Mitel 6940/6940w SIP Phone - Quick Reference Guide

Getting started

Bottom Softkeys
6 state-based touchscreen softkeys that support up to 30 functions.

Top SoftKeys
12 programmable touchscreen softkeys, that support up to 48 functions.

Contacts
Displays a list of your contacts.

Goodbye
Ends the active call and used for exiting menus.

Call History
Displays a list of your missed, dialed, and answered calls.

Redial
Displays Call History with a list of outgoing calls.

Voicemail
Provides access to your voicemail service.

Hold
Places an active call on hold or resumes a call from hold.

Settings
Provides services and options that allow you to customize your phone.

Mute
Mutes/unmutes all outgoing audio on handset, headset or speaker.

Volume
Adjusts the volume of the ringer, handset, speaker, and headset.

LCD Touchscreen
UI navigation is performed using the LCD touchscreen. On the Home screen, swipe left and right on the programmable key area to access additional key pages. In application and settings menu, swipe up and down to scroll through lists. To select an item, tap the respective item on screen.

Speaker/Headset
Toggles the phone's audio between speaker and headset.

Information Regarding Model Variants

A new variant of the 6940 IP Phone is available called the 6940w IP Phone. The 6940w IP Phone is physically identical to the 6940 IP Phone. There are new features supported by the 6940w IP Phone relative to the 6940 IP Phone, namely embedded Wi-Fi, Bluetooth 5.2, IEEE 802.3az standard (Energy Efficient Ethernet) capability. The 6940w IP Phone also supports the same accessories as the current 6940 IP Phone.

Basic call handling

Placing a call

• Lift the handset, tap the **Line** key, or press the 🕮/📞 key, and dial the number.

• Dial the number from the keypad and press the **Dial** softkey.

Ending a call

Place the handset on its cradle, tap the **Drop** softkey, or press the ☎ key.

Answering a call

Lift the handset or press the 🕮/📞 key for handsfree operation.

Ignoring a call

Press the ☎ key or tap the **Ignore** softkey when the phone is ringing to ignore the incoming call and (if configured) send the incoming call directly to voicemail.

Redialing

Tap the **Redial** softkey or press the ↺ key twice to call the last dialed number

or

Press the ↺ key once to access the Call History application with a list of recently dialed numbers. Swipe up and down to scroll through the entries, select the entry, and tap the **Dial** softkey to redial the selected number.

Muting or unmuting a call

Press the 🔇 key while on an active call to mute the microphone for your handset,

Mitel®
Powering connections

Mitel 6940/6940w SIP Phone - Quick Reference Guide

headset or speaker. Press the [🔇] key again to unmute the audio.

Holding and resuming a call

1. To place an active call on hold, press the [⏸] key. A 🟡 (hold) icon flashes on the applicable **Line** key.

2. To resume the call, press the [⏸] key again or tap the respective **Line** key.

> **Note:** For details on all the available features and options, refer to the *Mitel 6940 SIP Phone User Guide*.

User Interface (UI) overview

Home screen

The Home (default) screen is displayed when the phone is in the idle state. The Home screen displays status indicators, user directory number, avatar, time, date and a list of configurable top and bottom softkeys.
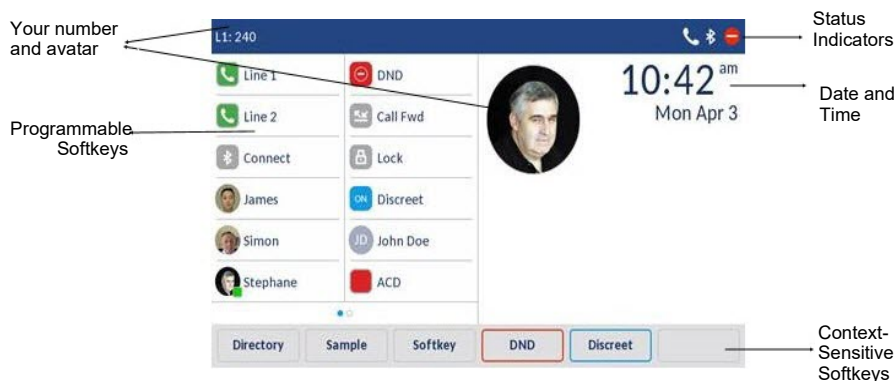
Call screen

When on an active call, caller's avatar, name, number, and call-duration timer are displayed. The context-sensitive softkeys are updated with applicable call-handling features.

Mitel®
Powering connections

Mitel 6940/6940w SIP Phone - Quick Reference Guide

Applications

Directory

The Directory application stores personal phone book and directory. The Mitel 6940 SIP phone supports a localized personal directory, interoperability with LDAP (corporate) directories, and enhanced Mobilelink functionality, which allows you to sync your mobile contacts with your 6940 SIP phone.
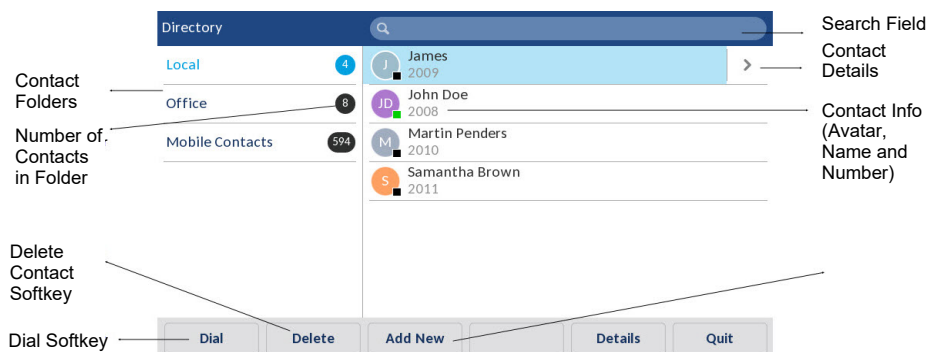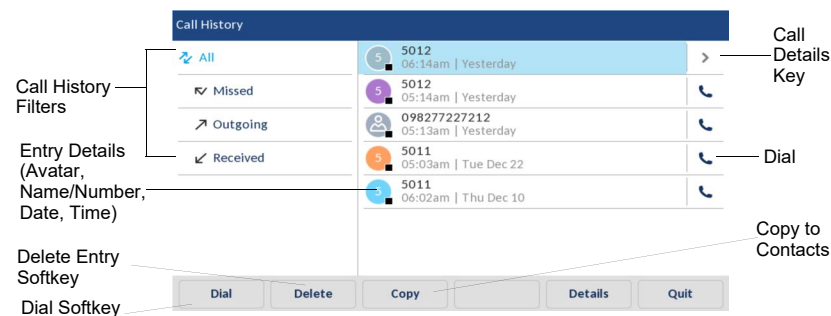

Making a call using the Contacts application

1. Press the [👤] key to access the Contacts application.

2. Tap the respective contacts folder and scroll through the contacts by swiping up and down on the list
   or
   Tap the search field, enter characters using the on-screen keyboard, and tap the blue **Enter** key to use the search feature.

3. When the applicable contact is highlighted, tap the **Dial** softkey to place a call using the entry's default phone number
   or
   To place a call to a different phone number defined for the entry (for example, a mobile number), tap the ❯ key to access the contact card screen, and then tap the phone number to dial.

Call History

The Call History application displays a list of your missed, outgoing and received calls.

You can view, delete and dial out to call history entries as well as copy entries to the Contacts application.

Using the Call History application

1. Press the [🕐] key to access the Call History application.

2. Tap the respective contacts folder and scroll through the entries by swiping up and down on the list. To view additional call details, tap the ❯ key when the entry is highlighted.

3. Tap the **Dial** softkey to place a call to the respective entry
   or
   Tap the **Copy** softkey to copy the entry to your Directory
   or
   Tap the **Delete** softkey to delete the entry from your Call History.

Voicemail

When voicemail functionality is enabled, the MWI LED on the Mitel 6940 SIP phone flashes red and the [📟] (Voicemail) icon displays on the status bar indicating that voicemail messages are available. You can access your voicemail service by pressing the **Voicemail** [📟] key.

Note: Voicemail functionality must be configured by your System Administrator.

Mitel 6940/6940w SIP Phone - Quick Reference Guide

Advanced call handling

The Mitel 6940 SIP Phone provides simple and convenient methods for transferring calls and establishing conference calls.

Transferring a call

1. Ensure you are on active call with the contact you want to transfer.
2. Tap the **Xfer** softkey.
   The active call is placed on hold.
3. Enter the transfer recipient's number and tap **Xfer** softkey.

Creating a 3-way conference call

1. Ensure you are on active call with one of the contacts with whom you want to create a conference.
2. Tap the **Conf** softkey.
   The active call is placed on hold.
3. Enter the conference target's number and tap **Dial** softkey.
4. Wait for an answer, consult, and then tap the **Conf** softkey to create the three-way conference call.

Speed Dial Configuration

A **Speed Dial** key allows you to dial a specified number with one key press. **Speed Dial** keys can be useful as they can be programmed to dial directly to an internal or external number. You can also transfer calls to or create conference calls using your **Speed Dial** keys in place of dialing out manually.

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

Configuring a Speed Dial key

1. Press and hold the non-configured softkey, dialpad key, or expansion module key (for approximately 3 seconds) until the **Speed Dial Edit** screen is displayed.
2. In the **Label** field, enter a description to apply to the key using the on-screen keyboard.
3. Tap the **Number** field and enter a number using the dialpad keys.
4. Tap the **Save** softkey to save the speed dial information to the key you selected.

Mobilelink

The Mitel 6940 SIP Phone supports Mobilelink, a feature that provides seamless mobile integration using Bluetooth wireless technology. Mobilelink highlights include the ability to:

• Sync your mobile phone's contact list with your 6940 SIP Phone.

• Answer a mobile phone call using your 6940 SIP Phone.

• Move active calls between the 6940 SIP Phone and your mobile phone.

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

Pairing a mobile phone using Bluetooth

1. Press ⚙ the key and tap the **Bluetooth** icon.
2. Swipe the ⬜ toggle switch to the right to enable Bluetooth functionality.
   Ensure your mobile phone is discoverable as the Mitel 6940 SIP Phone automatically scans for available Bluetooth devices.

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

3. When your mobile phone has been discovered, tap the respective entry on the list of available devices.
   A Bluetooth pairing request displays on both the Mitel 6940 SIP Phone and your mobile device.

4. Ensure the pairing code matches on both devices and tap **Yes** on the Mitel 6940 SIP Phone and acknowledge the pairing request on your mobile phone.
   The Mitel 6940 SIP Phone attempts to pair the mobile phone and if successful, automatically connects to the mobile phone.
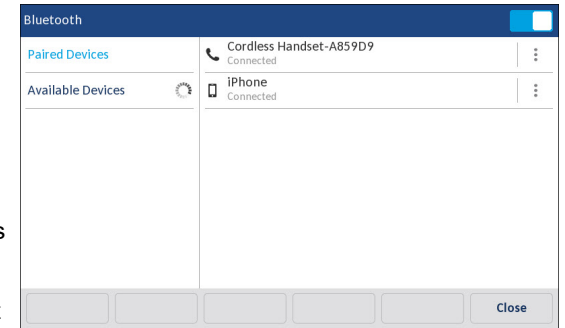
> **Note:** If pairing or connecting fails, a failed error message displays on screen. Tap **Retry** to attempt to pair or connect again, or **Cancel** to cancel the attempt.

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

Mitel®
Powering connections

Mitel 6940/6940w SIP Phone - Quick Reference Guide

Syncing mobile contacts

The Mitel 6940 SIP Phone automatically syncs your mobile contacts to the Contacts application upon pairing and connection.

To manually update your mobile contacts:

1. Press the ⬚ key to access the Contacts application.

2. Tap the **Mobile** contacts folder.

3. Tap the **Reload** softkey.
   The Mitel 6940 SIP Phone attempts to update and synchronize your mobile contacts.

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

Answering an incoming mobile call using your Mitel 6940 SIP Phone

When your mobile phone is paired and connected to your Mitel 6940 SIP Phone, incoming calls on your mobile phone will be indicated on your 6940 SIP Phone as well.

> **Note:** A **Mobile** softkey must be configured to answer an incoming mobile call using your Mitel 6940 SIP phone. For more information, refer to the *Mitel 6940 SIP Phone User Guide*.
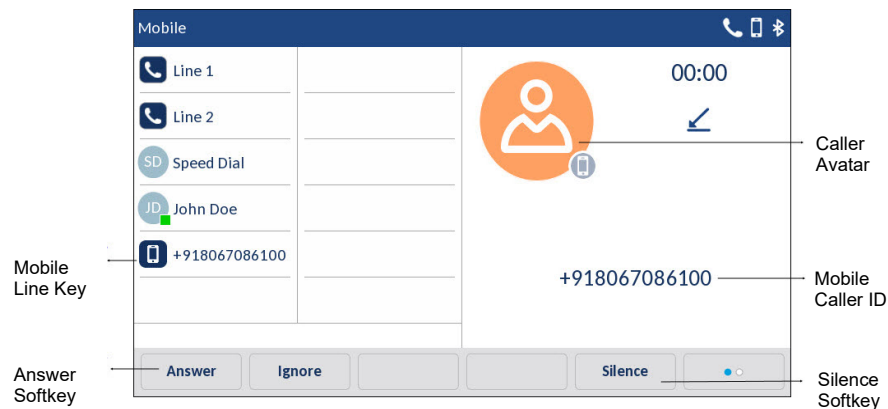
To answer an incoming mobile call, lift the handset or press the ⬚ key, or tap the blinking 📱 **Mobile** softkey, or tap the **Answer** softkey for handsfree operation.

Moving the audio of an active mobile call between your mobile phone and Mitel 6940 SIP Phone

Tap the **Push** call softkey to push the mobile call's audio from your Mitel 6940 SIP Phone to your mobile phone

or

Tap the 📞 **Mobile Line** key to pull the mobile call's audio from your mobile phone to the Mitel 6940 SIP Phone.

You can push and pull mobile call audio from the Mitel IP Phone only.

> **Note:** For other functions, such as viewing mobile call history details, dialing a mobile call history entry, adding a mobile call history entry to Contacts, and deleting mobile call history, refer to the *Mitel 6940 SIP Phone User Guide*.

Customization

Adjusting the volume

Press the ⬚ keys during a call to adjust the volume of the audio device (handset, headset or speakerphone). Pressing these keys when the phone is idle, adjusts the ringer volume.

Selecting a ring tone

a. Press the ⚙ key to enter the **Settings** menu.

4. Tap the **Audio** icon.

5. Tap the **Ring Tones** icon.

6. Swipe up or down on screen to scroll through the list and select the desired ring tone.

7. Tap the **Save** softkey to set the desired ring tone.

Changing the screen language (if applicable)

1. Press the ⚙ key to enter the **Settings** menu.

2. Tap the **Language** icon.

3. Select the desired screen language.

4. Press the **Save** softkey to set the desired screen language.

Mitel®
Powering connections

Mitel 6940/6940w SIP Phone - Quick Reference Guide

PCLink

The Mitel 6940 IP Phone supports PCLink, a feature that enables the IP Phone to be used as the audio device for PC or MAC video collaboration with all the supported video collaboration applications, for both Windows 10 and MAC operating systems, through the IP Phone's Bluetooth interface. For more information, see:

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

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

Connecting to Wi-Fi on 6940w IP Phone

The 6940w IP Phone has bulit-in wireless connectivity and functions as an 802.11a/b/d/g/n dual-band wireless network device which allows your phone to join a secure, high-speed network.

You can connect your phone to either a enterprise network or a home network or to a Hidden Network:

- "Connecting to a WPA2 Enterprise network"
- "Connecting to a home network"
- "Connecting to Hidden Network"

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

Connecting to a WPA2 Enterprise network

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

Mitel®
Powering connections

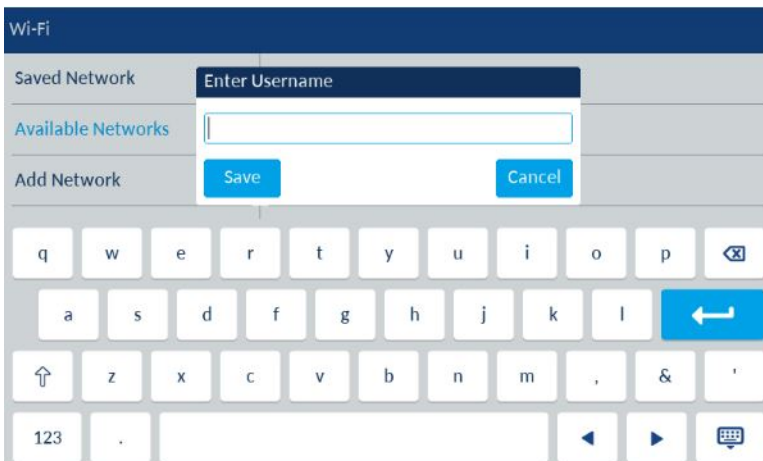# Mitel 6940/6940w SIP Phone - Quick Reference Guide

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

3. Tap on the name of the enterprise Wi-Fi network; for example, Mitel from **Available Networks** and tap **Connect** softkey.

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

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

5. Enter the domian password of your enterprise network and select the **Save** softkey. Advanced characters can be entered by using touch pad or by pressing the dialpad

keys multiple times. For detailed information on the characters, refer to **Dialpad keys** section in the **Mitel 6940/6940w IP Phone User Guide.**
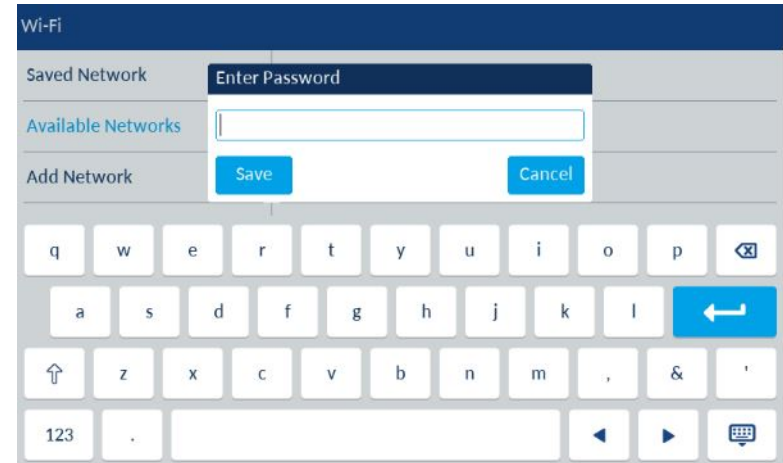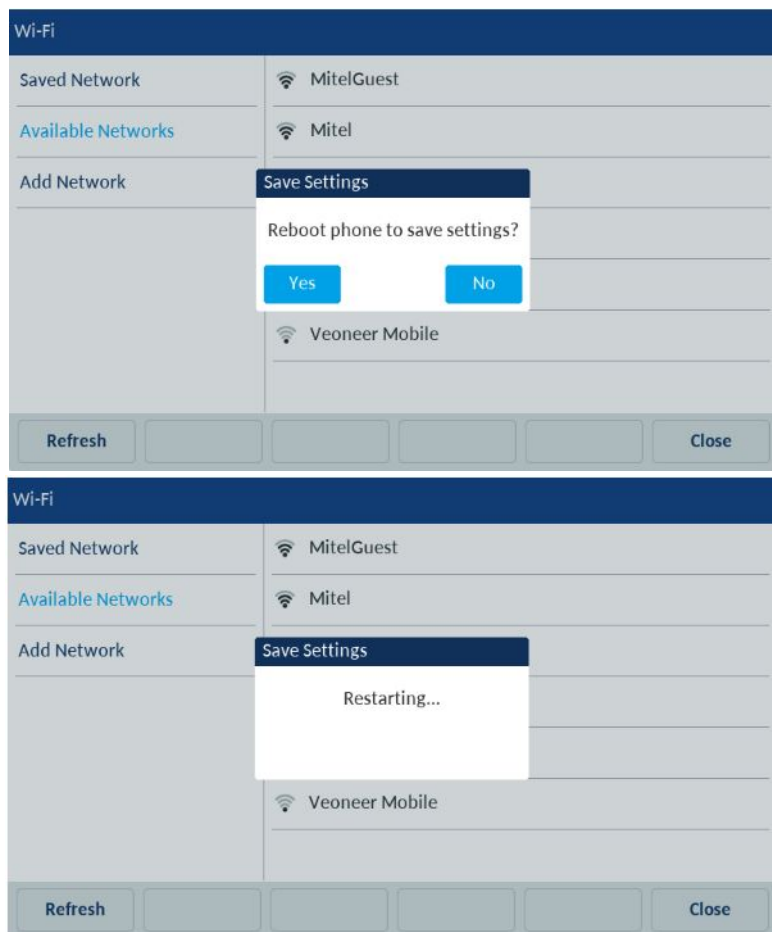

Note: If you enter an incorrect password, the **Connection failed** dialog box appears.
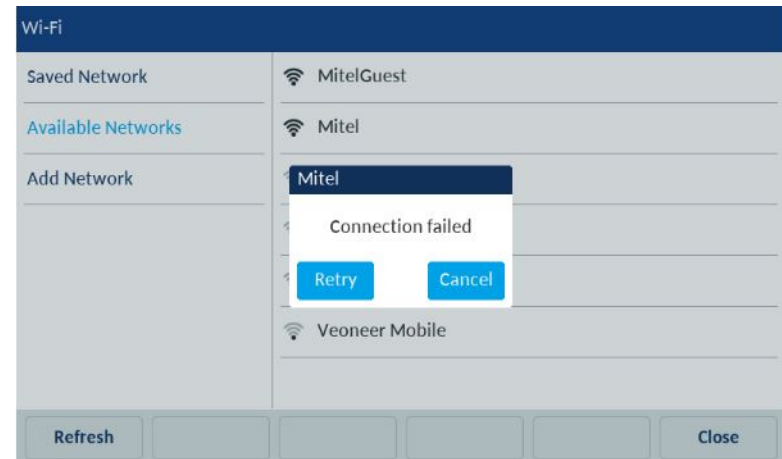
6. The **Save Settings** dialog box appears. Tap **Yes** to reboot the phone and apply the

Mitel® Powering connections

changes.

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

7. After the phone reboots, it is successfully connected to the network. The connected network (Mitel) is listed under **Saved Network**.

8. To disable Wi-Fi and use the LAN port again, navigate to **Settings** > **Wi-Fi** and tap the **Disconnect** softkey. The **Save Settings** dialog box appears.
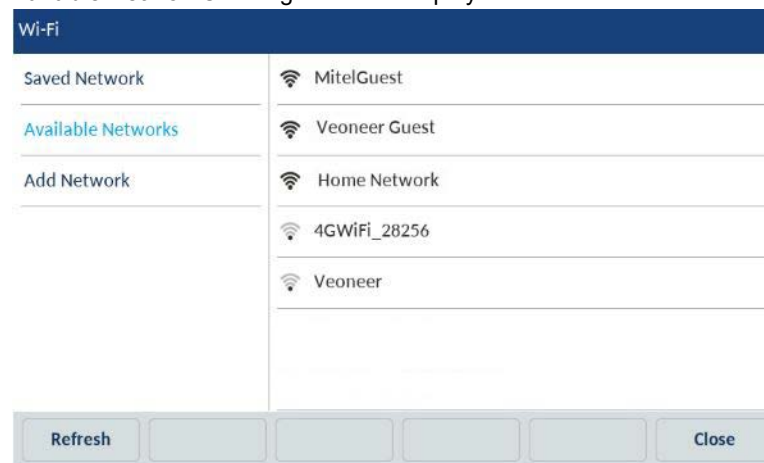
9. Tap **Yes** to reboot the phone and apply the changes.

Connecting to a home network

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

1. Navigate to **Settings** > **Wi-Fi**.
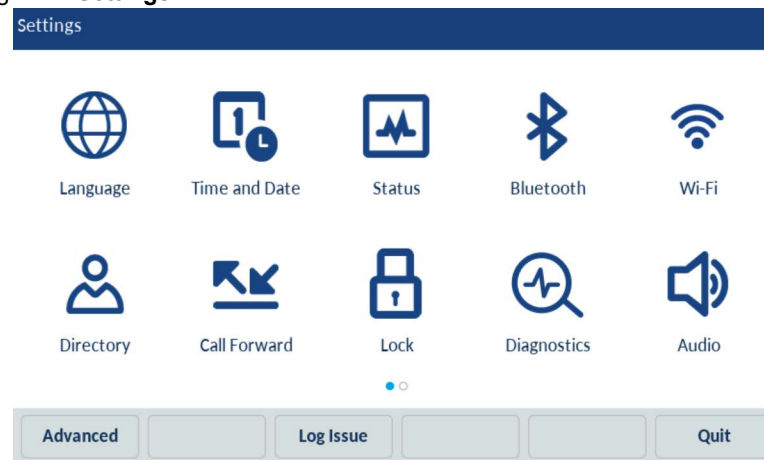
2. The **Available Networks** settings menu is displayed.

3. Tap on SSID (that is, the name of a Wi-Fi network; for example, Home Network) from **Available Networks** and tap **Connect** softkey. If the SSID is secured, a password
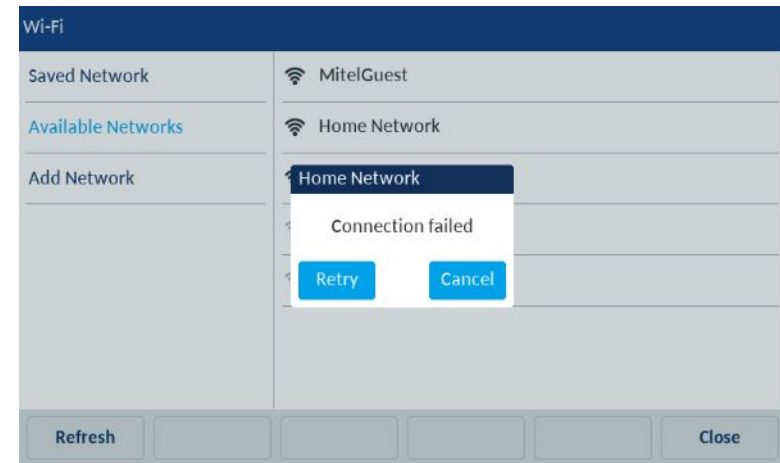
Mitel®
Powering connections

prompt appears.

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

4. Enter the password for the network and select the **Save** softkey.
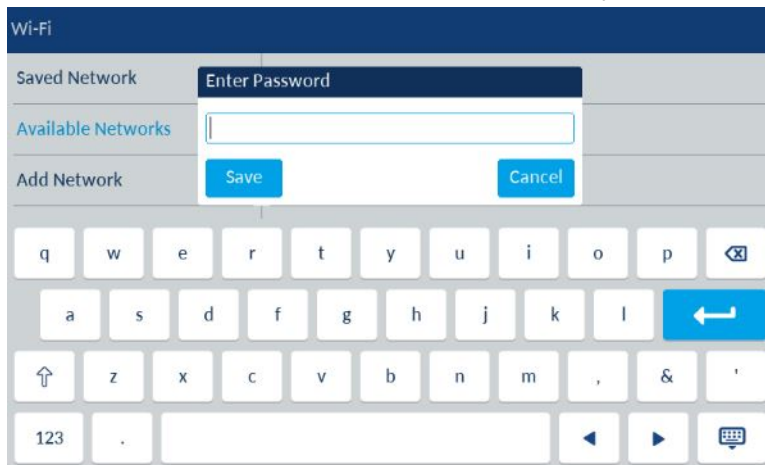
Note: An underscore _ can be typed in by pressing the 1 digit key on the keypad.
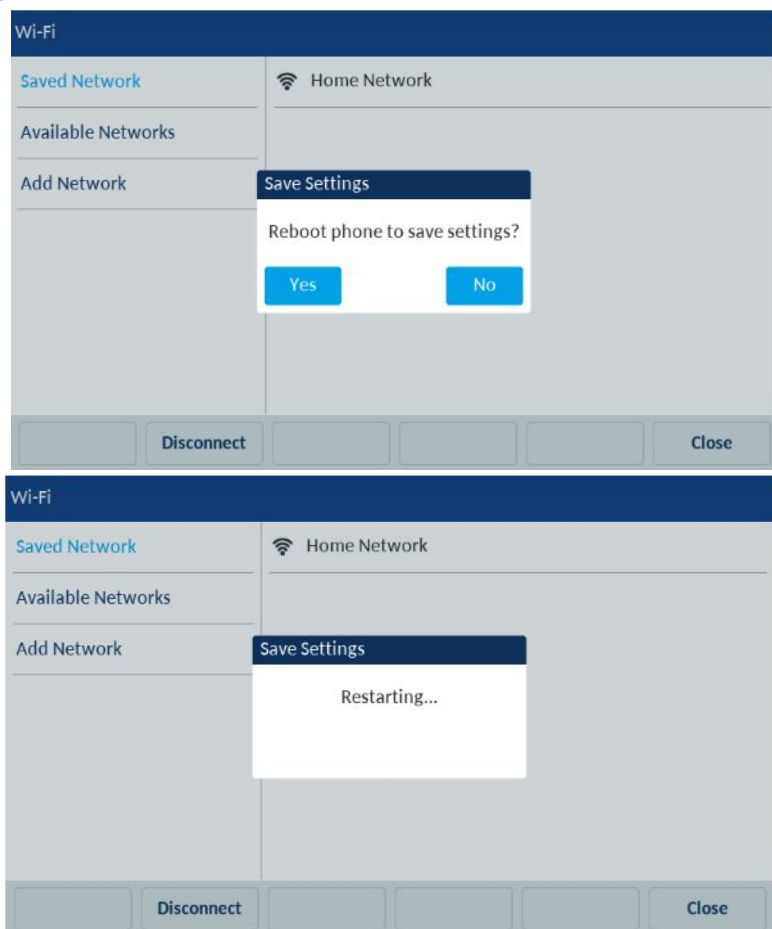
Note: If you enter an incorrect password, the **Connection failed** dialog box appears.

5. The **Save Settings** dialog box appears. Tap **Yes** to reboot the phone and apply the

Mitel®
Powering connections

changes.

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

6. After the phone reboots, it is successfully connected to the network. The connected SSID (Home Network) is listed under **Saved Network**.

7. To disable Wi-Fi and use the LAN port again, navigate to **Settings** > **Wi-Fi** and tap the **Disconnect** softkey. The **Save Settings** dialog box appears.

8. Tap **Yes** to reboot the phone and apply the changes.

Connecting to Hidden Network

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

1. Navigate to **Settings** > **Wi-Fi**.
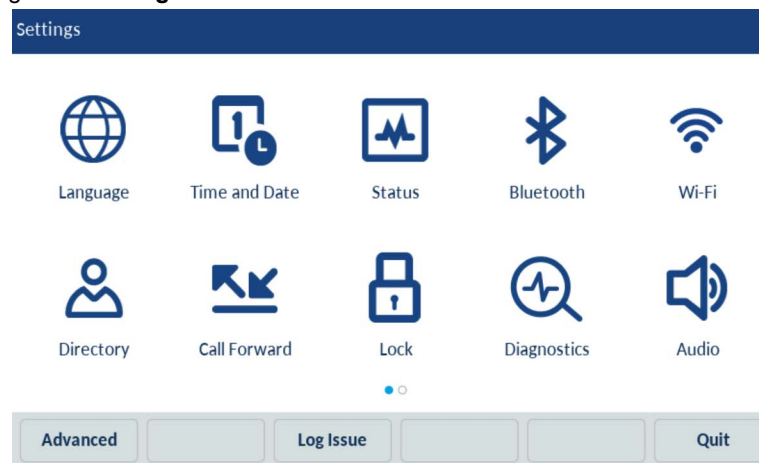
2. Select **Add Network** > **Hidden Network** and tap **Connect** softkey.
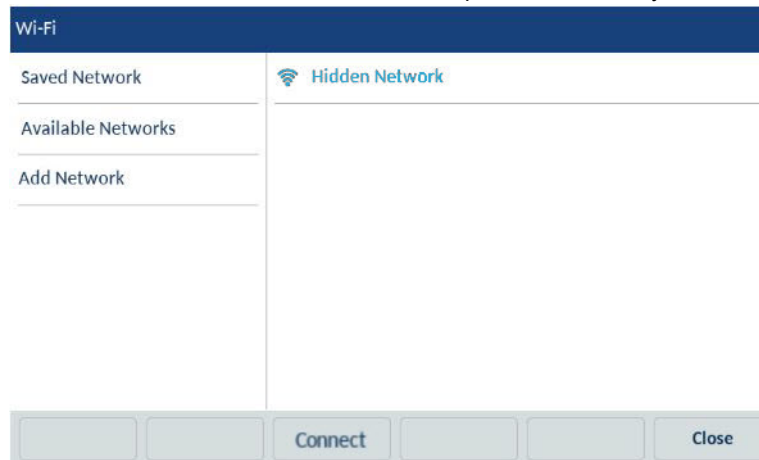
3. In the **Hidden Network** screen, select the type of **Security** of the Network you are trying to connect. The available options are:

a. **WPA2-Personal**- To connect to a WPA2-Personal network enter the **Network Name** (SSID) and **Password**.

Mitel®
Powering connections

b. **WPA2-Enterprise**- To connect to a WPA2-Enterprise network enter the **Network Name** (SSID), **Username** and **Password**.

c. **WPA3-Personal**- To connect to a WPA3-Personal network enter the **Network Name** (SSID) and **Password**.

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

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

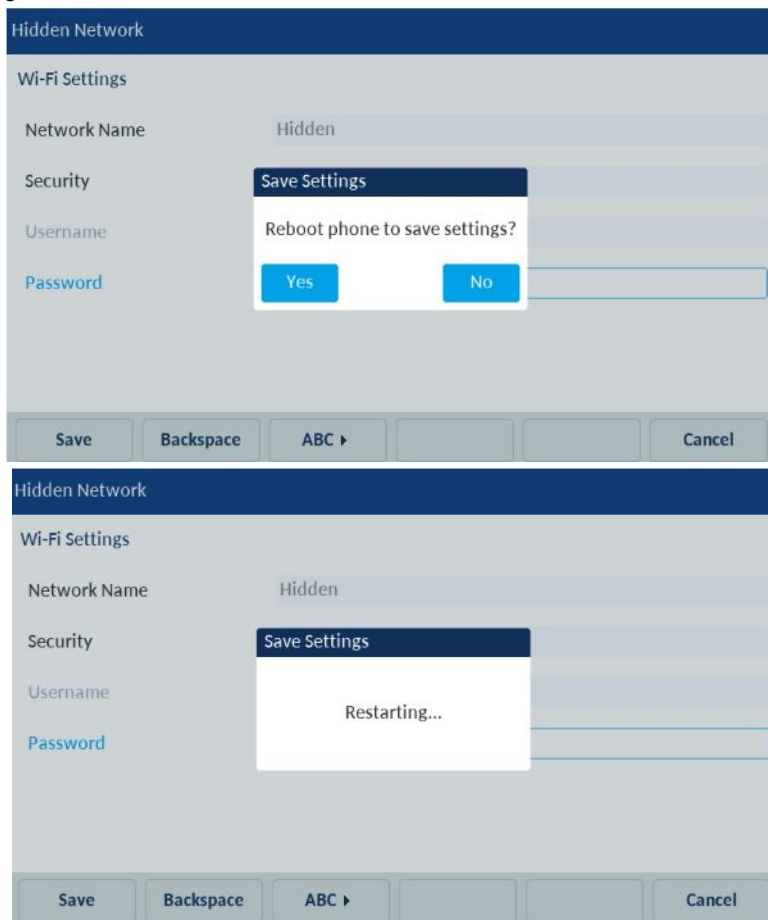**Note:** If you enter an incorrect Network Name or Username or password, **Invalid Setting** dialog box appears.

4. Tap **Save** softkey.

5. The **Save Settings** dialog box appears. Select **Yes** to reboot the phone and apply the

---

changes.

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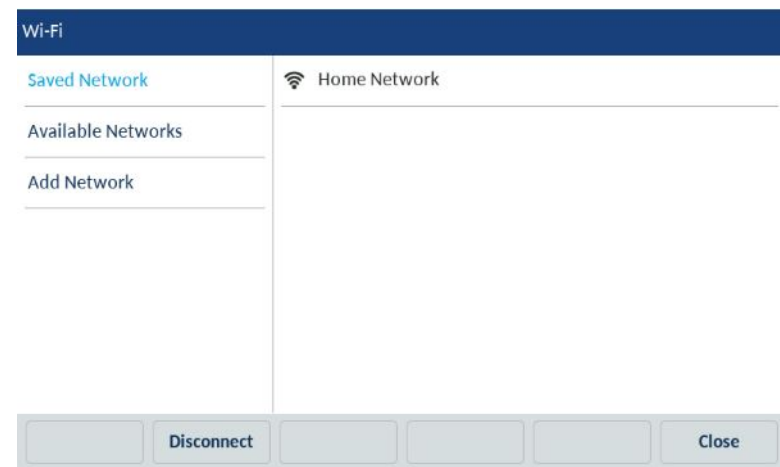
If your phone is disconnected from the Wi-Fi network Wi-Fi disconnected symbol is shown in the Status bar of the Home screen.

6. After the phone reboots, it is successfully connected to the network. The connected SSID (Hidden Network) is listed under **Saved Network**.

7. To disable Wi-Fi and use the LAN port again, navigate to **Settings** > **Wi-Fi** and tap the **Disconnect** softkey. The **Save Settings** dialog box appears.

8. Tap **Yes** to reboot the phone and apply the changes.

Wi-Fi Network Connected/Wi-Fi Network Disconnected

If your phone successfully connects to the Wi-Fi network, SSID of connected network is