MiVoice Office 250 6900 User Guide

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6900 USER GUIDE

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MiVoice Office Application Suite
Release 5.1 - July, 2018

Introduction

This user guide is designed to complement the 69xx Quick Reference Guides and User Guides which are available for the Mitel 69xx Series of phones. It provides information on the softkeys and dialogue screens that are available to a user when 69xx phones are being used on a MiVoice Office 250 telephone system.

For information on any of the following operations, please refer to the Quick Reference Guide for your model of phone:

- Call Handling (Dialing, Hold/Retrieve, Transferring, Conferencing etc.)
- Call History
- Directory Access

For information on phone configuration options and technical information, please refer to the User/Admin Guides for your model of phone.

Unsupported 69xx Features

The following features of the 69xx series of phones running SIP firmware are not supported when implemented on a MiVoice Office 250 call manager.

- Audio Hi-Q / G.722
- BLF List
- Shared Call Appearance (SCA) Call Bridging
- Centralized Conferencing
- CSV External Data Sources (These are used for System Speed Dial & Internal Directories and are not available for user use)

69xx Feature Differences

The following features of the 69xx series of phones running SIP firmware are supported via the MiVoice Office Application Suite. The features/softkeys may differ to those directly provided by the phone. Please refer to MiVoice Office Application Suite softkey documentation (not the 69xx Admin/User Guides) when using any of the following features:

- ACD Login/Out
- BLF
- Do-Not-Disturb
- Forwarding

User Keymaps

All users of 6900 phones on MiVoice Office 250 have their own personal keymap which they can customize as required. Any softkey that has not been centrally configured by an administrator is available for user to configuration.

Speed Dial Softkeys

Speed dial softkeys can be configured directly through the phone's interface. To configure a speed dial softkey, press and hold any un programmed key on the phone and wait for the following screen to appear:

Using the on screen keyboard, populate the Label property with the name of the contact and then enter the telephone number to dial in the box below. Press 'Save' to assign the speed dial to the softkey.

The speed dial can be edited by repeating the 'press & hold' process on an existing speed dial softkey.

All Other Softkey Types

All other softkey types must be configured through the web user interface for user keymaps on the MiVoice Office Application Suite. There are two ways to access your user keymap configuration, directly through the MCS website or by using the hyper link from within the Phone Manager Desktop client:

Access via MCS and login in with your user credentials (browse to the MiVoice Office Application Suite website):
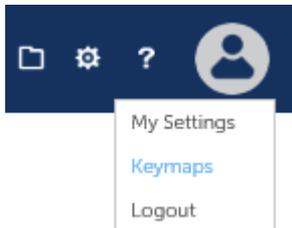


Access via Phone Manager Desktop:
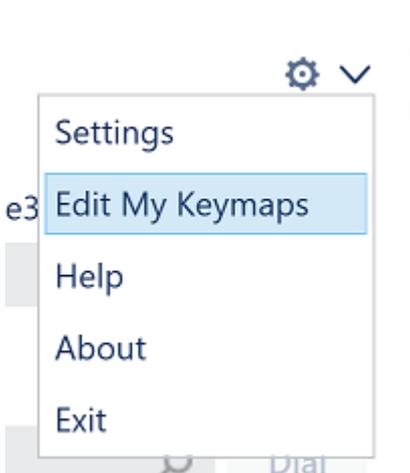
> If a Phone Manager Desktop user is remotely connected to the MCS, they will not be able to access the User Keymaps page if the website port has not been forwarded through the firewall. User Keymap editing should be performed when on a local connection or through a VPN.

Editing User Keymaps

Once on the User Keymaps webpage, a list of 6900 phones assigned to the user will be displayed in the grid. If there are no phones displayed there are no 6900 phones associated with your user account, please contact a system administrator for more information.

To edit a keymap, press the edit icon (✎) next to an extension. The keymap for that extension will be displayed. Any softkeys that have been configured centrally by an administrator will be displayed on the keymap but will be read-only (grayed out). Any softkey that has not been configured centrally can be configured by the user.

The image below shows an example user keymap:
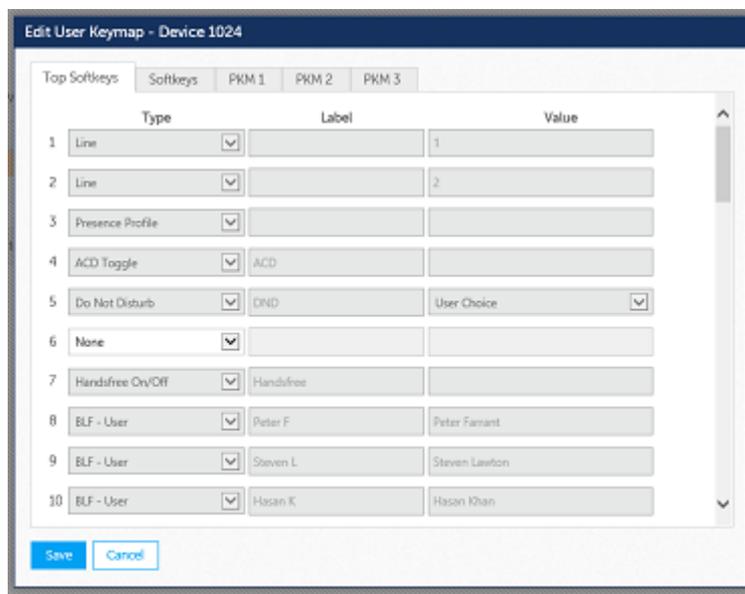
The 'TopSoftkeys' and 'Softkeys' tabs provide access to configure the base softkeys available on the phone. The 'PKM' tabs can be used to configure softkeys on 'Programmable Key Modules' if they have been connected to the phone. In the image above, topsoftkey 6 is available to configure by the user, the other softkeys are not as they have already been configured centrally by an administrator.

6900 Softkey Features

The following table lists all the different softkeys that are available to add to a 6900 handset. The features behind each softkey are either provided by the phone itself or by the MCS server.

For information about the user interaction with on screen dialogues associated to softkeys, please refer to the Softkey Feature Screens section.

> 📑 Phone based softkey features are processed locally on the phone, Server based softkey features are processed by the MCS server and will communicate with the server when pressed.

Softkey Type	Feature Description	Softkey Examples	Phone or Server
Account Code	Used to set optional accounts on any external call that is in progress at the handset. Parameter: Enter an account code or leave blank to prompt the user when pressed. Enter a comma separated list to give the user a choice when pressed.	OFF No call, no account code or account code does not match call ON Call in progress, the account code matches the parameter	Server
Account Code Following	Used to set account codes on all external calls made from the handset until the feature is toggled off. Parameter: Enter an account code or leave blank to prompt the user when pressed. Enter a comma separated list to give the user a choice when pressed.	OFF No account code following or account code following set does not match parameter ON Account code will be associated with every valid call until disabled	Server
ACD End Wrap	If there is an Agent ID logged in to the handset, this softkey will allow the user to end wrap-up status early if required. No parameters.	Not in Wrap-up state Agent in Wrap-up state	Server
ACD Toggle	Provides support to log ACD agents into and out of the handset. Parameter: Enter a hunt group or comma separated list of hunt groups. Leave blank to provide the user a list of hunt groups the agent is a member of when pressed. Use * as the parameter to log in\out of all hunt groups without prompting the user. 📑 If an Agent ID has been assigned to the MCS user the phone is associated with, it will be pre-populated into the Agent ID dialog	Logged Out Logged In/Free Busy Wrap-up	Server

	when the user presses the ACD Toggle key.		
Agent Help	Allows the user to invoke the Agent Help feature on the telephone system. No parameters.	**OFF** Agent help not in progress **ON** Agent help in progress	Server
BLF - Extension	Shows the status of an extension on the telephone system and provides one-click dialing. Parameter: Select an extension from the telephone system.	Idle Busy Do-not-disturb Wrap-up Offline	Server
BLF - Hunt Group	Shows the status of a hunt group on the telephone system and provides one-click dialing. Parameter: Select a hunt group from the telephone system.	Idle/Calls Ringing Calls Queuing No free agents Offline	Server
BLF - Trunk	Shows the status of a trunk on the telephone system and provides one-click access. Parameter: Select a trunk from the telephone system. ⚠ when using the BLF - Trunk key to dial will not seize the trunk until the outgoing number has been dialed.	Idle Busy Offline	Server
BLF - User	Shows the unified status of a Phone Manager User based on all their associated devices.User BLF softkeys will display a user's avatar image where possible, if not it will show the user's initials.	Idle Busy Wrap-up	Server

	Maria Garcia DC David Cole Paul Clerk Parameter: Select a MCS user.	🟠 Do-not-disturb 📋 If the 'Display Voicemail Notification on User BLF Softkeys' settings is enabled, the number of unread voicemail messages the user has will be displayed in the top right of the icon.	
Call History	Provides access to the Call History page on the local handset. No parameters.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
Caller's List	Provides access to the inbound page of the phone's call history screen. No parameters.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
CLI Change	Provides the ability to change the calling party number programmed against the handset on the telephone system. Parameter: Enter a CLI or comma separated list of CLIs for the user to choose from when pressed. Leave blank to allow the user to type in the CLI manually. 📋 This softkey type requires an enhanced 6900 license for the phone. ⚠️ If using the CPN Substitution feature, changing the CLI via a softkey will only affect calls made via the handset.	⬜ Caller ID on the phone does not match the parameter 🟨 Caller ID on the phone matches the parameter	Server
Conference	Start a conference using the built in features of the handset. No parameters.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
DEE On/Off	Toggles the Dynamic Extension Express feature of the extension in the telephone system No parameters.	OFF Dynamic Extension Express is disabled ON Dynamic Extension Express is enabled	Server
Directory	Provides access to the built in directory features of the handset. This includes accessing the System Speed Dials & Intercom directory from the telephone system.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone

	No parameters.		
Discreet Ringing	Enables discreet ringing on the local handset. No parameters.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
Do-not-disturb	Shows status and provides access to control the DND status of the handset. Parameters: Select a DND message from the list or let the user select when pressed. If no DND Text is provided, the user will be prompted when pressed. 📑 If enabled, it is advised that DND is controlled using Presence Profiles.	Do-not-disturb is disabled Do-not-disturb is enabled	Server
Door Relay	Activate the door relay on the telephone system. No parameters.	No status displayed	Server
Empty	Programs an empty key on the keymap. This is useful when the configuration option for collapsing the keys is enabled. No parameters.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
Feature Code	Provides the ability to enter supported feature codes on the telephone system Parameter: Select the feature code to apply when the key is pressed. Only a limited number of feature codes are supported at this time. 📑 Please refer to the MiVoice Office 250 Features & Programming Guide for a supported list.	No status displayed	Server
Forward	Provides control of manual forwarding on the telephone system Parameter: Select a manual forward type or let the user select when pressed. If no destination is provided, the user will be prompted when pressed.	OFF Local forward is disabled or does not match the softkey parameters ON Local forward is enabled and matches the softkey parameters	Server
Group Mailbox	Shows the status of a mailbox on the telephone system. Parameter: Select a valid mailbox on the telephone system 📑 The mailbox must be configured with a notification station	No messages Messages waiting (Button will show yellow on non-touch screen phones)	Server

	📑 Available from release 5.1.13		
Group Pickup	Shows the status of a hunt group on the telephone system and provides one-click pickup. Parameter: Select a hunt group from the telephone system.	🟩 Idle (When LED flashes, calls are ringing at the group) 🟥 Calls Queuing 🟨 No agents free OFF Offline	Server
Hand Off/Pull	When using Dynamic Extension Express (DEE), this softkey can be used to push active calls from an internal extension and pull back calls currently active on an external DEE device. Calls that have been 'Pushed/Pulled' will divert back to alert the primary DEE device so that they can be answered again. No parameters. 📑 This feature requires the handset to be associated to an MCS user, either as a primary, secondary or DEE device. 'No User' will appear on the label of the button if the phone is not associated to a user. 📑 Available from release 5.1.13	OFF Feature Inactive ON Call is available to push/pull to the primary DEE extension	Server
Handsfree	Provides access to toggle on/off the handsfree for intercom call (called SIP Allow Auto Answer in the phone configuration). No parameters.	OFF Handsfree Disabled ON Handsfree Enabled	Server
Hook Flash	Provides access to invoke a hook flash on a SIP call. No parameters.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
Hot Desk	Provides access to SIP hot desking features and the ability to log into or log out off a handset. No parameters.	OFF No hot desk user logged in ON Hot desk user is logged in	Server
Intercom	Provides access to direct SIP paging to another 6900 handset (point to point). If	Refer to the 6900 User Guide/Quick Reference Guide.	Phone/Server

the target handset has Handsfree enabled, the call will be automatically answered.

Parameter: Enter the extension number of another 6900 handset (or SIP Hot Desk extension).

📑 This feature is currently not available for remote phones.

⚠ Calls are not recorded when using this feature.

Intercom keys must configured through a keymap and not directly on the phone for auto answer to work.

Line	Displays call activity on the handset and provides outgoing access. Parameter: Enter a line number from 1 to 24.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
Mobile	Displays mobile call activity for any mobile phone connected via Bluetooth to the handset. No parameters.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
Night Mode	Toggle night mode on or off on the selected node(s). Parameter: Select a telephone system node from the list or select 'All Nodes'.	OFF Night mode is off for the configured node ON Night mode is on for the configured node 📑 If 'All Nodes' has been selected, the Night mode softkey will only display 'On' if all nodes are in night mode. If only some of the nodes are in night mode, it will display 'Off'.	Server
Outgoing Access	Dials the outgoing access digit on the keypad to initiate an outgoing call. Parameter: Leave blank to dial the outgoing access digit or enter the number of a trunk/trunk group number. ⚠ When using the Outgoing key to dial it will not seize the trunk until the outgoing number has been dialed.	No status displayed	Server

Paging (PBX)	Provides access to the page zones on the telephone system to page non-6900 handsets. Parameter: Enter a page zone extension number or leave blank to allow the user to select one when pressed. ⌂ The parameter must be a page zone extension number and not a page zone id.	☐ No status displayed	Server
Paging (Phone)	Provides access to the SIP paging features of the handset to page other 6900 handsets. Parameter: Select a SIP Page Zone from the list.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
Park/Pickup	Park or pickup calls from designated hunt groups or phantoms on the telephone system. Parameter: Enter the number of a hunt group or phantom on the telephone system. ⌂ If using a hunt group, ensure it has members configured and has camp-ons enabled.	🟩 No call parked 🟥 Call parked	Server
Phone Lock	Lock or unlock the phone. To unlock the phone, the user will need to know the PIN that has been locally configured. No parameters.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
Presence Profile	Shows the current active profile for the user and provides the ability to switch between profiles. No parameters. ⌂ This feature requires the handset to be associated to an MCS user, either as a primary, secondary or DEE device. 'No User' will appear on the label of the button if the phone is not associated to a user.	Label will display current profile selected.	Server
Queue	Toggle queue requests on and off. Queue requests can be requested when dialing someone. Once in place they can be cancelled at any time. No parameters.	☐ No queue requested 🟥 Queue requested	Server

Recording Pause / Resume	Pause or resume an a call recording that is in progress on a MiVoice Office Call Recorder or linked Xarios Call Recorder. No parameters. 📄 This softkey type requires an enhanced 6900 license on the MCS server.	⚫ No call 🟢 Active call, not recorded 🟡 Active call, recording paused 🔴 Active call, recorded	Server
Reverse Transfer	Enables the reverse transfer feature so that the user can press an Extension/Hunt Group or User BLF key to pick up a call. No parameters.	OFF Reverse transfer mode disabled ON Reverse transfer mode enabled	Server
Secondary Extension	Provides status and secondary extension audible alerts for an extension or hunt group on the telephone system. Parameter: Enter an extension or hunt group Ring When: Set the threshold for the number of calls ringing/queuing which will cause the Secondary Extension to generate an alert. If set to 0 the Secondary Extension softkey will never generate an alert. 📄 Available from release 5.1.13	See 'BLF - Extension' or 'BLF - Hunt Group' for softkey status information.	Server
Speed Dial	Dial a number pre-programmed on a button. Parameter: Enter the number to be dialed by the handset when the key is pressed. A # can be used to indicate the end of the number to dial, commas and digits can then be used to dial DTMF on the call after it has connected. For example, 1300#,,1000# could be used to dial the conference bridge on extension 1300, pause and then enter 1000# as DTMF to log directly into a specific conference.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
Speed Dial Conference	When on a call, conference in another number directly. Parameter: Enter the number to be dialed by the handset when the key is pressed.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
Speed Dial Transfer	Transfer a call straight to another number Parameter: Enter the number to be dialed	Refer to the 6900 User Guide/Quick Reference Guide.	Phone

	by the handset when the key is pressed.		
System Speed Dial	Dials a speed dial bin configured on the telephone system. Parameter: Enter a speed dial bin number or leave blank to let the user choose when pressed.	No status displayed	Server
Transfer	Places a local call on hold to begin a transfer. No parameters.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
Transfer to Voicemail	Transfers a currently active call at the extension to a specific mailbox on the telephone system. Parameter: Enter a target mailbox or leave blank to be prompted for a mailbox when pressed. 📑 Available from release 5.1.13	No status displayed	Server
UCD	Toggle the handsets availability in any UCD hunt groups on the telephone system. No parameters.	OFF UCD calls disabled ON UCD calls enabled	Server

📑 Any softkey implemented by the phone will continue to operate if the link to the MCS server is down. Any softkey implemented by the server will only work when the MCS server is online.

6900 Softkey Feature Screens

The following section outlines the behavior of softkeys which present screens to the user.

Account Code

The 'Account Code' softkey can be used to enter an account code on a call which is in progress at the phone.

No Code

If no codes have been provided in the softkey's parameter, the following dialogue will display prompting for an account code to be entered:
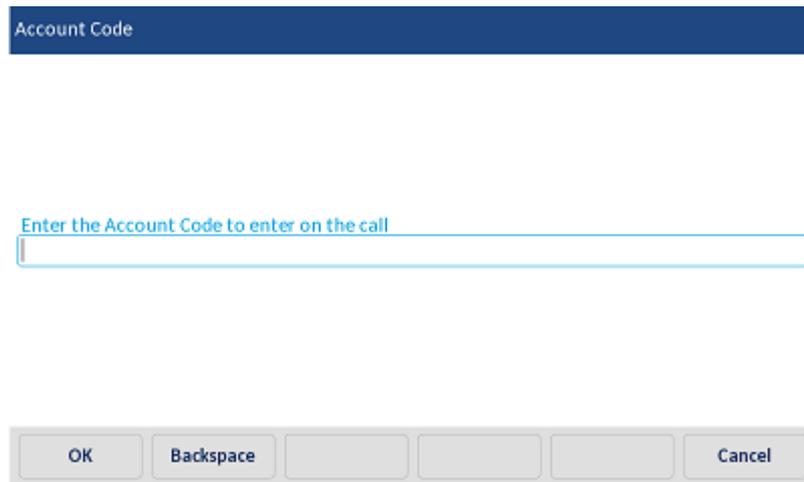

Codes of up to 12 digits in length are supported*.

📝 * Check with your administrator

Single Code

If a single code has been added as a parameter to the softkey, no dialogue will show when the key is pressed. The code defined in the parameter will be immediately applied to the call.

Multiple Codes

Multiple codes can be added to the softkey's parameter by using a comma separated list (e.g. 5,12,100). When multiple codes are configured against a softkey, the following dialogue will be displayed when the key is pressed, prompting for one to be selected:
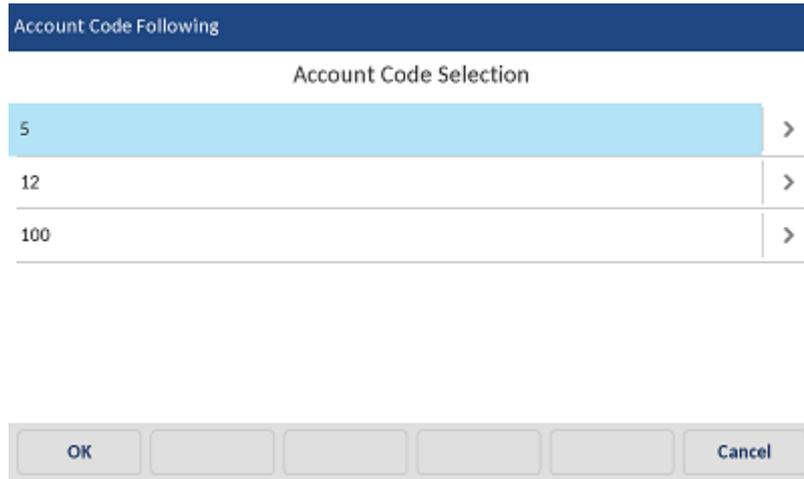
To select and apply a code, use the '>' chevron or select a code then press the 'OK' button.

Account Code Following

The 'Account Code Following' softkey can be used to enter an account code on all the following calls made from the phone. The sections below outline the user interaction when pressing an account code following softkey when in the 'Off' position. When 'On', pressing the key will turn off the account code following feature for the phone.

No Code

If no codes have been provided in the softkey's parameter, the following dialogue will display prompting for an account code to be entered:
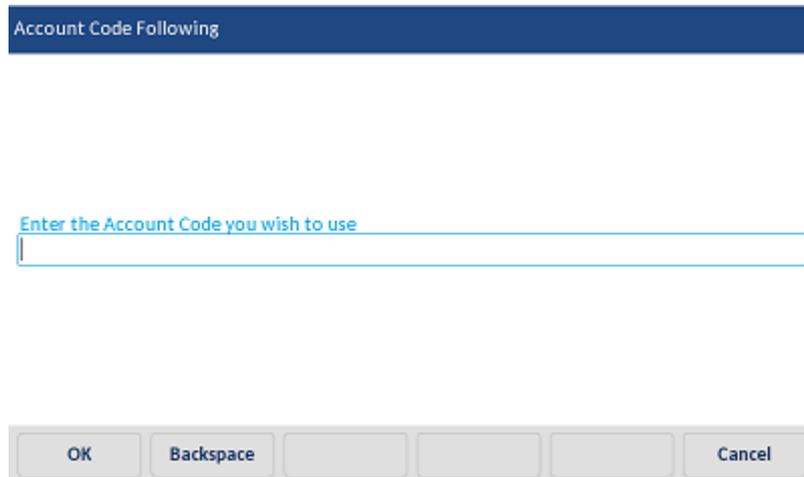
Codes of up to 12 digits in length are supported.

Single Code

If a single code has been added as a parameter to the softkey, no dialogue will show when the key is pressed. The code defined in the parameter will be immediately applied to the call.

Multiple Codes

Multiple codes can be added to the softkey's parameter by using a comma separated list (e.g. 5,12,100). When multiple codes are configured against a softkey, the following dialogue will be displayed when the key is pressed, prompting for one to be selected:
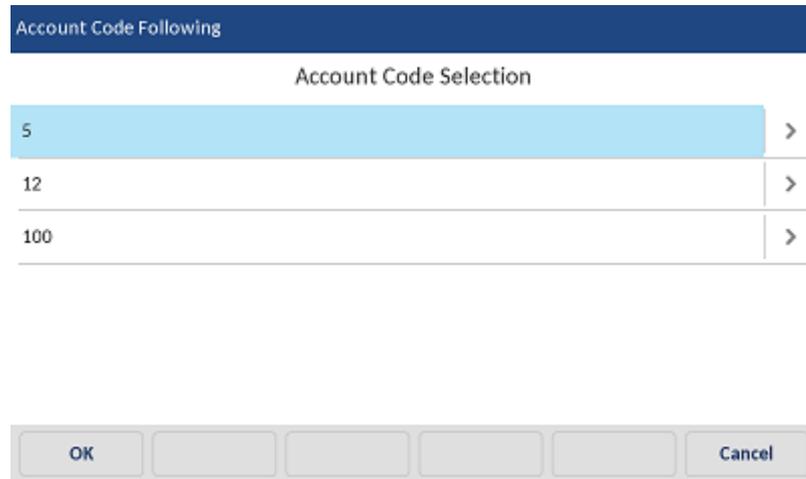
To select and apply a code, use the '>' chevron or select a code then press the 'OK' button.

ACD Toggle

The 'ACD Toggle' softkey can be used to log an ACD agent in or out of the phone. The sections below outline the user interaction when pressing the key in the 'logged out' state. Pressing the softkey when logged in will result in an immediate logout of the agent ID.

Agent ID Prompt

When the ACD toggle softkey is pressed, the dialogue below will appear prompting for an Agent ID to be entered. If the user associated with the phone has an agent ID assigned then the dialogue will be pre-populated with that agent ID to save the user time.
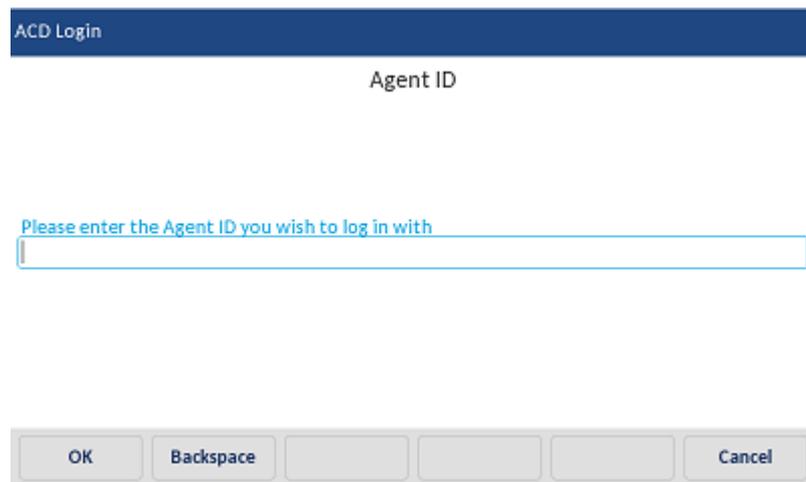
No Hunt Group

If no hunt group is configured against the parameter of the softkey, the following dialogue will appear prompting the user to select which hunt group(s) to log into (the system will query which hunt groups the provided agent ID is a member of and will only display these):
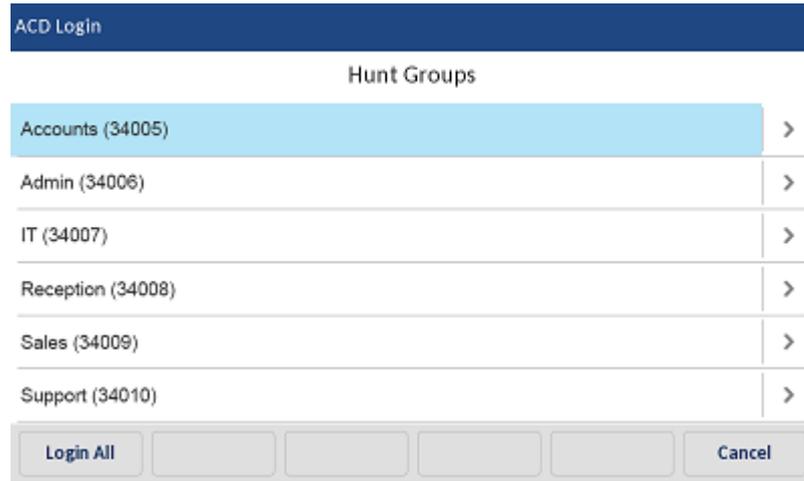
Pressing the 'Login All' button will log the agent into all hunt groups listed. To select specific hunt groups to log into, press the '>' chevron next to each group to log into then press the 'Login' button.

One or More Hunt Groups

If one or more hunt groups have been configured against the softkey's parameter (e.g. 2000, 2001, 2002), when the key is pressed the hunt groups selection dialogue will not be displayed. Instead, the agent will be immediately logged into or out of the configured hunt groups.

Forced Logout

If when logging in the agent ID provided is already logged into another phone, the dialogue below will be displayed prompting whether to continue and force a logout of the agent from the other extension first before completing the login operation.

CLI Change

The 'CLI Change' softkey can be used to change the caller ID presented from a phone when making external calls. The sections below outline the user interaction when pressing the key when it is not lit (matching caller ID is not currently applied). If pressed when the softkey is lit, the caller ID configured will be removed from the phone and the default caller ID for the trunk will be used.

> This softkey type requires an enhanced 6900 license for the phone.

> If using the CPN Substitution feature, changing the CLI via a softkey will only affect calls made via the handset.

No Caller ID

If no caller ID is configured against the softkey's parameter, the following dialogue will display prompting for one to be entered:
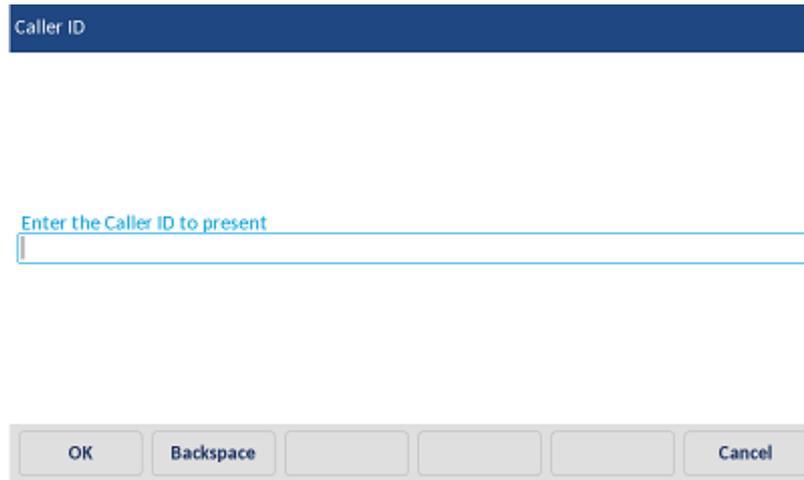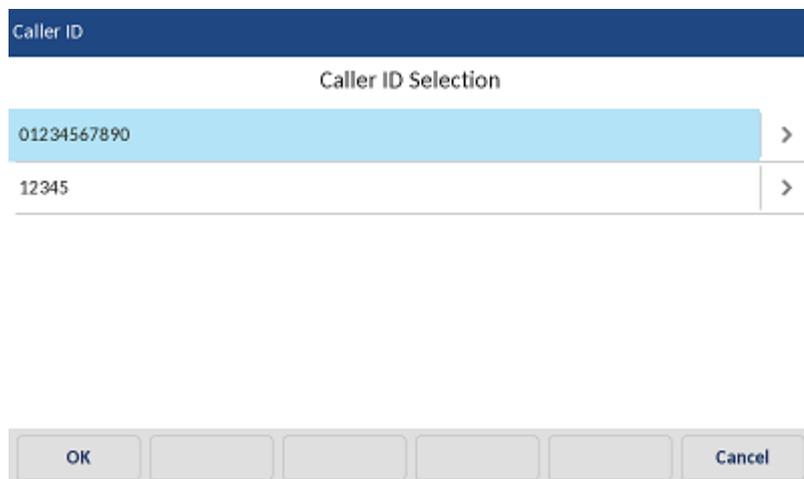

One Caller ID

If a single caller ID is configured against the softkey's parameter, no dialogue will be displayed and the caller ID will immediately be applied to the phone.

Multiple Caller IDs

If multiple caller IDs are configured against the softkey's parameter (e.g. 01234567890,12345), the following dialogue will be displayed prompting for one to be selected:

To select and apply a code, use the '>' chevron or select a code then press the 'OK' button.
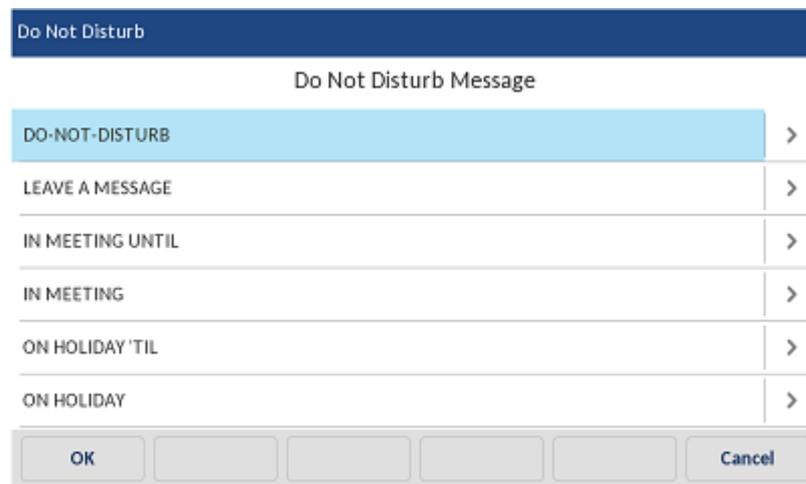
Do Not Disturb

The 'Do Not Disturb' softkey can be used to toggle the phone in and out of do-not-disturb. The sections below outline the user interaction when the softkey is pressed when not in the do-not-disturb state. If in the do-not-disturb state, pressing the softkey will toggle do-not-disturb off.

> When using Presence Profiles, the Do Not Disturb key is not required. DND should be enabled using the appropriate profile.

User Choice

If the DND message parameter against the softkey has been set to 'User Choice', the following dialogue will appear when the softkey is pressed:

To enable do-not-disturb, select the required message from the list provided by pressing the '>' chevron or selecting a message and pressing 'OK'. The message selected will be visible to other user's when calling and on reporting software. Once a message has been selected, the 'Additional Information' dialogue will be presented as outlined below.

DND Text Empty

If the 'DND Text' parameter has been configured against the softkey, the do-not-disturb state will immediately be applied to the phone once a DND Message has been selected. If the 'DND Text' parameter has not been configured, the following dialogue will appear prompting for up to 12 characters of additional information (e.g. In a Meeting - Until 4pm).
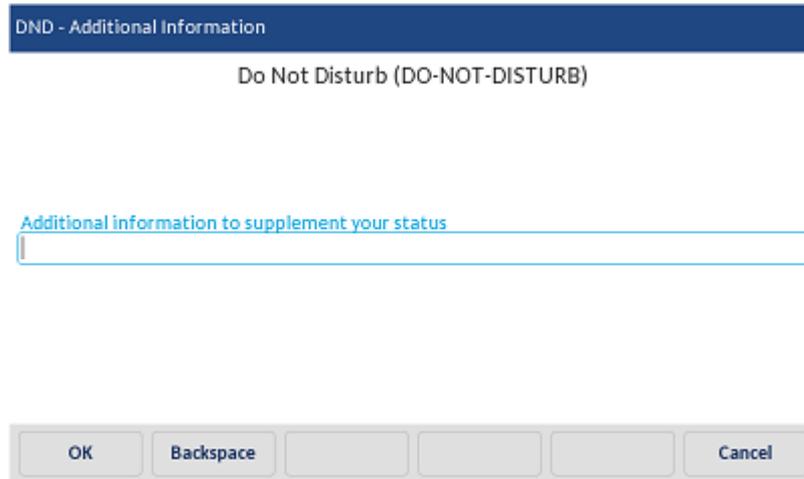
DND Message & DND Text Provided

If both the 'DND Message' and 'DND Text' parameters have been configured against the softkey, pressing the softkey will immediately apply the do-not-disturb state with no further user interaction required.

Forward

The forward softkey can be used to apply or remove a manual forward to send calls to an alternate location (internal or external). If the softkey is pressed while a manual forward is in place on the phone, the manual forward will be removed. The sections below outline the user interaction if the key is pressed when no manual forward is in place on the phone.

User Choice

If 'User Choice' is selected as the forward type parameter, the following dialogue will be displayed prompting for the forward type to be selected:
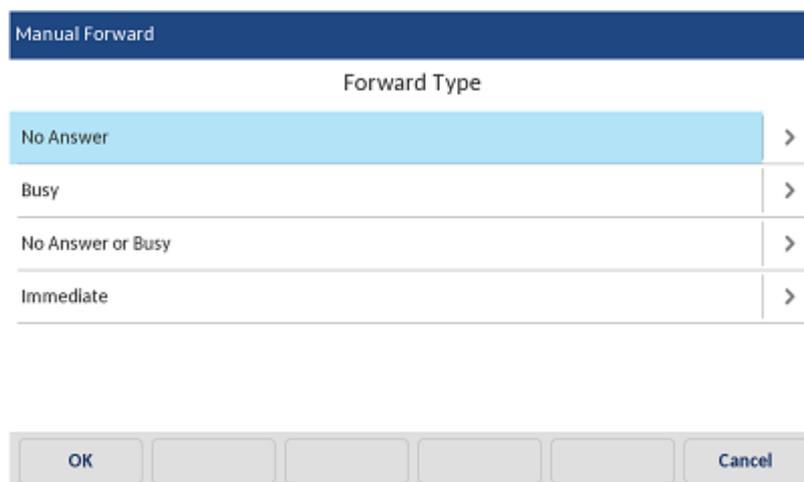
The forward type can be selected by pressing the '>' chevron or by selecting a type then pressing the 'OK' button. Once the forward type has been selected, the destination dialogue will then be displayed.

Forward Destination

If the 'Destination' parameter has not be configured against the softkey, the following dialogue will appear prompting for the destination to be entered:
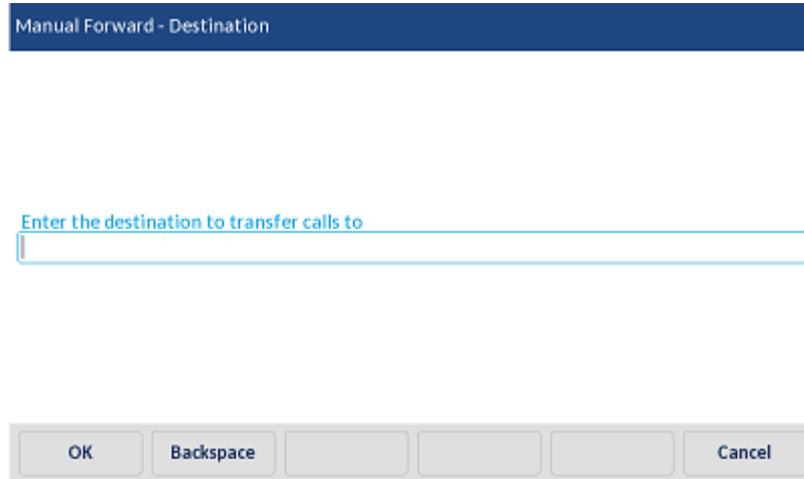
An internal extension number or external phone number can be entered (there is no need to enter the Outgoing prefix, just enter the external number).

Once the destination has been correctly entered, pressing the 'OK' button will apply the manual forward to the phone.
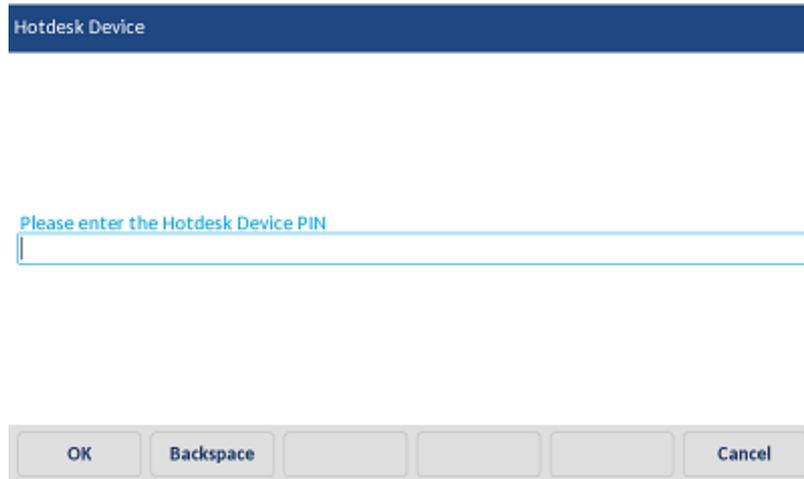
Hot Desk

The 'Hot Desk' softkey is used to log in or out a SIP Hot Desk from the phone. The sections below outline the user interaction when pressing the hot desk softkey.

Logging In

Pressing the hot desk softkey when logged out will start the log in process. The dialogue below will be displayed prompting for a Hot Desk ID to be entered:
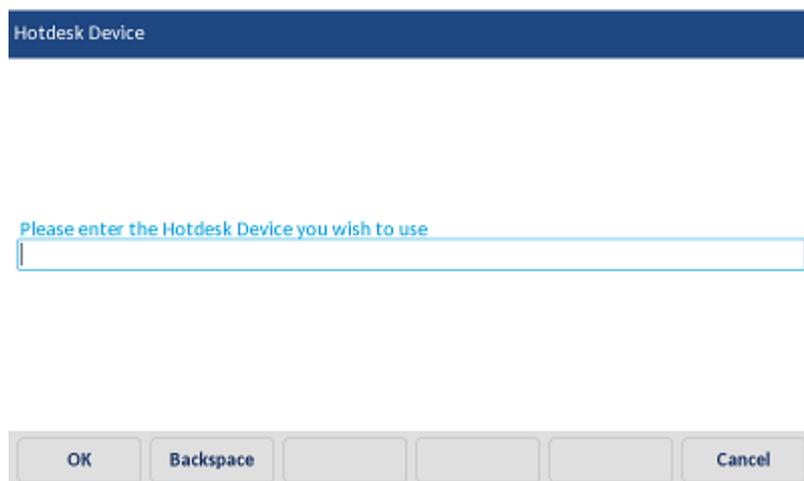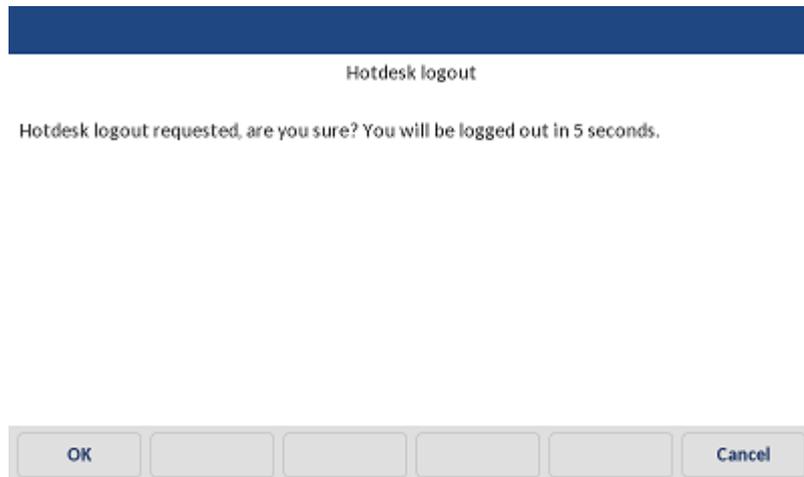

Once a Hot Desk ID has been entered, pressing the 'OK' button will display the Hot Desk PIN request dialogue:

Hotdesk Device

Please enter the Hotdesk Device PIN

| OK | Backspace | | | | Cancel |

Once the Hot Desk PIN has been entered, press the 'OK' button to complete the log in.

Logging Out

Pressing the hot desk softkey when logged in will start the logout process. The dialogue below will display prompting the user to confirm that a log out is required, this is to handle scenarios where the softkey is accidentally pressed. Pressing the 'Cancel' button within 5 seconds will stop the logout process from continuing.

Hotdesk logout

Hotdesk logout requested, are you sure? You will be logged out in 5 seconds.

| OK | | | | | Cancel |

If the 'OK' button is pressed or the 5 second timer expires, the logout process will be initiated.
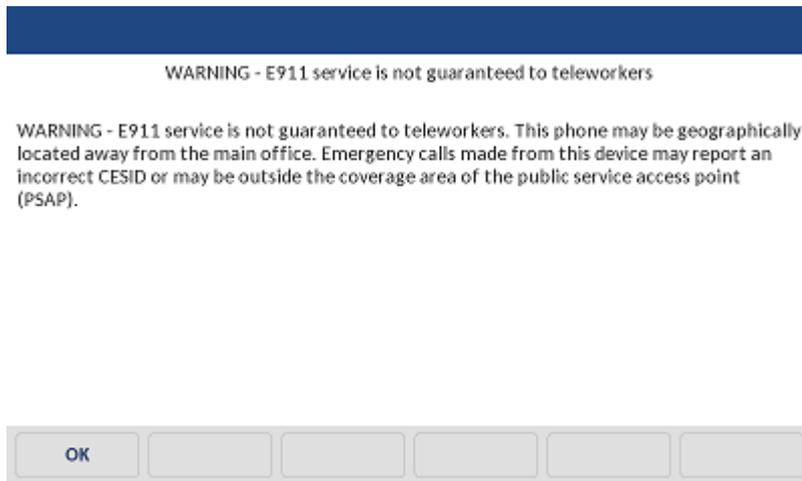
Applying Profile

Whenever a hot desk login or logout operation is in progress, the 'Applying Profile' screen will display on the phone. The screen will display while the softkeys for the hot desk device are being added or removed. For remote phones, the softkey configuration can take longer and the applying profile screen will display for a longer period of time.
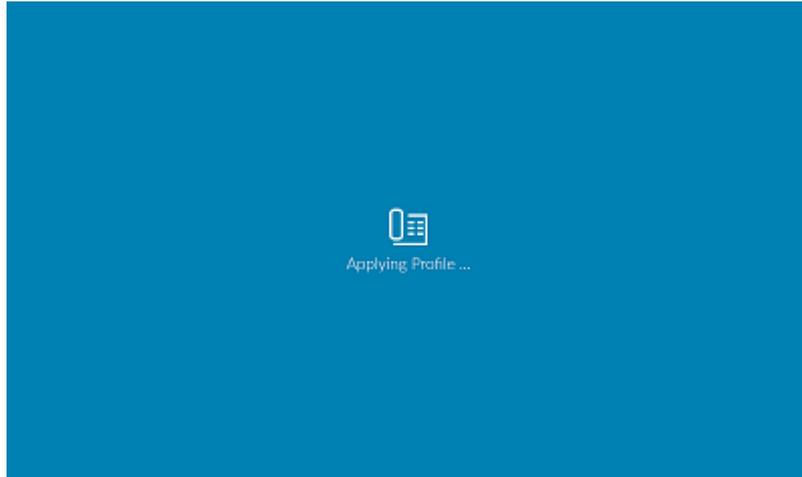
E911 Notification

The E911 screen is displayed every time a remote user hot desks into a phone.

📝 The E911 screen also appears the first time a phone connects to the MiVoice Office Application and on an ongoing monthly basis for remote phones.

WARNING - E911 service is not guaranteed to teleworkers

WARNING - E911 service is not guaranteed to teleworkers. This phone may be geographically located away from the main office. Emergency calls made from this device may report an incorrect CESID or may be outside the coverage area of the public service access point (PSAP).

OK					

Before the phone can be used, the content of the warning must be read and accepted by the user by pressing the 'OK' button.

Paging (PBX)

The Paging (PBX) softkey provides the user access to the page zones configured on the telephone system for paging 5300 and/or digital phones (not 6900 phones). The sections below outline the user interaction when the paging (PBX) softkey is pressed.

📝 To page other 6900 phones, use the Page (Phone) softkey.

Specific Page Zone

If a specific page zone ID has been selected in the parameters for the softkey, the page zone will be dialed when the softkey is pressed with no further interaction from the user required.

User Choice

If no specific page zone ID has been selected in the parameters for the softkey, the following dialogue will be displayed showing the page zones available to the user:
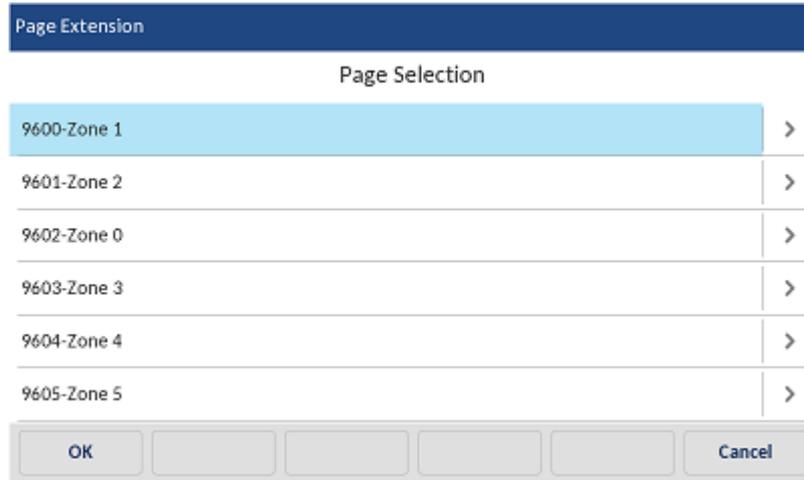
A page zone can be select by pressing the '>' chevron or by selecting a page zone and then pressing the 'OK' button.

Presence Profile

The presence profile softkey can be used to a change a user's currently selected Presence Profile. The name of the currently selected profile will be displayed in the label of the softkey.

> For the Presence Profile softkey to operate, the phone must be assigned to a user's Primary, Secondary or DEE device.

Changing Profile

Pressing the presence profile softkey will cause the following dialogue to be displayed listing all the user's presence profiles.
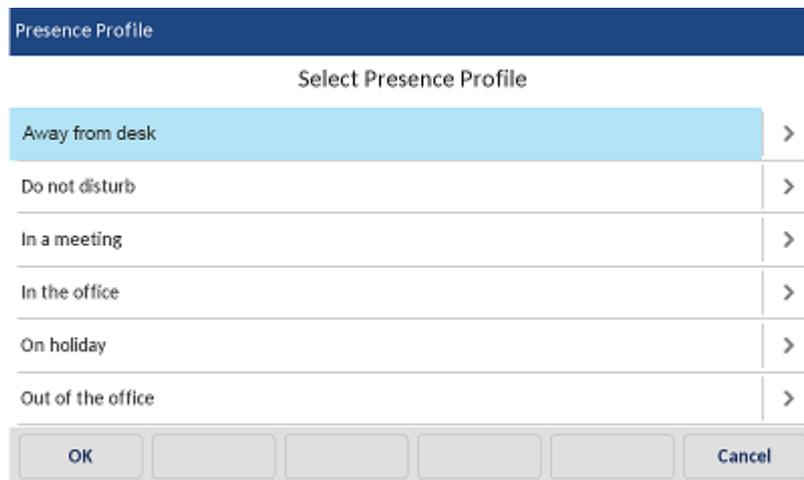
To change the current profile, press the '>' chevron or select a profile and then press the 'OK' button.

Depending on the configuration of the profile selected, the dialogues associated with the Do Not Disturb and/or Forward softkeys may be displayed prompting the user for additional information.

System Speed Dial

The system speed dial softkey can be used to make a call to one of the speed dials configured on the telephone system. The sections below outline the user interaction when pressing the system speed dial softkey.

⚠ Currently there is no way to dial system speed dials set to private from a 6900 phone.

Specific Speed Dial

If a specific speed dial has been selected in the parameters of the softkey, the number will be dialed as soon as the button is pressed.

User Choice

If no specific speed dial has been configured in the parameters of the softkey, a list of speed dials available will be presented on the screen:
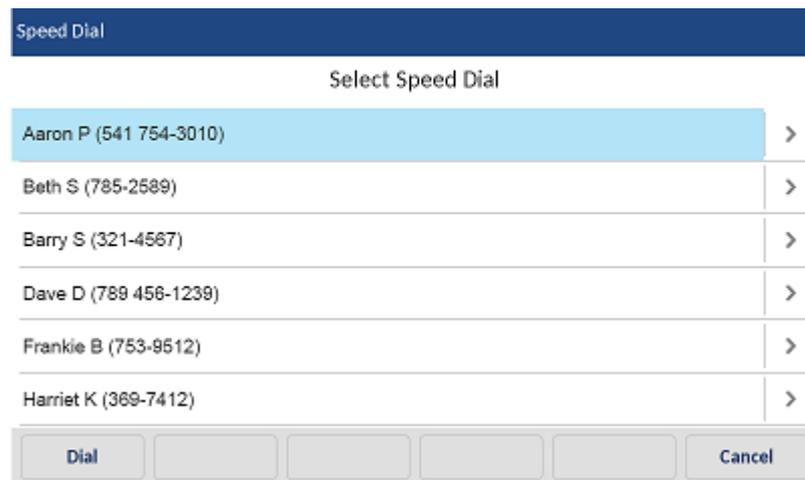
To dial a speed dial entry, press the '>' chevron next tot he entry or select and entry and press the 'dial' button.

📝 The system speed dial can be searched more easily by using the directory built into the phone. Pressing the ' ⬚ ' button on the phone will access the directory search screen.

Transfer to Voicemail

The 'Transfer to Voicemail' softkey can be used to transfer a connected call directly into someone else's mailbox. The sections below outline the user interaction when the softkey is pressed.

Mailbox

If the mailbox parameter is configured against the softkey, the call will immediately be transferred to the mailbox with no further user interaction required.

No Mailbox

If no mailbox is configured against the softkey, the following dialogue will appear prompting for the mailbox to be entered:
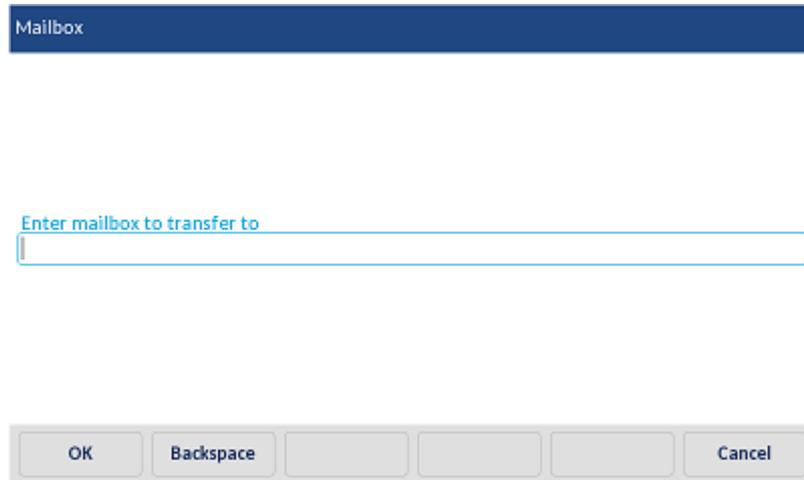
Once the required mailbox has been entered, pressing the 'OK' button will transfer the call.