-length), TFTP server address, Primary DNS, Secondary DNS, IPA server, Gateway, RA (router advertisement) flags, Router lifetime, Primary DNS from RA, Secondary DNS from RA, Prefix from RA, Prefix flags from RA, Prefix valid time from RA, Prefix preferred time from RA.

- **Net Persist Data**

Information about the Call Server 1~4.

- **Net DHCP**

Information about DHCP Status, DHCP Server, T1 (Seconds), T2 (Seconds), and Lease Remaining.

- **Net DHCPv6**

Displays information regarding the current DHCPv6 status, Renewal Time Values (T1), Rebinding Time Values (T2), Preferred (Seconds) value, Valid (Seconds) value, and Lease Remaining (Seconds) value.

- **Net QoS**

Information VLAN ID, L2P Default, L2P Voice, L2P Signaling, L2P Other, DSCP Default, DSCP Voice, DSCP Signaling, and DSCP Other.

- **Port Info**

Information about LAN Port Speed and PC Port Speed.

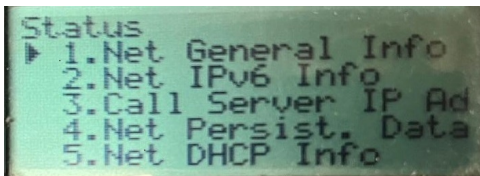
- **Phone Info**



Information about your phone's Main Version, Call Server Revision, Model, and Phone Uptime.

To view the **Phone Status** menu:

1. Press .

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



3. Use - to navigate through the following phone status options:
 - **Net General Info**
 - **Net IPv6 Info**
 - **Net Persist Data**
 - **Net DHCP Info**
 - **Net DHCPv6**
 - **Net QoS**
 - **Port Info**
 - **Phone Info**

3.4 Diagnostics







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

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

3.4.1 Ping

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

Perform the following steps to ping a host name or IP address:

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

Press  to cancel.



Note:

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

3.4.2 Trace route

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

To trace a request:

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

Press ▲ to cancel.


Note:






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

3.4.3 Capture

The **Capture** option allows you to capture network packets and audio packets for up to 1440 minutes (24 hours) as well as access various logs, that can, in turn, be used to help debug and troubleshoot various issues.

3.4.4 Capturing Audio and TCP Network Packets

1. Press .
2. Press ▼ to navigate to **Diagnostics** and press ▶ to select the option.

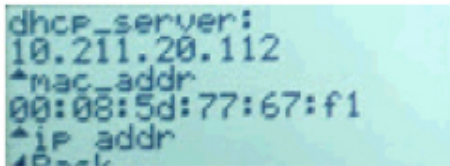
3. Navigate to the **Packets Capture or Audio Capture** option and press  or press  to select the option.
4. Navigate to **Duration** and press .
5. Use dialpad to enter the **Duration (Minutes)** (from 1 to 1440 minutes) for which you want to capture network packet or audio capture data and press  to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

3.4.5 DHCP Trace

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

To perform a DHCP request:

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



```

dhcp_server:
10.211.20.112
^mac_addr
00:08:5d:77:67:f1
^ip_addr
10.211.20.112

```

The following parameters and associated values are displayed:


- **mac_addr:**
The MAC address of the IP phone.
- **ip addr:**
The IP address of the IP phone.
- **netmask:**
The IP address range local to the IP phone.
- **gateway:**
The IP address of the network's gateway or of the default router.

- **dns:**
The IP address of the primary DNS server.
- **icp:**
The IP address of the call server.
- **tftp:**
The IP address of the TFTP server.
- **http:**
The IP address of the HTTP server.
- **ipa:**
The IP address of the IPA server.
- **VLAN:**
The VLAN id of the IP phone.
- **l2p:**
L2P priorities for default, voice, signaling, and so on.
- **dscp:**
DSCP values for default, voice, signaling, and so on.

3.5 Restart

You can restart your phone to check for updates on the server, or you can occasionally restart your phone for phone configuration changes or network settings to take effect. You may also need to restart your phone if you have been asked to do so by your system administrator or if you encounter any unexpected behavior.

3.5.1 Restarting Your Phone

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



Note:

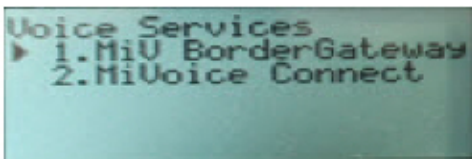
Your phone goes out of service temporarily during the restart.

3.6 Voice Services

The Mitel MiVoice 6905 IP phone can be configured to provide remote workers access to the same communication capabilities as in-office workers using Voice Services








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

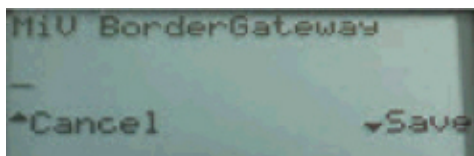
The user can select either of the following service options:




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

Perform the following steps to set the MiVoice BorderGateway service:








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

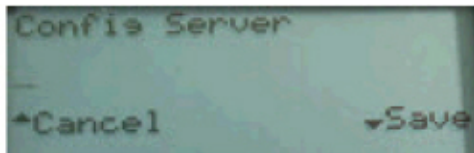


Note:


The  navigation key is used to delete the last digit or character entered. Press the # key to enter (".").

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

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



Note:

The  navigation key is used to delete the last digit or character entered. Press the # key to enter (".").

3.6.1 Manual Upgrade

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

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


- TFTP
- FTP
- HTTP

- HTTPS

Note:

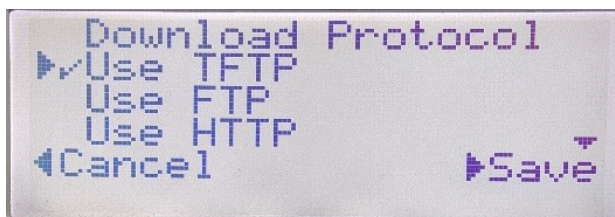
The server must be configured to support downloading firmware using any of these protocols.

To configure connection settings for manual upgrade:

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



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



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



8. Press **Save**.

9. Navigate back to the Manual Upgrade screen and select the **Restart Phone** option.



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

i Note:

- The IP Phone initially attempts to download the MiNet firmware. If unsuccessful, the phone next attempts to download the SIP firmware.
- On a failure scenario, the Phone displays an **Upgrade main failed** status message followed by the address entered by the user.

This chapter contains the following sections:

- [Setting Up a Conference Call](#)
- [Hot Desking](#)
- [Paging](#)
- [Other Advanced Features](#)


4.1 Setting Up a Conference Call

A conference call involves more than two parties connected to a call. The number of persons you can add using your programmed **Trans/Conf** line key to participate in a conference call depends on your system configuration. The **Trans/Conf** line key is programmed by the system administrator. Contact your system administrator to program the **Trans/Conf** line key and for details about your system's conference capabilities.

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


- In a blind conference call, you add persons to a conference call without them first answering your call.
- In a consultative conference call, you talk to each person before adding that person to the conference call.

Setting up a conference call:

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

The call is put on hold.

Note:


Press  if you want to cancel the conference.

Creating a Conference Call by Joining Two Active Calls

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

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

Leaving a Conference

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

4.2 Hot Desking

Hot Desking allows you to log in to the telephone system from any phone designated as a Hot Desk phone. When you log in to the phone using your assigned Hot Desk User Phonebook number, the phone resumes all your speed dials, features keys, call forwarding setup, and line appearances; even your language preference for the display. Any changes you make to the phone while you are logged in — for example, adding a speed dial — are saved to your personal profile. Logging in activates your profile on any phone that supports Hot Desking.

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

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

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

Note:

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

4.3 Paging

If your phone and the other phones at your site are configured for paging, you can speak a message to be heard on a connected speaker, usually overhead. You can also use group paging to simultaneously page all of the phones included in a list of extensions.

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

To send a page

1. Dial the number your system administrator provided and wait for the confirmation tone. After the confirmation, you can speak using the handset.
2. Hang up when you are done.

Note:

If you hear an error tone when you try to page, paging might not be configured at your site or you might not have the necessary permissions to use paging. Contact your system administrator for assistance.

4.4 Other Advanced Features

4.4.1 Feature access codes

To use access codes:

1. Dial the Feature Access Code digits.
2. Press #.

4.4.2 Do Not Disturb

To activate or deactivate Do Not Disturb:

- Press the **Do Not Disturb** programmable key alternately to activate and to deactivate Do Not Disturb.

4.4.3 Paging

To use paging:

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

4.4.4 Speed Call

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

To dial a stored speed call number:

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

4.4.5 Auto-Answer

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

To enable or disable Auto-Answer:

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

4.4.6 Direct Paging

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

To use paging:

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

This chapter contains the following sections:

- [Logging In to the Voicemail System](#)
- [Listening To, Relaying, Saving, And Deleting](#)
- [Forwarding Message](#)
- [Replying to a Message](#)
- [Leaving a Message and Using Message options](#)
- [Listening to Saved Messages](#)
- [Using Mailbox Options](#)

The 6905 IP phone provides a hardkey to access voicemail.

Note:


Contact your system administrator to configure voicemail and program a **Message** line key for voicemail.

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

5.1 Logging In to the Voicemail System

A steadily flashing red light in the upper right corner of your phone indicates that you have unattended voice messages in your voice mailbox. To hear the messages using the voicemail system, you must first log in to the voicemail system.

To log in to the voicemail system from your phone:

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

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

1. Press the **VoiceDial** softkey.
2. Enter the voicemail password.

3. When you are connected to your message center, follow the audio prompts to perform any applicable actions.

Note:

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

5.2 Listening To, Relaying, Saving, And Deleting

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

5.3 Forwarding Message

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

5.4 Replying to a Message

Replying to a Message

1. Log in to your voicemail.
2. To listen to a new message, press **P** or press ◀.
3. To reply to the message, press **A**.
4. Record you message after the tone and press any key.

5. Select one of the following options:
 - To review the message, press **P**.
 - To discard and rerecord the message, press **D**.
 - To append the message and continue recording, press **A**.
 - To access the message addressing options, press **M**.
 - To send your message and return to the main menu, press **X**.

5.5 Leaving a Message and Using Message options

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

5.6 Listening to Saved Messages

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

5.7 Using Mailbox Options

1. Log in to your voicemail.
2. Press ▶.

3. Select one of the following options:

- To change the greetings, press **G**.
- To change the name, press **N**.
- To change the password, press **P**.
- To change the distribution list, press **L**.
- To change the temporary greetings, press **T**.
- To record the memos, press **F**.
- To receive message notification, press **A**.
- To exit, press **X**.

Limited Warranty

6

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.

6.1 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.

6.2 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.

6.3 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.

The 6900/6900w phones are designed to be easy to dismantle for recycling purposes. Housing plastics can be separated from the PCBs and display units using standard tools. Where Mitel contracts specialist companies to recycling the devices, information is provided on how to dismantle the devices.

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.

Note:

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.

