MiVoice Office 250 6900 User Guide

Mitel

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MiVoice Office Application Suite
Release 5.2 - March, 2021

6900 User Guide

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 (Dialling, 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 (Platform Based Conferencing)
- CSV External Data Sources (These are used for System Speed Dial & Internal Directories and are not available for user use. LDAP directories are supported.)

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:

Speed Dial Edit

Top Softkey 6

Label

Line: 1

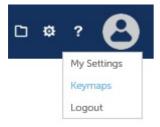| Save	Backspace	123 ▶		Pause	Cancel

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.
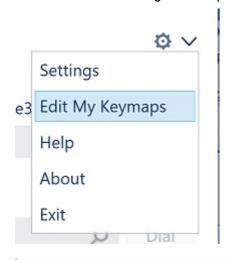
All Other Softkey Types

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):

My Settings
Keymaps
Logout

Access via Phone Manager Desktop:

Settings
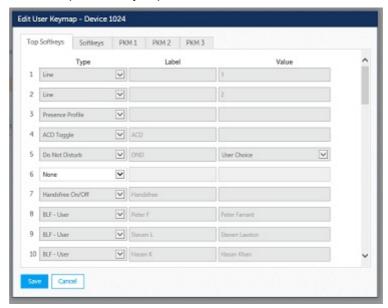e3 Edit My Keymaps
Help
About
Exit

Dial

> 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 (greyed 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.

Status Messages & Icons

To provide information on the status of the extension and it's various features, status messages and status icons are used.

Notification icons are visible all the time in the top right side of the phone's screen:

Depending on the type, the icon may be supplemented with a quantity indication (voicemails, missed calls etc).

Status messages appear on the idle screen. In the image below, the message '1 Message' is displaying to indicate a station message has been left on the phone:

If there is more than one message, the message will cycle so that the user can see all of them.

The table below outlines the different status messages and icons that can be displayed on the phone.

Icon	Status Message
🔔	**Alarm** - Displays on Administrator phones when there is an alarm on the phone system. Alarms can be cleared with the 'Clear Alarm' softkey. Alarm status messages appear in red.
N/A	**Chat** - If the user associated with the phone has an unread chat(s), a status message will show on the idle screen. This notification has no status icon.
⛔	**Do Not Disturb** - If the extension is in a do-not-disturb state the selected DND message and text will show as a message.
↘↙	**Forward (Manual)** - Any manual forward that has been applied to the phone will display as a message.
✓	**Missed Calls** - If there are any missed calls on the extension, the count will be displayed against the missed call icon as well as in a status message (calls ringing for less than 1 second intentionally do not show as a missed call).
N/A	**Night Mode** - Displays on Administrator phones when the local node has night mode enabled.
📟	**Station Messages** - Any station messages left at the local extension are displayed. Station messages also alert to the phones voicemail status icon.
📟	**Voicemail Messages** - Any voicemails alerting the extension will be displayed against the status icon and as a message.

Other status icons driven locally by the phone are also provided such as the headset icon (🎧). Please refer to the specific model's User Guide for more information on these icons.

Live Dialpad

By default, 'Live Dialpad' is enabled to speed up the dialling process. As a number is dialled on the keypad, the phone will try to match the number dialled. If the number is recognised it will be dialled immediately, if not recognised the number will not be dialled until the user presses 'Dial', the 'SIP Digit Timeout' expires or the user presses '#'.

Live Dial Pad & Transfer/Conference

By default, 'Conference/Transfer In Live Dial Mode' is set to 'Live Dial Mode (With Dial Plan Matching)'. This means that when the 'Xfer' or 'Conf' button is pressed while on a call, the phone will live dial any number entered, the same way as if the phone is idle.

This assumes that an 'Announced Transfer' is required for all transfer attempts because the phone will automatically dial the target number. To complete the transfer, press the 'Xfer' button again. This can be done before the remote end answers to immediately transfer the call.
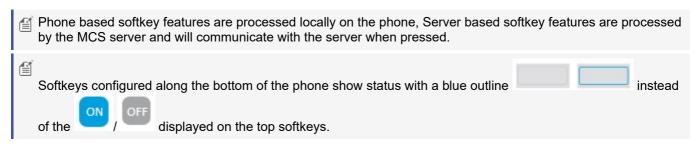
To perform immediate transfers without setting up an announcement call first, use one of the following methods:

- Use the BLF Context screen to 'Transfer Immediate'
- Use the 'Transfer Immediate' softkey
- Set 'Conference/Transfer In Live Dial Mode' to 'Pre-dial' mode. This will allow the Xfer button to be pressed before the announcement call attempt is made.

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.

Softkeys configured along the bottom of the phone show status with a blue outline instead of the / displayed on the top softkeys.

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. If pressed when in the free state, users can place themselves in wrap-up manually. If placed in wrap-up manually, it must also be manually removed. 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 when the user presses the ACD Toggle key.	☐ Logged Out 🟩 Logged In/Free 🟥 Busy 🟧 Wrap-up	Server

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 dialling. 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 dialling. 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 dialled.	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. Maria Garcia DC David Cole	Idle Busy Wrap-up Do-not-disturb	Server

	Paul Clerk Parameter: Select a MCS user.	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	Refer to the 6900 User Guide/Quick Reference Guide.	Phone

	system. 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
Flash	Provides access to invoke a flash on an active SIP call. No parameters.	Refer to the 6900 User Guide/Quick Reference Guide.	Phone
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.	or OFF Manual forward is disabled or does not match the softkey parameters or ON Manual forward is	Server

		enabled and matches the softkey parameters	
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 📋 Available from release 5.1.13	⬜ No messages 🟥¹ Messages waiting (Button will show yellow on non-touch screen phones)	Server
Group Missed Calls	Shows the last 10 missed calls for a hunt group on the system Parameter: Enter a valid hunt group on the telephone system	⬜ No missed call alerts (there may be calls that have not been redialled 🟥¹ Missed calls alerting (Button will show yellow on non-touch screen phones)	Server
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.	OFF Feature Inactive ON Call is available to push/pull to the primary DEE extension	Server

	📑 Available from release 5.1.13		
Handsfree	Provides access to toggle on/off the handsfree for intercom calls (called SIP Allow Auto Answer in the phone configuration). No parameters. ⚠ Handsfree Intercom calls will not work if 'DEE On/Off' is in the 'On' state. ⚠ Handsfree Intercom calls will not work if the SIP device was created on the PBX as a generic SIP device - only if it was created as a 69xx SIP Device 📑 Available from release 5.1.15	**OFF** Handsfree Disabled **ON** Handsfree Enabled	Server
Hold	Provides access to put the call on hold. This is advised to be added to the keymap used by any 6970 as it has no physical Hold hardkey No parameters.	Hold	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
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** or ◑ Night mode is off for the configured node **ON** or ◑ Night mode is on for the configured node 📑 If 'All Nodes' has been selected, the Night mode softkey will only	Server

		display 'On' if all nodes are in night mode. If only some of the nodes are in night mode, it will display 'Off'.	
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 dialled.	No status displayed	Server
Paging (PBX)	Provides access to the page zones on the telephone system to page non-6900 handsets. Parameter: Select a specific page zone ID or 'User Choice' to allow page zone select when the softkey is pressed.	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 or select 'User Choice' to allow page zone selection when the softkey is pressed	No status displayed	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. 📄 The 'Park Recall' timer does not work for calls parked at a phantom using a 6900 phone. Use the 'Transfer Available Timer', 'Transfer Attendant Timer' or 'Transfer Vice Processor Timer' instead. Calls parked at a hunt group will follow the hunt	No call parked Call parked	Server

	group's 'Recall Timer' & 'Recall Destination'.		
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 dialling someone. Once in place they can be cancelled at any time. No parameters.	No queue requested Queue requested	Server
Record-A-Call	This softkey can be used to Record-A-Call feature of the telephone system by invoking a local conference on the phone. Parameter: Select the Record A Call application to use. 📄 An associated mailbox is required for this feature to work. The recorded part of the call will appear as a second call at the extension in both Phone Manager and any call reports. ⚠ This feature cannot be used as a MiVoice Office Call Recorder method.	No status is shown. To disable the recording, the user must hang up the conference leg to the Record-A-Call application.	Phone
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.	No call Active call, not recorded Active call, recording paused	Server

	This softkey type requires an enhanced 6900 license on the MCS server.	🔴 Active call, recorded	
Redial	Provides access to redial functionality. This is mainly for use on 6970 that has no hardkey for redial No Parameters	Redial	Phone
Remote Forward	Provides remote control of manual forwarding of a different extension on the telephone system Parameter: Select the extension on which to control the manual forwarding. Select a manual forward type or let the user select when pressed. If no destination is provided, the user will be prompted when pressed. To use this softkey, the extension must be an Administrator on the telephone system.	or OFF Manual forward on remote extension is disabled or does not match the softkey parameters or ON Manual forward on remote extension is enabled and matches the softkey parameters	Server
Reverse Transfer	When pressed, this softkey dials the 'Reverse Transfer' feature code. The user can then enter an extension number to pickup from or press a configured BLF key. No parameters.	No status displayed	Server
Ring Intercom Always	Toggle the ring intercom always feature on the telephone system for the handset. When 'Off', any internal calls will go through handsfree if the dialled extension has the 'Handsfree' feature enabled. No parameters. Available from release 5.1.15 Requires MiVoice Office 250 6.3 SP2 or Higher	OFF Outgoing internal calls will be handsfree if the dialled extension supports it. ON Outgoing internal calls will always ring.	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	See 'BLF - Extension' or 'BLF - Hunt Group' for softkey status information.	Server

	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		
Station Message	Provides the ability to leave a station message with another extension when they are busy. The button can be pressed on an outgoing call to another extension. No parameters 📑 Available from release 5.2.12	No status displayed	Server
Station Monitor	Provides the ability to initiate a station monitor session of another phone. If a station monitor is in progress, this key can also be used to perform barge-in and steal operations. Parameter: Enter an extension to monitor	OFF Not currently station monitoring ON station monitor is in progress	Server
Speed Dial	Dial a number pre-programmed on a button. Parameter: Enter the number to be dialled 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 dialled 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 dialled by the handset when the key is	Refer to the 6900 User Guide/Quick Reference Guide.	Phone

	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. 📄 This softkey can also be used to deflect ringing calls to a specific destination. For example, Send to Voicemail can be implemented using this key and entering the voicemail application as the parameter.	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 Immediate	Transfers a currently active call at the extension to a specific device on the telephone system. Parameter: Enter a target device or leave blank to be prompted for a device when pressed. 📄 Available from release 5.2.12	No status displayed	Server
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 handset's availability in any UCD hunt groups on the telephone system. No parameters.	OFF UCD calls disabled ON UCD calls enabled	Server
Voicemail	Provides access to the Voicemail. This is mainly for use on a 6970 that does not have a hardkey for voicemail No parameters.	Voicemail	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.
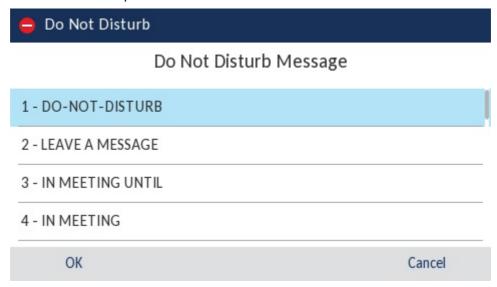
6900 Softkey Feature Screens

The following section outlines the behaviour of softkeys which present screens to the user. All softkeys listed in this section interact with the user through a series of screens and responses. If a softkey is not listed here, it does not require additional information from the user to perform its action.

Softkey Selection Screens

Many of the softkeys available provide a 'Selection Screen' as part of the feature interaction. When a selection screen is displayed, one of the available options must be selected.

The image below shows an example of the do-not-disturb selection screen:

There are multiple ways in which select the required option:

- Use the D-Pad/Cursor to highlight and select the required option
- Press a keypad digit corresponding with the require option (e.g. pressing '2' on the key pad would select 'Leave a message'
- Use the touch screen (6940, 6970 models) to scroll/select the required option.

When using the keypad to select the required option, 0 selects the 10th item in the list. Any options beyond 10 cannot be selected in this manner and one of the other selection methods must be used.

Selection screens are presented on the following softkey screens:
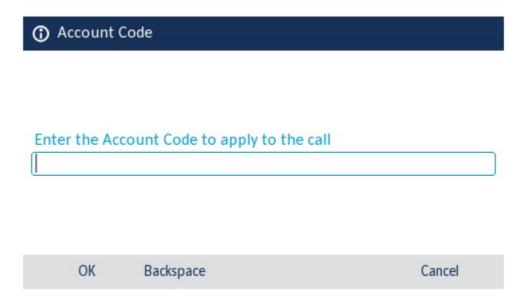
- Account Code/Account Code Following (Multiple Parameter Selection)
- ACD Toggle (Hunt Group Selection)
- BLF Softkeys
- Caller ID Change
- Do-Not-Disturb
- Forwarding
- Paging (Page Zone selection)
- Presence
- Silent Monitor
- System Speed Dial
- Voicemail

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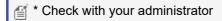
The 'Account Code' softkey can be used to enter an account code on a call which is in progress at the phone.

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:
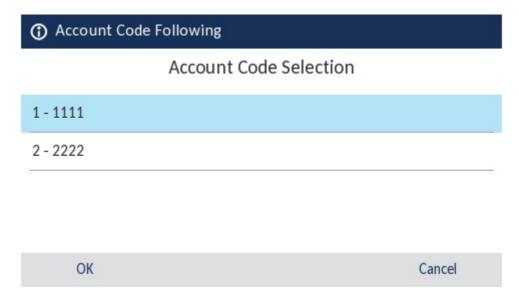

Codes of up to 12 digits in length are supported*.

* 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:
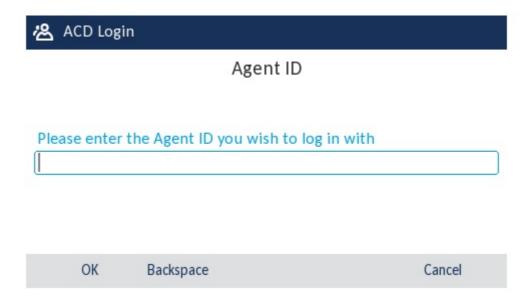
To select and apply a code, use the '>' chevron or select a code then press the 'OK' button.

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.
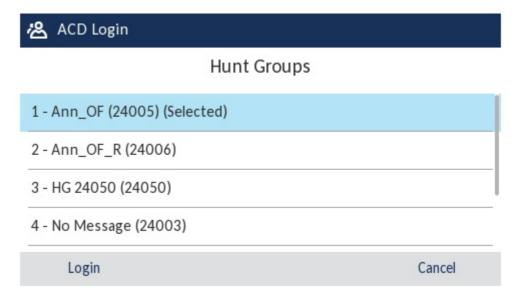
Agent ID Prompt

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.
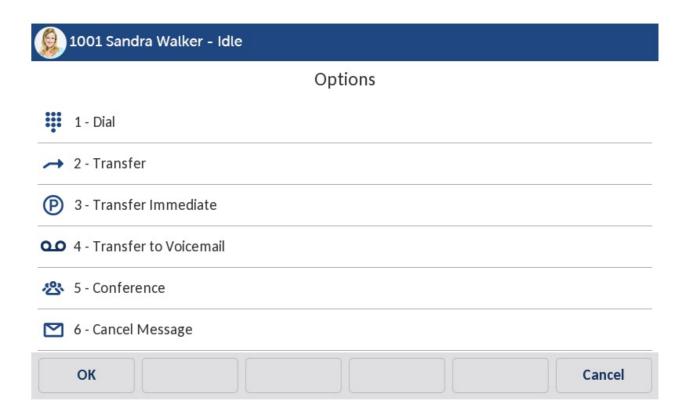
BLF Softkeys

By default, when pressing a BLF softkey (Extension, Hunt Group or User, not Trunk) a call will be made to the target device. If however the local extension is on a call or the target device is not idle (in do-not-disturb, on a call or has a call on hold/ringing) a context sensitive selection screen will display offering various options. The options offer will depend on the status of the local extension as well as the status of the extension/user/trunk of the BLF softkey.

> The 'Enhanced Context BLF' softkey screen can be disabled if required. When disabled, pressing a BLF softkey will result in a call being immediately dialled to the target device without the BLF screen showing.

The image below shows an example of the BLF softkey screen.The target device's avatar is displayed top left along with the device's description and current status.

1001 Sandra Walker - Idle

Options

1 - Dial

2 - Transfer

3 - Transfer Immediate

4 - Transfer to Voicemail

5 - Conference

6 - Cancel Message

OK | | | | | Cancel

Icon	Action
⠿	**Dial** - Make a call to the target device. If the local extension is on a call, this call will be put on hold.
➔	**Transfer Announced** - Setup a announced transfer to the target device.
Ⓟ	**Transfer Immediate** - Send the current call immediately to the target device with no announcement.
◯◯	**Transfer to Voicemail** - Send the current call immediately to the target devices mailbox*.
👥	**Conference** - Initiate a conference with the target device. Note: The current call will be put on hold, to complete the conference the 'Conf' button will need to be pressed again after the target device has answered.
📞	**Pickup** - Attempts to pick up (reverse transfer) a call that is on hold or ringing at the target device. Detail of the call will be provided if available.
🕐	**Queue** - Book a queue with the target extension. When the target extension becomes free, the Queue screen will be show prompting a call. Note: If a queue is already booked with the target extension, an option to cancel the queue will be provided.
✉	**Leave a Station Message** - Leave a station message with the target extension. Note: If a station message is already in place with the target extension, the option to cancel the message will be provided.
◯◯	**Leave a Voicemail** - Leave a voicemail message with the target extension*.

📄 * When transferring calls to off node mailboxes, the off node Voicemail application must have been added to the transferring phone's node. There is not import/export option for this, is must be added manually.

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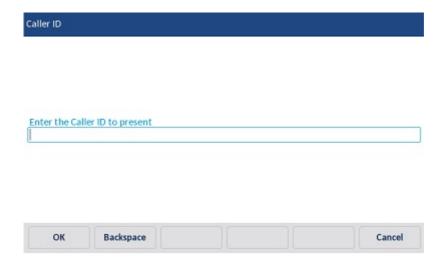
The 'CLI Change' softkey can be used to change the caller ID presented from a phone when making external calls. The sections below outline the user interaction when pressing the key when it is not lit (matching caller ID is not currently applied). If pressed when the softkey is lit, the caller ID configured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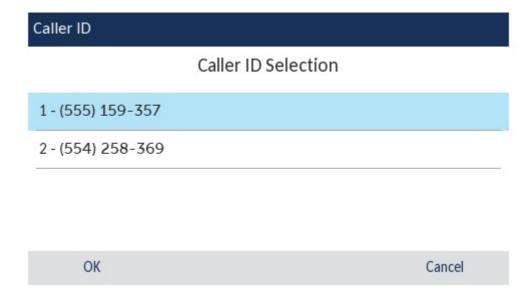
One Caller ID

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:

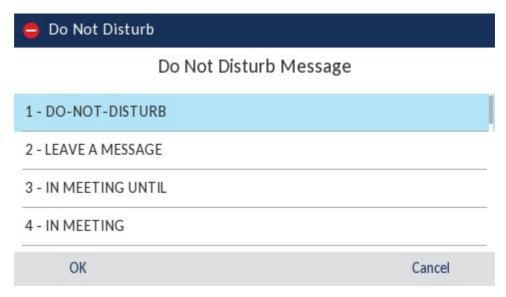To select and apply a code, use the '>' chevron or select a code then press the 'OK' button.

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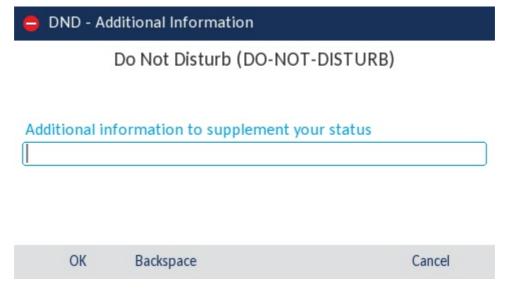
If the DND message parameter against the softkey has been set to 'User Choice', the following dialogue will appear when the softkey is pressed:

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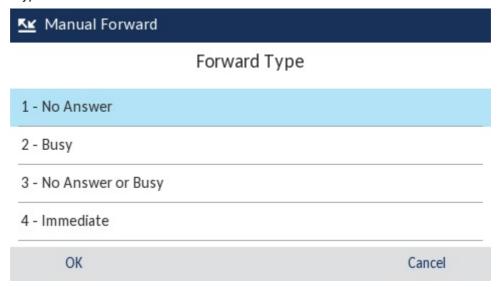
If both the 'DND Message' and 'DND Text' parameters have been configured against the softkey, pressing the softkey will immediately apply the do-not-disturb state with no further user interaction required.

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
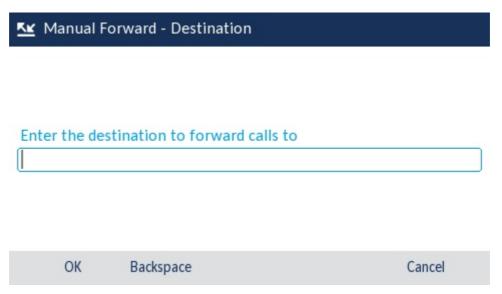
If 'User Choice' is selected as the forward type parameter, the following dialogue will be displayed prompting for the forward type to be selected:

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.
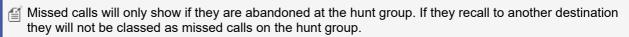
Group Missed Calls

The 'Group Missed Calls' softkey is used to display the last 10 missed calls for a specific hunt group.

Pressing the number keypad digit corresponding to a missed call or selecting the missed call using the cursor or touch screen will initiate a redial of the missed call.
Calls which someone has attempted to redial (using the Group Missed Calls softkey only) will be shown with a blue phone icon. The 'Clear Redials' option will remove the red icon against all missed call entries.

> Missed calls will only show if they are abandoned at the hunt group. If they recall to another destination they will not be classed as missed calls on the hunt group.
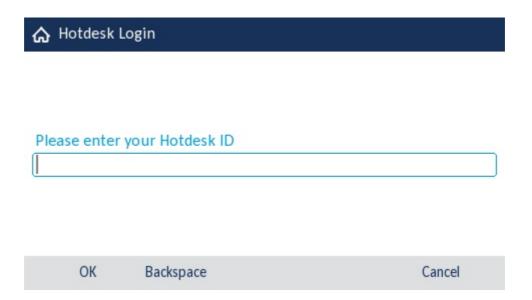
> Missed call details are not stored persistently and will be lost if the CTI Host Service is restarted.
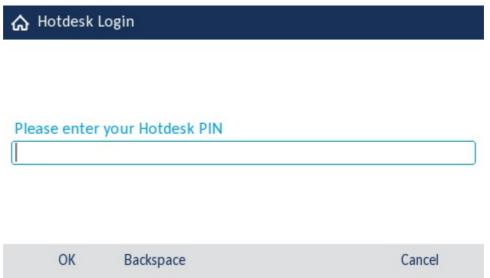
Hot Desk

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:

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

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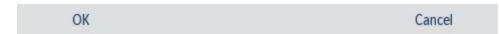
Pressing the hot desk softkey when logged in will start the logout process. The dialogue below will display prompting the user to confirm that a log out is required, this is to handle scenarios where the softkey is accidentally pressed. Pressing the 'Cancel' button within 5 seconds will stop the logout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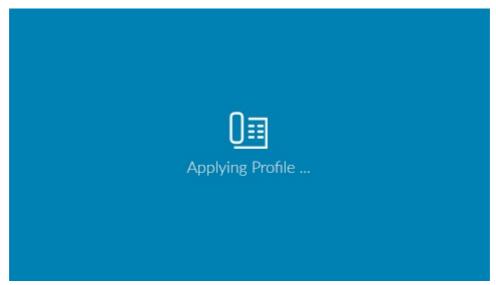
continuing.

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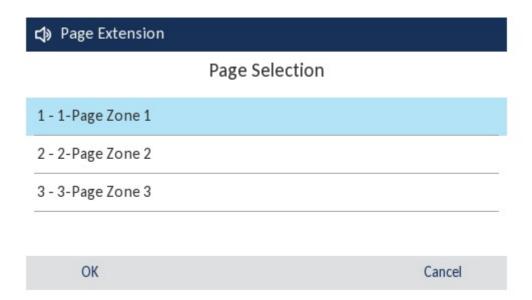
To page other 6900 phones, use the Page (Phone) softkey.

Specific Page Zone

If a specific page zone ID has been selected in the parameters for the softkey, the page zone will be dialled 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.
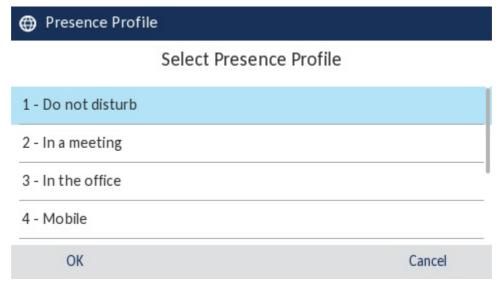
Presence Profile

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.

Station Monitor

The station monitor feature can be used to listen in on a call in progress at another extension on the phone system. One the monitor is in progress, the monitoring party can barge in or steal the call if required.

> ⚠ For station monitor to work, permission must have been granted on the telephone system. If a 'Call Failed' message is received, check that the correct permissions have been applied.
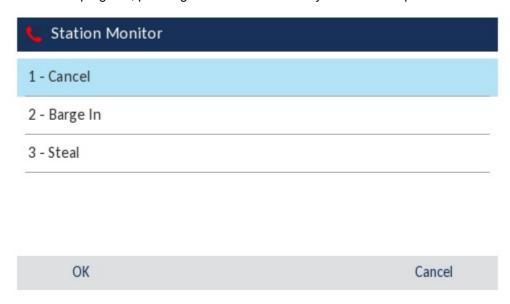
Monitoring

Pressing the monitor key will cause the monitor feature code to be dialled on the telephone. To complete the monitoring process, enter the number of the extension you wish to monitor or press one of the BLF keys configured on the phone.

The monitor can be cancelled by terminating the call.

Barge In / Steal

If a station monitor is in progress, pressing the station monitor key will load the options menu:

To toggle the barge in status or steal the call, press the '>' chevron next to the entry or select and entry and press the 'OK' button.

System Speed Dial

 The system speed dial softkey can be used to make a call to one of the speed dials configkured on the telephone system. The sections below outline the user interaction when pressing the system speed dial softkey.
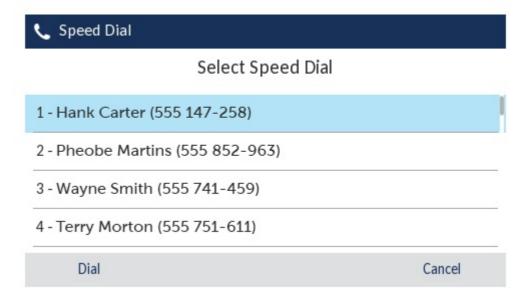
> ⚠ Currently there is no way to dial system speed dials set to private from a 6900 phone.
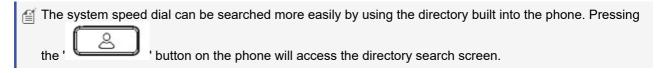
Specific Speed Dial

If a specific speed dial has been selected in the parameters of the softkey, the number will be dialled 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 to the 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 Immediate

The 'Transfer Immediate' softkey can be used to transfer a connected call directly to another device with no enquiry call. The sections below outline the user interaction when the softkey is pressed.

Target Device

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

No Target Device

If no target device is configured against the softkey, the following dialogue will appear prompting for the device to be entered:

→ Immediate Transfer Destination

Enter the destination to transfer to

| |

OK   Backspace   Cancel

Once the required device number has been entered, pressing the 'OK' button will transfer the call.

If using an Expansion Module (PKM), a BLF key can be pressed instead of entering a target device number when the dialogue is displayed.
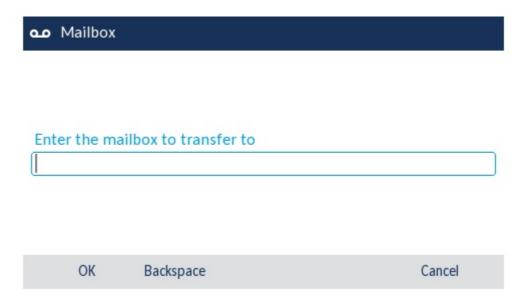
Transfer to Voicemail

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.
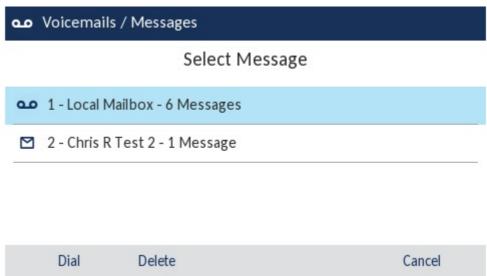
⚠ When transferring calls to off node mailboxes, the off node Voicemail application must have been added to the transferring phone's node. There is not import/export option for this, is must be added manually.

📑 If using an Expansion Module (PKM), a BLF key can be pressed instead of entering a mailbox number when the dialogue is displayed.

Voicemail

The voicemail screen appears when the physical 'Voicemail' button ( ) is pressed on the phone. Depending on the current voicemail and message status of the phone, the button will perform different actions.

Status	Action
No voicemails/messages and the phone is idle	The phone will dial into the associated mailbox for admin access.
Voicemails (local mailbox only) and the phone is idle	The phone will dial into the associated mailbox to retrieve voicemails.
Voicemails (no local mailboxes) and the phone is idle	The 'Voicemail / Messages' screen will display showing details of any voicemails or messages left.
Station Messages	
Outbound Ringing Call	The phone will leave a station message with the target extension and hang-up
Connected Call	The phone will display the Transfer to Voicemail screen.

The sections below outline how voicemails and station messages appear on the voicemail screen.

Voicemails

Any voicemail messages will be listed in the selection screen with the voicemail icon ( ) next to them and a description of the mailbox the message is in. To listen to the message, select the mailbox and press the 'Dial' key.

Station Messages

Station messages are direct messages that have been left from another user on the system. Any station messages will be listed in the selection screen with the message icon ( ). To return a message (call the sending extension back), select the message on the screen and press the 'Dial' key. The message will automatically be removed from the phone when the returned call is answered.

To delete the message without returning the call, press the 'Delete' key.

6900 Directories

Each 6900 phone provides the user with a number of directories they can use to access internal and external contacts. The phone will automatically match calls against numbers it has in its contact directory.

Directory	Description	Source
Local	This is a directory which is local to the phone. Any contacts added here are stored only on the phone and are not accessible anywhere else or backed up.	Locally Update
Phone System	This directory contains contact information for other users on the telephone system and additional items, including: • Extensions • Hunt Groups • System Speed Dials*	CSV Download
Personal	These are contacts from the user's Phone Manager Personal directory. Any contact added by the user through Phone Manager will be accessible here. This does not include Outlook contacts that are accessible through the Phone Manager Desktop interface.	CSV Download
Server	Contacts added to the one or more of the server based directories, including directories linked to CRM databases or imported.	LDAP Query
Mobile Contacts	This directory contains the contacts that have been synced from a mobile device which has been paired locally with the phone. This feature is available on 6930 & 6940 (but not 6970) models.	Bluetooth Sync

* Private system speed dials are not available through this directory.

Directory Updates

The phone system, personal & server directories are provided to the phone when it first boots. Directory updates are requested by the phone every 24 hours. Updates to the directory can take up to 24 hours to appear on all phones.

Directory Limitations

Each contact in each directory is download locally to the phone. It is recommended that no more than 5,000 contact records are provided to the phone to ensure that their are no performance issues when access the directories or contact matching on calls.

If there is a requirement to access directories which contain more than 5,000 records, an asynchronous LDAP lookup can be used for searching (but no contact matching on calls).

For more information on asynchronous lookups, please refer to the General Settings section of the server documentation.