A MITEL
PRODUCT
GUIDE

Mitel 6915 SIP Phone

User Guide

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Mitel
Powering connections

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What's New 2

This section describes the new features or enhancements in SIP Release 6.3 SP3.

FEATURE/ENHANCEMENT	DESCRIPTION	LOCATION
New entry level phone model	A new entry level IP phone called 6915 IP Phone is introduced.	Phone features on page 4
TLS 1.3 Support	The 6915 IP phone support TLS 1.3 which encrypts data to provide a more secure communication channel between the SIP phones and the Internet.	NA

Welcome 3

This chapter contains the following sections:

- About this guide
- Documentation
- Phone features
- Installation and setup
- Tips for your comfort and safety

6915 IP Phone

Part of the new-generation desktop family, the Mitel 6915 SIP IP phone demonstrates Mitel's commitment to ease of use and enhanced user value, while delivering innovative features and applications. A full-feature enterprise-class telephone, the Mitel 6915 SIP IP phone provides a large color back lit graphics display with 6 programmable softkeys allowing up to 10 functions and four intuitive context-sensitive softkeys.

This applications phone also features superior sound quality with wideband audio, an enhanced speakerphone that utilizes advanced audio processing to achieve richer and clearer handsfree conversations, and native analog, DHSG/EHS, and USB headset functionality.

Accommodating today's high speed networks through dual Gigabit Ethernet ports, the Mitel 6915 SIP phone also offers plenty of support for Mitel and third-party peripherals and has an environmentally efficient PoE class 2 rating. The Mitel 6915 SIP IP phone is one of the most advanced desktop IP phones available on the market today and is ideal for enterprise executives, managers, and employees.

The Mitel 6915 SIP IP phone is compatible with select Mitel call managers - MiVoice 5000, MX-ONE, MiVoice Office 400, MiVoice Connect .

3.1 About this guide

This guide explains how to use the basic features of your new Mitel 6915 SIP IP phone. Not all features listed are available by default. Your System Administrator has the ability to customize many features on this phone. Contact your System Administrator to find out which features and services are available to you on your phone system.

3.2 Documentation

- **Mitel 6915 SIP IP Phone Quick Reference Guide**– Contains call handling instructions, an overview of the User Interface (UI) and details on UI navigation, as well as information on other important features. The Quick Reference Guide can be downloaded from Mitel Document Center.
- **Mitel 6915 IP Phone Installation Guide**– Contains installation and set-up instructions, general features and functions, and basic options list customization. The Installation Guide can be downloaded from Mitel Document Center.

- **Mitel 6800/6900 SIP IP Phones Administrator Guide**– Describes how to set up the Mitel SIP IP phones on the network and contains advanced configuration instructions. The Administrator Guide is intended for the System Administrator and can be downloaded from Mitel Document Center.
- To access other phone and system-specific documentation, visit Mitel Document Center

3.3 Phone features

The following table describes the IP Phone features:

Feature	6915 IP Phone
Display	3.5" 320x240 color display
Programmable Keys	6 top softkeys supporting up to 10 functions and 2 pages
Context Sensitive Keys	4 context-sensitive bottom softkeys supporting up to 9 functions and 3 pages
Ethernet	Built-in-two-port, 10/100/1000 Gigabit Ethernet switch
Power-over-Ethernet (PoE) - LAN	802.3af
POE Class	POE Class 2
Bluetooth Support	No
External USB Port	1x USB 2.0 (100mA) Host
PC Link / Mobile Link	No
802.11n Wi-Fi	No
Antimicrobial Plastics	No
DHSG Headset Support (H20/40)	Yes

Feature	6915 IP Phone
USB Headset Support (H10/30/40)	Yes
M695 Programmable Key Module	No
S720 BT Speakerphone	No
Press-and-hold Speed dial key configuration feature	Yes
AC power adapter	Sold separately

3.4 Installation and setup

Please refer to the *Mitel 6915 IP Phone Installation Guide* included with your phone for basic installation and physical setup information.

3.5 Tips for your comfort and safety

Don’t cradle the handset

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset.

Protect your hearing

Your Mitel 6915 SIP IP phone has a control for adjusting the volume of the handset, headset, and speakerphone. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjust the viewing angle

The stand for your Mitel 6915 SIP IP phone supports two viewing angles (30° and 60°). Adjust the stand to suit your viewing preference. For instructions on how to adjust the stand, see the Mitel 6915 IP Phone Installation Guide.

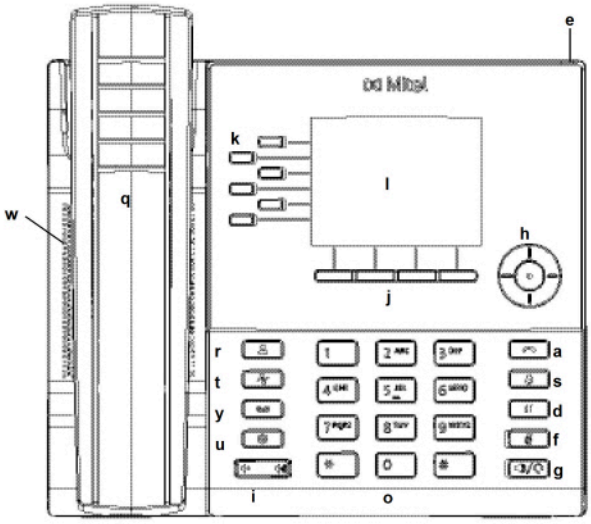
Phone keys 4

This chapter contains the following sections:

- Key description
- Dialpad keys
- E.164 support

Key panel

The following sections describe the various Mitel 6915 SIP IP phone key functions and how they can help you make and manage your calls and caller information.



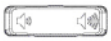
q	Handset	**a**	Goodbye Key
w	Speaker	**s**	Redial Key
e	Message Waiting Indicator (MWI)	**d**	Hold Key
r	Directory Key	**f**	Mute Key
t	Call History Key	**g**	Speaker/Headset Key

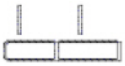
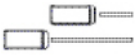
y	Voicemail Key	**h**	Navigation Keys/Select Button
u	Options Key	**j**	Context-Sensitive Softkeys
i	Volume Control	**k**	Programmable Keys
o	Dialpad	**l**	LCD Screen

4.1 Key description

The following table describes the keys on the Mitel 6915 SIP IP phone:

Key	Description
	**Directory key** - Displays a list of your contacts. For more information, see “Directory”.
	**Call History key** - Call History key displays **All** folder list which includes the list of your missed, outgoing, and received calls. For more information, see “Call History Key”
	**Voicemail key** - Provides access to your voicemail service (if configured). For more information, see “Voicemail”
	**Options key**- Provides services and static settings that allow you to customize your phone. For more information, see “Customizing your phone”

Key	Description
	**Volume controls** - Adjusts the volume for the ringer, handset, headset, and speakerphone. Press the volume control keys while the phone is ringing to adjust the ringer volume. Pressing these keys during an active call adjusts the volume of the audio device being used (handset, headset, or speaker).
	**Goodbye key**- Ends an active call. The **Goodbye** key also exits an open list (such as **Call History**) and menus (such as the **Static Settings** menu) without saving changes.
	**Redial key** - Displays a list of your previously dialed calls. Pressing the **Redial** key twice redials the last dialed number displayed on the **Home** screen. For more information, see “Outgoing Redial Key”
	**Hold key** - Places an active call on hold. To retrieve a held call, press the applicable **Line** key. For more information, see “Placing a Call on Hold”
	**Mute key** - Mutes the microphone so that your caller cannot hear you (the LED beside the key turns on when the microphone is on mute). For more information, see “Mute”.
	**Speaker/Headset key** - Transfers the active call to the speaker or headset, allowing handsfree use of the phone. For more information, see “Audio”.

Key	Description
	**Navigation keys and select button** - Multi-directional navigation keys that allow you to navigate through the phone's User Interface (UI). Pressing the center **Select** button sets options as well as performs actions such as dialing out from the **Contacts** or **Call History**. On the Home screen, the left and right navigation keys can be used to switch between the home screen, the line manager, and active calls.
	**Bottom softkeys**- Four context-sensitive bottom softkeys that allow you to perform 9 functions during specific states (that is when the phone is an idle, connected, incoming, outgoing, or busy state).For more information, see "Configuring Softkeys".
	**Top softkeys**- Six programmable, multi-function that allow you to use up to 10 specific functions. For more information, see "Configuring Softkeys".

4.2 Dialpad keys

The Mitel 6915 SIP IP phone has a dialpad with digits from 0 through 9, a * key, and a # key. Keys 2 through 9 contain the letters of the alphabet. These dialpad keys can be used to dial a phone number to make a call (see "Making Calls") and to press keys requested by an Interactive Voice Response (IVR) system. The basic inputs for the Mitel 6915 SIP phone dialpad includes the following:

Dialpad Key	Description
0	Dials 0
1	Dials 1

Dialpad Key	Description
2 ABC	Dials 2 When entering text, this key enters **A** with one press, **B** with two presses, and **C** with three presses.
3 DEF	Dials 3 When entering text, this key enters **D** with one press, **E** with two presses, and **F** with three presses.
4 GHI	Dials 4 When entering text, this key enters **G** with one press, **H** with two presses, and **I** with three presses.
5 JKL	Dials 5 When entering text, this key enters **J** with one press, **K** with two presses, and **L** with three presses.
6 MNO	Dials 6 When entering text, this key enters **M** with one press, **N** with two presses, and **O** with three presses.
7 PQRS	Dials 7 When entering text, this key enters **P** with one press, **Q** with two presses, **R** with three presses, and **S** with four presses.
8 TUV	Dials 8 When entering text, this key enters **T** with one press, **U** with two presses, and **V** with three presses.

Dialpad Key	Description
9 WXYZ	Dials 9 When entering text, this key enters **W** with one press, **X** with two presses, **Y** with three presses, and **Z** with four presses.

The * is called the star key. The # is called the pound key, number sign, or hash key, depending on one's nationality or personal preference. These can be used for special functions such as accessing advanced services. The star key and pound key functions are dependent on your call server's feature availability. Contact your System Administrator for more information about available functions using these keys.

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

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

Key	Uppercase Characters	Lowercase Characters
0	0 +	0 +
1	1 . : ; =_ , - ' & ( ) $!	1 . : ; =_ , - ' & ( ) $!
2	A B C 2	a b c 2
3	D E F 3	d e f 3
4	G H I 4	g h i 4
5	J K L 5	j k l 5
6	M NO 6	m n o 6
7	P Q R S 7	p q r s 7
8	T U V 8	t u v 8

Key	Uppercase Characters	Lowercase Characters
9	W X Y Z 9	w x y z 9
*	* <SPACE>	* <SPACE>
#	# / \ @	# / \ @

4.3 E.164 support

E.164 is the international telephone numbering plan that ensures each device on the PSTN has a globally unique number. E.164 numbers are formatted as [+] [country code] [subscriber number including area code], and can have a maximum of 15 digits.

Users can dial E.164 numbers from 6915 IP phones. The support for inserting the '+' symbol is provided to users in the following ways:

- When dialing from the phone, users can insert the '+' symbol by a long-press of the '0' key.
- When entering an E.164 number as a number entry in the directory from the phone UI, users can insert the '+' symbol by a long-press of the '0' key.
- When entering an E.164 number as a number entry in the keypad Speed dial from the phone UI, users can insert the '+' symbol by a long-press of the '0' key.

Getting started 5

This chapter contains the following sections:

- Plugging in and starting the phone
- Voice Services
- UI overview

The Mitel 6915 SIP IP phone must be set up and be configured by the System Administrator prior to its first use.

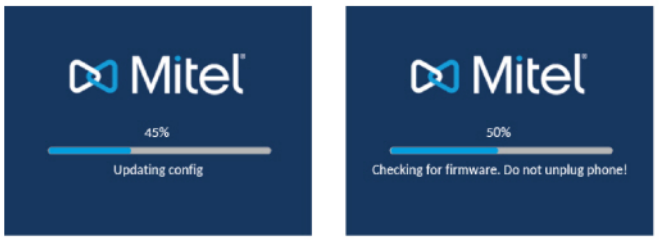
5.1 Plugging in and starting the phone

The 6915 automatically begins the start up sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone.

The phone displays the following startup screens.



The 6915 phone then checks settings and looks for new configuration and firmware updates from a configuration server. This may take a few moments while the phone downloads the latest updates.



Note:
New updates to your phone can be automatically scheduled from the server. This is set up on the phone system by your System Administrator and should be scheduled during non-business hours or slow call periods.

Warning:

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

If language packs were loaded to your phone by your System Administrator, the following screen displays during startup.



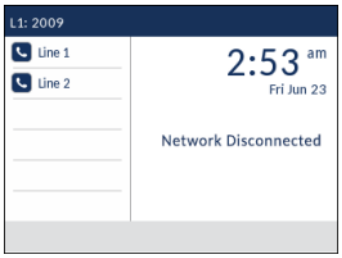
When the configuration update is complete, the phone displays the following screens and then displays the **Home** screen.



Network Connected/Network Disconnected

If your phone successfully connects to the network the phone will go directly to the **Home** screen.

If your phone did not successfully connect to the network, the **Network Disconnected** prompt appears on the display and the telephone status light turns on.



Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and remove the **Network Disconnected** prompt from the screen. However, if changes have been made to your phone's network settings, you may need to restart your phone. Check with your System or Network Administrator for assistance.

For more information about connecting your phone, see the **Mitel 6915 IP Phone Installation Guide**.

Note:
If the phone displays a **No Service** status message you can still use the phone but note that it is not registered with the Registrar. For more information about registering your phone, contact your System Administrator.

5.2 Voice Services

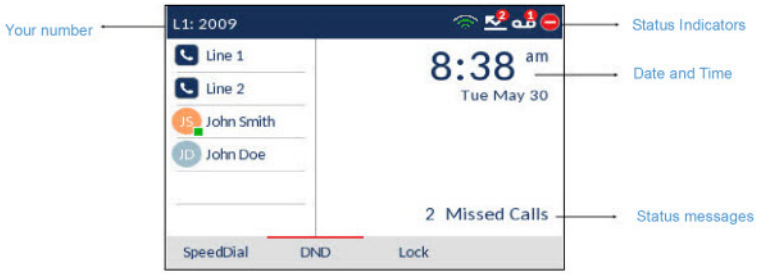
The Mitel 6915 SIP phone can be configured to provide remote workers access to the same rich communications capabilities as in-office workers using Voice Services.

Note:
Voice Services should be configured by your System Administrator or under his/her direction. Changing the Voice Services settings can have detrimental effects on phone behavior. Contact your system administrator for more information.

5.3 UI overview

Home screen

When the phone has successfully booted up and connected to the network, the phone displays the **Home** screen. The **Home** screen shows the date and time along with your number. It is the default screen displayed when the phone is in an idle state.



Note:
Your System Administrator should have configured your number and any other administrative features required. If your number does not display on the screen, contact your System Administrator.

Phone and network status indicators

There are icons that display on the phone to indicate the status of the phone and network. These icons display on the upper right corner of the **Home** screen.

The following table identifies and describes the phone and network status indicators on the **Home** screen.

Icon	Description
	Phone Locked- The lock icon displays on the **Home** screen indicating that the phone is in a locked state preventing the phone from being used and preventing any changes from being made to the phone.

Icon	Description
	**Voicemail**- The voicemail icon displays on the **Home** screen only if you have new messages waiting. The number in the red circle indicates how many new messages you have (from 1 to 9; if the total number of pending messages is greater than 9, an exclamation mark "!" is displayed). To access your voicemail messages, use the star codes for your system if a voicemail softkey has not been configured on your phone. For more information on your system's star codes, please refer to the documentation for the voicemail system you are using. **Note**: Depending on your call manager, the voicemail icon may not indicate the number of pending messages, but instead just indicate messages are pending by the use of an exclamation mark "!".
	**Missed Calls** - The Missed Calls icon displays on the **Home** screen only when incoming calls have not been received. The number in the red circle indicates how many calls were missed. To access a list of your missed calls, press the **Received Callers List** key.
	**Do Not Disturb**- The Do Not Disturb (DND) icon displays on the **Home** screen when the DND feature is enabled. When DND is enabled, callers calling into the phone hear a busy signal or a message, depending on the configuration.
	**Call Forward**- The Call Forward icon displays on the Home screen when the Call Forward feature is enabled. When Call Forward is enabled, incoming phone calls are automatically forwarded to a defined number when your phone is in a busy state and/or when the call is not answered after a specified number of rings.

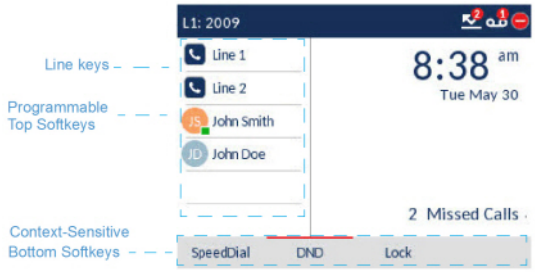
In addition to the phone/line status indicators, status messages with regards to the following are displayed on the **Home** screen when the situation arises:

- Number of missed calls
- Phone lock status
- SCA Caller IDs
- XML-related text
- Network status

Softkeys

Six top softkeys and 4 bottom state-sensitive softkeys are always displayed on the **Home** screen. You can configure the top softkeys with up to 10 functions and configure the bottom softkeys with up to 9 functions as required.

Note:
For more information about configuring the left and bottom softkeys, see “Configuring Softkeys”. Contact your System Administrator for details on what features are available to be programmed through the Mitel call server.



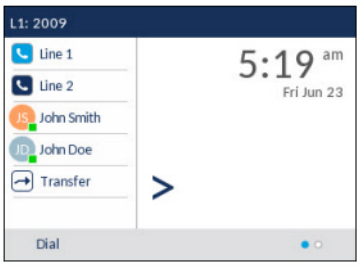
The state-sensitive softkeys change depending on the state of the phone and are used to perform different functions when the phone is in an idle, connected, outgoing, or busy state.

If you or your Administrator have configured softkey functions on your phone, the labels for those functions display on the screen. For example, in the illustration above top softkeys 3 and 4 were configured as **Busy Lamp Field** (BLF) and **Speeddial**keys respectively. The bottom set of softkeys were configured as **SpeedDial, DND** (Do Not Disturb), and **Lock/Unlock** respectively.

When your phone is in an idle state, your (**Line Key**) icon is solid blue.

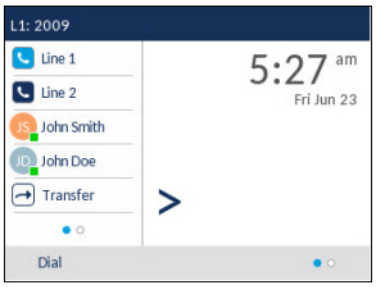
Off-Hook and Dialing Screen

When you pickup the handset on the **Home** screen, the screen displays as follows:



This screen displays the **Dial** key at the bottom. This key is context-sensitive and cannot be changed.

The **More** softkey is also displayed if you have any configured bottom softkeys. For example, in the previous figure, the 6915 has three softkeys configured that are viewable on the next softkey page. Pressing the **More** softkey toggles between the first and additional pages to display all the rest of the configured softkeys (as per the figure below).



Call screen

During an incoming or outgoing call and when on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar, name, number, and call duration timer. The context-sensitive softkeys also change allowing you access to more call handling features (such as **Xfer** and **Conf** during an active call).



Additionally during an incoming call, the focused **Line** key changes to reflect the status of the line as per the following table.

Icon	Description
	Indicates the line is ringing due to an incoming call.
	Indicates the line is busy or connected.
	Indicates the call on the focused line is on hold.

Screen Saver

The following icons are displayed on the screen saver if enabled:

Icon	Description
	**Call Forward Always**- The Call Forward Always icon displays on the screen saver when the feature is enabled. Call Forward Always allows you to quickly enable and disable call forwarding for all calls on your phone even if you have other call forward modes enabled through your **Call Forward** settings menu.
	**DND**- The Do Not Disturb (DND) icon displays on the screen saver when the DND feature is enabled. When DND is enabled, callers calling into the phone may hear a DND signal and a "Do Not Disturb" message is displayed on their phones, depending on the setting in the System Administrator Tool.
	The count on the screen saver indicates a total of missed calls and voicemail messages.
	**Phone Lock**- The phone lock icon displays on the screen saver when the feature is enabled. By programming a Phone Lock key you can lock your phone to prevent the phone from being used or configured.

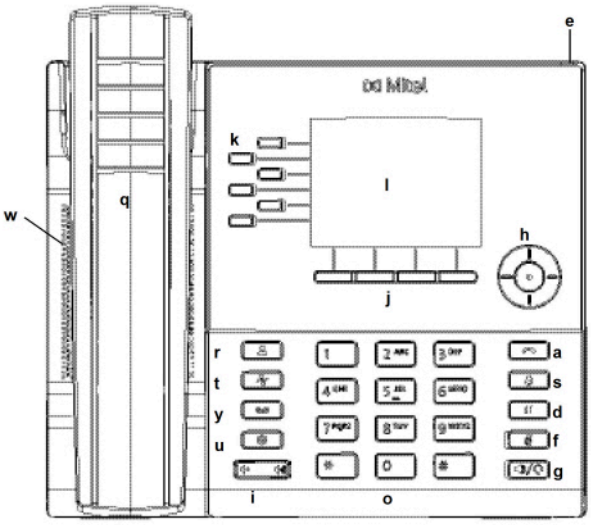
Icon	Description
	The Time and Date are displayed on the screen saver.

Note:

If both **Call Forward Always** and **DND** are enabled, then the **DND** icon is displayed on the screen saver.

UI navigation

UI navigation is performed using the navigation keys located to the right of the softkeys.



There are four directional keys (up, down, left, and right) on the navigation cluster that can be used to navigate through the various applications and settings menus. The center key acts as a **Select** button that is used to set options and perform actions such as dialing out from the **Contacts** or **Call History** applications.

On the home screen, the left and right navigation keys can be used to switch between the home screen, the line manager, and active calls.

Customizing your phone 6

This chapter contains the following sections:

- Phone Options via IP Phone UI
- Phone Options via Mitel Web UI
- Phone status via IP phone UI
- Phone status via Mitel Web UI
- Language
- Time and Date
- Directory
- Lock
- Diagnostics
- Audio
- Display
- Dialing
- Restart
- Emergency Dial Plan

There are two ways to customize specific options on your phone:

- Using the **Options** key on the IP phone.
- Using the Mitel Web UI in an Internet browser window from your PC.

6.1 Phone Options via IP Phone UI

You can customize your phone and view your phone status by pressing the (**Options**) key, opening the **Settings** menu. This menu provides a single location to access all your phone settings. The following phone settings can be configured through the **Settings** menu:

Icon	Option
	Status
	Language
	Time and Date

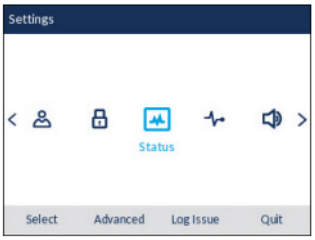
Icon	Option
	Settings
	Time Zone
	Set Date and Time
	Directory
	Settings (available only if external directory sources are configured by your Administrator)
	External Sources (available only if external directory sources are configured by your Administrator)
	Call Forward
	Lock
	Password
	Phone Lock
	Diagnostics
	Audio
	Audio Mode
	Headset

Icon	Option
	Ring Tones
	Tone Set
	Display
	Dialing
	Live Dialpad
	Speed Dial Edit
	Restart

Note:
Advanced options are Administrator-level functions only, and are not accessible by the user. These options should only be set up and changed by your System Administrator.

Using the IP Phone UI

1. Press the (**Settings**) key on the phone to enter the **Settings** menu.



2. Use the left and right navigation keys to highlight an option and the up and down navigation keys to scroll through the sub options.
3. Press the select button or **Select** softkey to select an option.
4. Use the navigation keys, dialpad keys, and softkeys that display for each setting to make any applicable changes.

5. Press the **Save** softkey to save your changes.
6. Press the ⌂ on your phone.
7. Press the **Log Issue** softkey, and wait five minutes for log processing to occur.

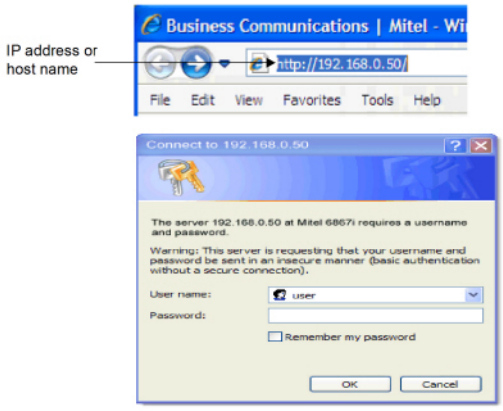
   The phone UI displays 'Logging the issue - Please wait...'.

6.2 Phone Options via Mitel Web UI

In addition to the IP phone UI options, you can customize options on the IP phone using the Mitel Web UI. In order to access your phone using the Mitel Web UI, you need to know your phone's IP address.

Using the Mitel Web UI

1. Open your web browser, enter the phone's IP address or host name into the address field and press **Enter**.The following Login screen displays.



2. At the prompt, enter your user name and password and click **OK**.The **Status** window displays for the IP phone you are accessing.

Note:
For a user, the default username is “user” and the password field is left blank.



3. You can logout of the Mitel Web UI at any time by clicking **Log Off**.

The following categories display in the side menu of the Mitel Web UI: **Status, Operation,** and **Basic Settings**.

Category	Description
Status	The **Status** section displays the following information for the IP phone: • Network status • MAC address • Hardware and firmware information • SIP Account information • License status The information in the **Status** window is read-only.

Category	Description
Operation	**User Password** - Allows you to change the user password. **Phone Lock** - Allows you to assign an emergency dial plan to the phone, lock the phone to prevent any changes to the phone and to prevent use of the phone, as well as reset the user password. **Softkeys and XML**- Allows you to configure up to 6 left softkeys and 4 bottom softkeys with functions identified. Available functions for softkeys are listed in the table Softkey list provided in Configuring Softkeys topic. **Keypad Speed Dial**- Allows you to assign a speed dial number to a specific digit on the phone's keypad/dialpad for speed dialing purposes. **Directory** - Allows you to copy the Received Callers List and Local Directory from your IP phone to your PC. **Reset** - Allows you to restart the IP phone when required.

Category	Description
Basic Settings	**Preferences** - Allows you to enable/disable the following: • Park Call • Pick Up Parked Call • Display DTMF Digits • Play Call Waiting Tone • Stuttered Dial Tone • XML Beep Support • Status Scroll Delay (seconds) • Switch UI Focus to Ringing Line • Call Hold Reminder During Active Calls • Call Hold Reminder • Call Waiting Tone Period • Preferred line • Preferred line Timeout (seconds) • Goodbye Key Cancels Incoming Call • Message Waiting Indicator Line • DND Key Mode • Call Forward Key Mode This category also allows you to configure: • Incoming Intercom Call Settings • Group Paging RTP Settings • Ring Tones (global and per-line basis) • Time and Date Settings • Language Settings **Account Configuration**- Allows you to configure DND and Call Forward by account. You can have multiple accounts on the 6915. **Custom Ringtones** - Allows you to upload up to 8 custom WAV file ringtones on the phone that can be used as your incoming ring tone.

6.3 Phone status via IP phone UI

The **Status** settings in the **Settings** menu allows you to view your phone's:

- **Firmware Info**: Information in the firmware version of phone, boot version and platform.
- **Network**: General information regarding your phone's network settings such as IP address, MAC address, and port information - LAN Port, PC Port.

- **Storage**: Storage information of directory list, callers list and redial list.
- **Error Messages**: Displays error messages for the phone. If there are no error messages, a **No Error Messages** text is displayed.

> **Note**:
> Press the **Copyright** softkey to view copyright information.

- **Port Info**: Speed and duplex values for both the LAN and PC ports.
- **Phone Info**: General phone-related information such as model number, hardware and call server revisions, main firmware version, boot version, and Cordless Handset Version.

To view the **Status** menu:

1. Press the (**Options**) key on the phone to enter the **Settings** menu.
2. Press the **Select** button or **Select** softkey to enter the **Status** menu.
3. Use the up and down navigation keys to scroll the through the following status items:

   - Firmware Info



   - Network

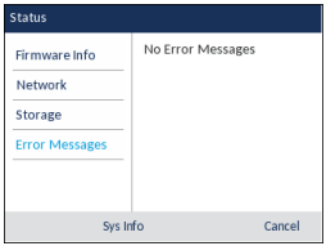


   - Storage

Note:

a. The Directory List detailed in the Storage menu is in reference to the Local Directory.
b. If the Received Callers List or Outgoing Redial List is full, the Storage screen displays information regarding the age of the oldest record stored in memory for the respective list instead of the total number of records stored.

- Error Messages



To view more information on the selected status item, press the right navigation key and press the down navigation key to scroll through the information.

Finding Your Phone's IP Address

If you want to access your phone's options using an Internet browser, you need to enter the IP address of the phone in the browser to open the Mitel Web UI. Use the following procedure to find your phone's IP address.

1. Press  to enter the Options List.
2. Press the select button or **Select** softkey to enter the **Status** menu.
3. Use the down navigation key to highlight **Network**.

The IP address of your 6915 displays in the **IP Address** field in the right column.

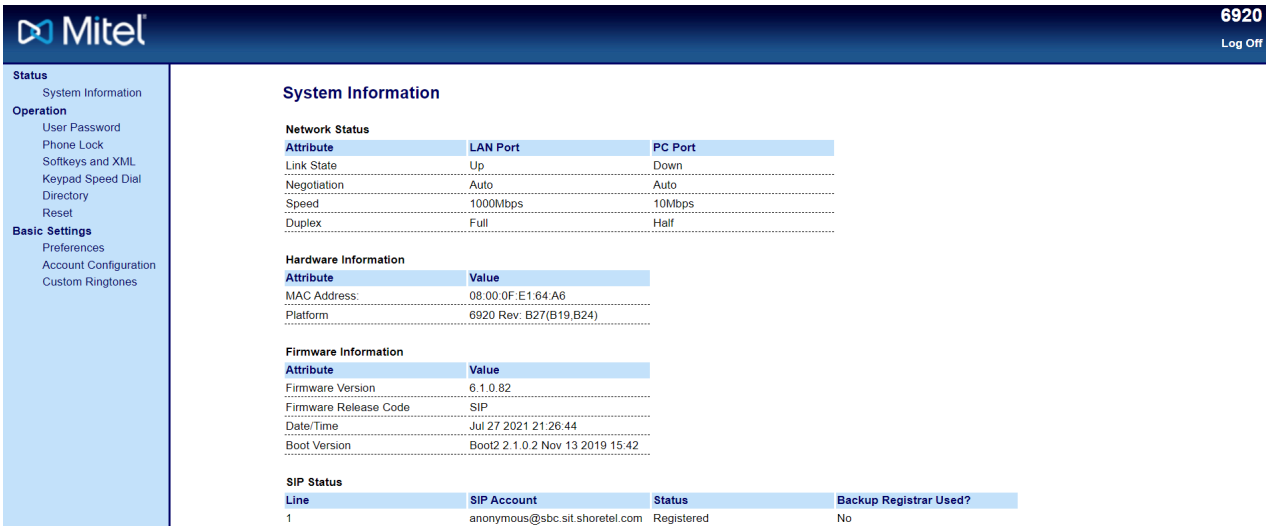


6.4 Phone status via Mitel Web UI

Use the following procedure to view the phone status via the Mitel Web UI.

1. Open your web browser, enter the phone's IP address or host name into the address field and press **Enter**.
2. In the Username/Password window, enter your username and password and click **OK**. The **Status** window displays for the IP phone you are accessing.

> **Note**:
> The default username is **user** and the password field is left blank.

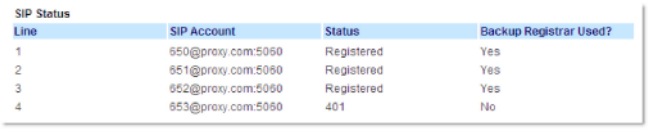


This **Status** window displays the status of your phone, which includes the following information:

- Network Status
- Hardware Information
- Firmware Information
- SIP Status

SIP Account Status

The IP phones show the SIP registration status on the IP phone's **Status** screen in the Mitel Web UI.



SIP Status

Line	SIP Account	Status	Backup Registrar Used?
1	650@proxy.com:5060	Registered	Yes
2	651@proxy.com:5060	Registered	Yes
3	652@proxy.com:5060	Registered	Yes
4	653@proxy.com:5060	401	No

The following table describes the status conditions that can display for the account.

Status Condition	Description
Registered	Displays this status on accounts that HAVE been registered with the SIP proxy server. **Example**: Line > SIP Account > Status > Backup Registrar Used? 1 > 650@proxy.com:5060 > Registered > Yes **where**: • Account Number is 1 • SIP Account is 650@proxy.com on port 5060 • Status is Registered • Backup registrar is used (Yes)
SIP Error Number	Displays on accounts when registration fails with the SIP proxy server. **Example**: Line > SIP Account > Status > Backup Registrar Used? 4 > 653@proxy.com:5060 > 401 > No **where**: • Account Number is 4 • SIP Account is 653@proxy.com on port 5060 • Status is 401 - Unregistered if SIP registration fails • Backup registrar is used (No)

6.5 Language

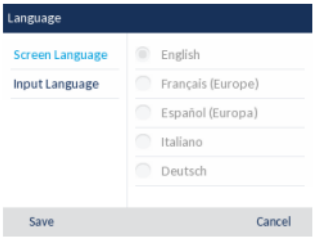
The SIP IP phones support several different languages. You can have the IP phone UI and the Mitel Web UI display in a specific language as required. When you set the language to use, all on-screen text (in idle/call screens, static setting menus, and applications) displays in the selected language. The Mitel SIP IP phone supports the following languages:

- English
- Czech
- Catalan
- Valencian
- Welsh
- German
- Danish
- Spanish
- Mexican Spanish
- Euskera
- Finnish
- French
- Galego
- Canadian French
- Hungarian
- Italian
- Dutch
- Dutch (Netherlands)
- Norwegian
- Polish
- Portuguese
- Portuguese Brazilian
- Romanian
- Russian
- Slovak
- Swedish
- Turkish
- Greek

Specifying the Language to Use Using the IP Phone UI

1. Press the  (**Options**) key on the phone to enter the**Settings** menu.

2. Navigate to the **Language** setting and press the **Select** button or **Select** softkey.



3. With **Screen Language** highlighted, press the right navigation key to move to selection column.
4. Use the up and down navigation keys to scroll through and choose the desired screen language.

> **Note**:
> English is the default language and cannot be changed or removed. For more information about loading language packs, see your System Administrator.

5. Press the **Save** softkey to save your changes. The change is dynamic. When you exit the Options List, the phone will display all menu items in the language you selected.

Specifying the Language to Use Using the Mitel Web UI

1. Click on **Basic Settings > Preferences > Language Settings**.
2. In the **Webpage Language** field, select a language to apply to the Mitel Web UI.

> **Note**:
> All languages may not be available for selection. The available languages are dependent on the language packs currently loaded to the IP phone by your System Administrator. English is the default language and cannot be changed or removed.

3. Click **Save Settings**. The change is dynamic. The Mitel Web UI will display all screens in the language you selected.

> **Note**:
> You must have the language pack(s) already loaded to your phone in order to use them. For more information about loading language packs, contact your System Administrator.

Input Language

The 6915 supports text and character inputs in various languages (English, German, French, Spanish, Italian, Portuguese, Russian, Nordic, and Greek). Inputting textual or character information into the IP phone UI can be done using the dialpad on the phone. You can configure the **Input Language** feature using the Mitel Web UI or the IP phone UI.

The following tables identify the language characters that you can use to enter text and characters on the 6915.

Dialpad Input Alphabet Tables

English

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.:;=_,-'&()[]$!	1.:;=_,-'&()[]$!
2	ABC2	abc2
3	DEF3	def3
4	GHI4	ghi4
5	JKL5	jkl5
6	MNO6	mno6
7	PQRS7	pqrs7
8	TUV8	tuv8
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

French

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.:;=_,-'&()[]$!	1.:;=_,-'&()[]$!
2	ABC2ÀÂÇÁÅÆ	abc2àâçáåæ
3	DEF3ÉÈÊË	def3éèêë
4	GHI4ÎÏ	ghi4îï
5	JKL5	jkl5
6	MNO6ÑÓÒÔÖ	mno6ñóòôö
7	PQRS7	pqrs7
8	TUV8	tuv8úùûü
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

Spanish

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.:;=_,-'&()[]$!	1.:;=_,-'&()[]$!

Key	Uppercase Characters	Lowercase Characters
2	ABC2ÁÀÇ	abc2áàç
3	DEF3ÉÈ	def3éè
4	GHI4ÏÍ	ghi4ïí
5	JKL5	jkl5
6	MNO6ÑÓÒ	mno6ñóò
7	PQRS7	pqrs7
8	TUV8ÚÜ	tuv8úü
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

German

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.:;=_,-'&()[]$!	1.:;=_,-'&()[]$!
2	ABC2ÄÀ	abc2äà
3	DEF3É	def3é

Key	Uppercase Characters	Lowercase Characters
4	GHI4	ghi4
5	JKL5	jkl5
6	MNO6Ö	mno6ö
7	PQRS7ß	pqrs7ß
8	TUV8Ü	tuv8ü
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

Italian

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.:;=_,-'&()[]$!	1.:;=_,-'&()[]$!
2	ABC2ÀCÇ	abc2àcç
3	DEF3ÉÈË	def3éèë
4	GHI4	ghi4
5	JKL5	jkl5

Key	Uppercase Characters	Lowercase Characters
6	MNO6ÓÒ	mno6óò
7	PQRS7	pqrs7
8	TUV8Ù	tuv8ù
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

Portuguese

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.:;=_,-'&()[]$!	1.:;=_,-'&()[]$!
2	ABC2ÁÀÂÃÇ	abc2áàâãç
3	DEF3ÉÊ	def3éê
4	GHI4Í	ghi4í
5	JKL5	jkl5
6	MNO6ÓÔÕ	mno6óôõ
7	PQRS7	pqrs7

Key	Uppercase Characters	Lowercase Characters
8	TUV8ÚÜ	tuv8úü
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

Russian

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.:;=_,-'&()[]$!	1.:;=_,-'&()[]$!
2	АБВГ2ABC	абвг2abc
3	ДЕЁЖЭ3DEF	Деёжз3def
4	ИЙКЛ4GHI	ийкл4ghi
5	МНОП5JKL	мноп5jkl
6	РСТУ6MNO	рсту6mno
7	ФХЦЧ7PQRS7	фхЧч7pqrs
8	ШЩЪЫ8TUV	шщъы8tuv
9	ЬЗЮЯ9WXYZ	ьзюя9wxyz

Key	Uppercase Characters	Lowercase Characters
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

Nordic

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.:;=_,-'&()[]$!	1.:;=_,-'&()[]$!
2	ABC2ÅÄÆÀ	abc2åäæà
3	DEF3É	def3é
4	GHI4	ghi4
5	JKL5	jkl5
6	MNO6ÖØ	mno6öø
7	PQRS7ß	pqrs7ß
8	TUV8Ü	tuv8ü
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

Greek

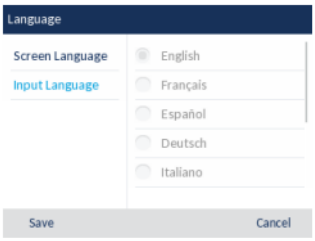
Key	Uppercase Characters	Lowercase Characters
0	0+	0+
1	1.:;=_,-'&()[]$!	1.:;=_,-'&()[]$!
2	ABC2ABΓ	abc2αβγ
3	DEF3ΔEZ	def3δεζ
4	GHI4HΘI	ghi4ηθι
5	JKL5KΛM	jkl5κλμ
6	MNO6NΞO	mno6νξo
7	PQRS7ΠPΣ	pqrs7πρςσ
8	TUV8TYΦ	tuv8τυφ
9	WXYZ9XΨΩ	wxyz9χψω
*	* <SPACE>	* <SPACE>
#	#/\\@	#/\\@

Specifying the Input Language Using the IP Phone UI

You can configure the language you use for input on the phone by setting the **Input Language**option. The default input language setting is English.

1. Press  on the phone to enter the Options List.
2. Navigate to the **Language** option and press the **Select** button or **Select** softkey.

3. Press the down navigation key to highlight the**Input Language** option.



4. With **Input Language** highlighted press the right navigation key to move to selection column.Use the up and down navigation keys to scroll through and choose the desired input language. Valid values are:

   - English (default)
   - Français (French)
   - Español (Spanish)
   - Deutsch (German)
   - Italiano (Italian)
   - Português (Portuguese)
   - Русский (Russian)
   - Nordic
   - ελληνικά (Greek)

> **Note**:
> Available input languages are dependent on the configuration enabled by your System Administrator.

5. Press the **Save** softkey to save your changes.The change is dynamic. The phone and the Mitel Web UI allow you to enter text and characters in the language you selected.

Specifying the Input Language Using the Mitel Web UI

1. Click on **Basic Settings > Preferences > Language Settings** .

2. Select a language from the **Input Language** field. Setting this field allows you to specify the language to use when entering text and characters in the Mitel Web UI and IP phone UI. Valid values are:

   - English (default)
   - Français (French)
   - Español (Spanish)
   - Deutsch (German)
   - Italiano (Italian)
   - Português (Portuguese)
   - Русский (Russian)
   - Nordic
   - ελληνικά (Greek)

   Note:
   All languages may not be available for selection. The available input languages are dependent on the configuration enabled by your System Administrator.

3. Click **Save Settings**.The change is dynamic. The phone and the Mitel Web UI allow you to enter text and characters in the language you selected.

6.6 Time and Date

On the IP phones, the following time and date sub-options are available to be configured:

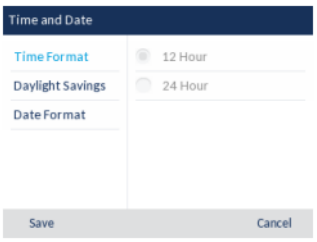
- Settings:
  - Time Format
  - Daylight Savings
  - Date Format
- Time Zone
- Set Date and Time:
  - Use Network Time (configure time servers)
  - Enter Time and Date

Note:
All time and date settings can be configured using the IP phone UI. Time/Date Formats and Time Servers are the only two time and date settings that can be configured using the Mitel Web UI.

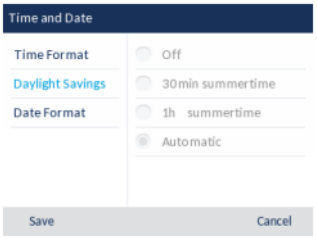
Settings

Configuring the Time Format, Daylight Savings, and Date Format Using the IP Phone UI

1. Press ⚙ on the phone to enter the Options List.
2. Navigate to the **Time and Date > Settings**option and press the select button or **Select** softkey.



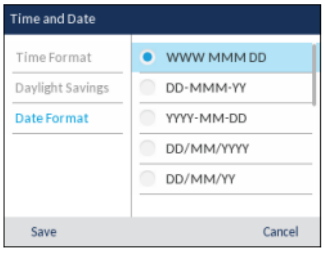
3. With **Time Format** highlighted press the right navigation key to move to selection column.
4. Use the up and down navigation keys to scroll through and choose the desired time format. Valid values are 12 Hour and 24 Hour (the default is 12 Hour).
5. Press the left navigation key to move to back to the options column and press the down navigation key to highlight **Daylight Savings**.



6. With **Daylight Savings** highlighted press the right navigation key to move to selection column.
7. Use the up and down navigation keys to scroll through and choose the desired daylight savings setting. Valid values are:

   - Off
   - 30 min summertime
   - 1h summertime
   - Automatic (default)

8. Press the left navigation key to move to back to the options column and press the down navigation key to highlight **Date Format**.



9. With **Date Format** highlighted press the right navigation key to move to selection column.

10. Use the up and down navigation keys to scroll through and choose the desired date format. Valid values are:

    - WWW MMM DD (default)
    - DD-MMM-YY
    - YYYY-MM-DD
    - DD/MM/YYYY
    - DD/MM/YY
    - DD-MM-YY
    - MM/DD/YY
    - MMM DD
    - DD MMM YYYY
    - WWW DD MMM
    - DD MMM
    - DD.MM.YYYY

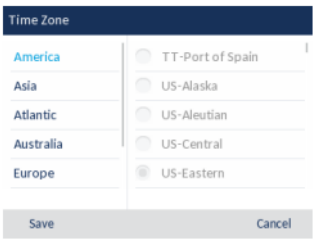
11. Press the **Save**softkey to save your changes.

> **Note**:
>
> The time and date formats you configure are applicable to the **Home** screen as well as the Received Callers and Outgoing Redial Lists.

Time Zone

Configuring the Time Zone Using the IP Phone UI

1. Press on the phone to enter the Options List.
2. Navigate to the **Time and Date > Time Zone** option and press the select button or **Select** softkey.A list of time zones displays for different areas of the world.



3. Use the up and down navigation keys to scroll through and highlight the desired region. Valid values are:

   - America
   - Asia
   - Atlantic
   - Australia
   - Europe
   - Pacific
   - Others

4. With the desired region highlighted, move to selection column.
5. Use the up and down navigation keys to scroll through and choose the time zone that applies to your area. The default time zone is US-Eastern.

> **Note**:
> For a list of the time zone values available on the IP phone, see “Appendix A - Time Zone Codes”

6. Press the **Save** softkey to save your changes.

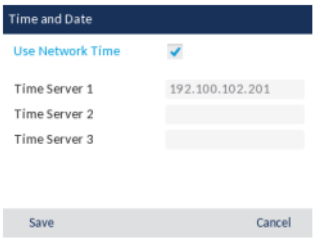
Set Date and Time

Configuring the Date and Time Using the IP Phone UI

With a valid time server enabled your IP phone will synchronize the time displayed with the specified configuration server. The phone will use the time from Time Server 1 unless it is not configured or unavailable, in which case it will move on to Time Server 2, and if necessary Time Server 3.

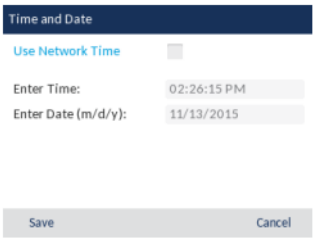
1. Press  on the phone to enter the Options List.
2. Navigate to the **Time and Date > Set Date and Time** option and press the select button or **Select** softkey.

3. If you want to synchronize the time and date using a time server, ensure there is a checkmark in the box corresponding to the **Use Network Time** setting. If there is no checkmark, press the select button to enable the **Use Network Time** setting.



   a. Press the down navigation key to highlight **Time Server 1**, **Time Server 2**, or **Time Server 3**.
   b. Using the keys on the dialpad, enter an IP address or domain name for the time server.Use the **Backspace** key to move back a space and delete a character. Use the **Dot** softkey to enter dots within the IP address or domain name. Use the 1234 softkey to toggle between entering numbers and entering letters.

4. If you want to manually set the date and time, press the select button to clear the checkmark from the **Use Network Time** box and disable the setting.



5. Press the down navigation key to highlight **Enter Time** or **Enter Date**.
6. Using the keys on the dialpad, change the time and date accordingly.When entering the time, use the **AM/PM** softkey to toggle between AM and PM.
7. Press the **Save** softkey to save your changes.

Configuring Time and Date Settings Using the Mitel Web UI

1. Click on **Basic Settings > Preferences > Time and Date Setting**.



2. In the **Time Format** field, select the time format you want to use on your phone. Valid values are:

   - 12h (12 hour format) (default)
   - 24h (24 hour format)

Note:
The time format you configure is applicable to the phone's Home screen as well as the Received Callers and Outgoing Redial Lists.

3. In the **Date Format** field, select the date format you want to use on your phone. Valid values are:

- WWW MMM DD (default)
- DD-MMM-YY
- YYYY-MM-DD
- DD/MM/YYYY
- DD/MM/YY
- DD-MM-YY
- MM/DD/YY
- MMM DD
- DD MMM YYYY
- WWW DD MMM
- DD MMM
- DD.MM.YYYY

Note:
The date format you configure is applicable to the phone's Home screen as well as the Received Callers and Outgoing Redial Lists.

4. In the **NTP Time Servers** field, enable the setting by checking the box or disable the setting by unchecking the box (default is enabled).
5. In the **Time Server 1, Time Server 2**, and **Time Server 3**fields, enter IP addresses or qualified domain names for the primary, secondary, and tertiary time servers.

Note:
Time servers can only be entered if **NTP Time Servers** is enabled.

6. Click **Save Settings**.

6.7 Directory

You can configure directory entries to display using the contact's first name and then last name or vice versa. Moreover, the option to sort contacts using either their first name or last name is available through the *Directory* > *Settings* options menu.

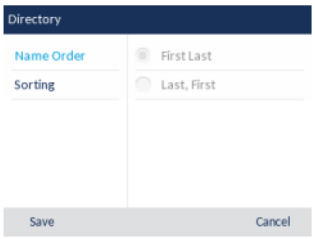
If external Directory sources are configured, you can enable/disable the respective Directory sources as well as rename Directory folder labels through the *Directory* > *External Sources* options menu.

Note:
For more information on Directory functionality, see Directory.

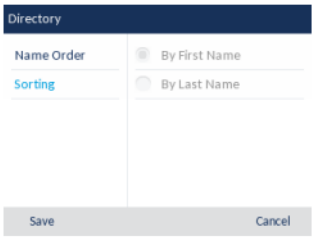
Settings

Configuring Directory Display and Sorting Options Using the IP Phone UI

1. Press on the phone to enter the Options List.
2. Navigate to the **Directory** > **Settings**option and press the select button or **Select** softkey.



3. With **Display Name Order** highlighted press the right navigation key to move to selection column.
4. Use the up and down navigation keys to choose the desired display name order.
5. Press the left navigation key to move to back to the options column and press the down navigation key to highlight **Sorting Preferences**.



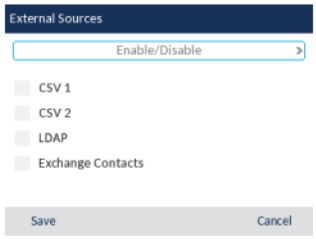
6. With **Sorting Preferences** highlighted press the right navigation key to move to selection column.
7. Use the up and down navigation keys to choose the desired sorting preference.
8. Press the **Save** softkey to save your changes.

External Sources

Note:
Menu available only if external Directory sources have been configured by your Administrator.

Enabling/Disabling Directories and Renaming Labels Using the IP Phone UI

1. Press ⚙ on the phone to enter the Options List.
2. Navigate to the **Directory** > **External Sources** option and press the select button or **Select** softkey.
3. Use the up and down navigation keys to navigate through the list of Directory sources and press the select button to enable or disable each one as per your preference.



Note:
CSV 1 and 2 are enabled by default. All other Directory sources are disabled by default.

4. Press the down navigation key to navigate to the **Enable/Disable**tab, and press the right navigation key to switch to the **Labels** tab.



5. Use the up and down navigation keys to navigate through the list of Directory source labels and using the dialpad keys enter in a name for the respective directory folders.
6. Press the **Save** softkey to save your changes.

6.8 Lock

Password

This category allows you to change the user password for your phone. Changing your password ensures that only you can alter your phone settings and helps keep your system secure. You can change your user password using the IP phone UI or the Mitel Web UI.

CONFIGURING A USER PASSWORD

If unsupported characters are present in the user password or if the password length exceeds 15 characters in the configuration file then the phone uses the default password. The default password for user is blank.

The following full character sets are supported:

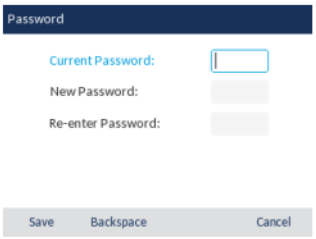
- 0-9
- A-Z
- a-z
- +.:;=_,-'&()$!*/@

Note:

User password does not support space and pound in the configuration file.

Setting a User Password Using the IP Phone UI

1. Press on the phone to enter the Options List.
2. Navigate to the **Lock > Password** option and press the select button or **Select** softkey.



3. In the **Current Password:** field, enter the current user password.
4. In the **New Password:** field, enter the new user password.
5. In the **Re-enter Password:** field, re-enter the new user password.

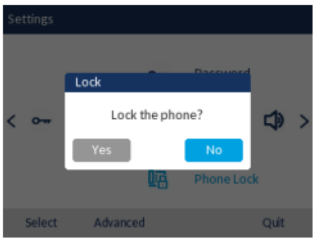
6. Press the **Save** softkey to save your changes. A **Password Changed** confirmation message displays on the screen.

Phone Lock

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using the IP phone UI, Mitel Web UI or by configuring a Lock softkey on your phone. For more information about configuring a Lock/Unlock key on your phone, see “Phone Lock Key”.

Locking the Phone Using the IP Phone UI

1. Press on the phone to enter the Options List.
2. Navigate to the **Lock > Phone Lock** option and press the select button or **Select** softkey.

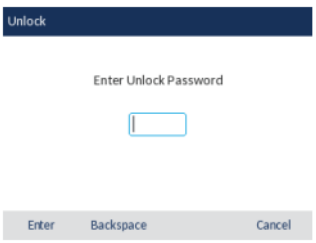


3. At the **Lock the phone?** prompt, navigate to the **Yes** button and press the select button.The message **Phone is locked** and lock icon displays on the **Home** screen. Additionally the Message Waiting Indicator (MWI) will turn on.

> **Note**:
> Alternatively, if configured, you can lock the phone by simply pressing a **Lock** softkey.

Unlocking the Phone Using the IP Phone UI

1. Press on the phone to enter the Options List (or press a configured **Unlock** softkey).



2. At the **Enter Unlock Password** prompt, enter your user password and press the **Enter** softkey or select button.
3. At the **Unlock the phone?** prompt, navigate to the **Yes** button and press the select button.

Configuring Lock Settings Using the Mitel Web UI

Setting a User Password

1. Click on **Operation > User Password**.



2. In the **Current Password** field, enter the current user password.

Note:
By default, the user name is user (all lowercase) and the password field is left blank.

3. In the **New Password** field, enter the new user password.
4. In the **Password Confirm** field, enter the new user password again.
5. Click **Save Settings**.

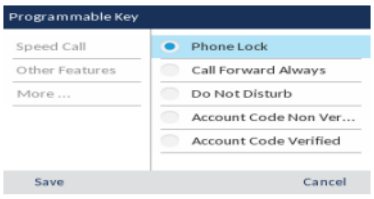
Resetting a User Password

If you forget your password, you can reset it and enter a new password. The reset user password feature resets the password to the factory default which is blank (no password). You can reset a user password using the Mitel Web UI only.

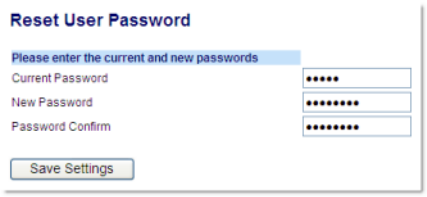
Note:

The IP phones support alphanumeric password with the supported characters.

1. Click on **Operation > Phone Lock**.



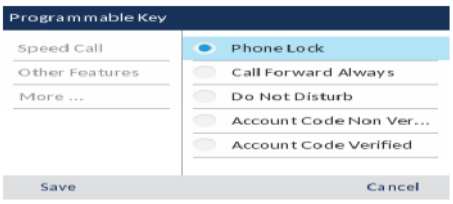
2. In the **Reset User Password** field, click **Reset**.The following screen displays.



3. In the **Current Password** field, leave this blank.
4. In the **New Password** field, enter a new password.
5. In the **Password Confirm** field, re-enter your new user password.
6. Click **Save Settings**.

Locking and Unlocking the Phone

1. Click on **Operation > Phone Lock**.



To Lock the Phone

2. In the **Lock the Phone?** field, click**Lock**.The message **Phone is locked** and lock icon displays on the **Home** screen. Additionally the Message Waiting Indicator (MWI) will turn on.

Unlocking the Phone

3. Click on **Operation > Phone Lock**.
4. In the **Unlock the Phone?** field, click **Unlock**.

6.9 Diagnostics

The Diagnostics menu allows you to perform the following **diagnostic** routines:

- Audio Diagnostics
- Ping
- TCP DUMP
- DHCP Trace

Note:

The **Diagnostics** settings should only be used by your System Administrator or under his/her direction. Contact your system administrator for more information.

6.10 Audio

The **Audio** option on the IP phone allows you to set the audio mode for your IP phone, configure headset settings, and personalize ring tones and tone sets.

Audio Mode

The 6915 allows you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The **Audio Mode** option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set:

Audio Mode Option	Description
Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing the button on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the button on the phone. To switch from the headset to the handset, lift the handset.

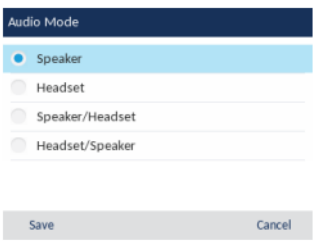
Audio Mode Option	Description
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when the button is pressed. By pressing the button again, you can switch back and forth between the handsfree speakerphone and the headset. At anytime, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.
Headset/Speaker	Incoming calls are sent to the headset first when the button is pressed. By pressing the button again, you can switch back and forth between the headset and the handsfree speakerphone. At anytime, lifting the handset switches back to the handset from either the headset or the handsfree speakerphon

Note:

1. On 6915 IP Phone by default the Audio mode is set to Speaker. When the Headset is connected to the phone, user must change the Audio mode to Headset or Speaker/Headset or Headset/Speaker.
2. If a headset is not connected and the user presses the speaker/headset key, the phone goes to speaker mode regardless of the audio mode.
3. If a headset is not connected and the user presses programmable key, the phone goes to speaker mode regardless of the audio mode.

Configuring the Audio Mode Using the IP Phone UI

1. Press on the phone to enter the Options List.
2. Navigate to the **Audio > Audio Mode** option and press the select button or **Select** softkey.



3. Use the up and down navigation keys to scroll through and highlight the desired audio mode. Valid values are:
   - Speaker (default)
   - Headset
   - Speaker/Headset
   - Headset/Speaker
4. Press the **Save** softkey to save your changes.

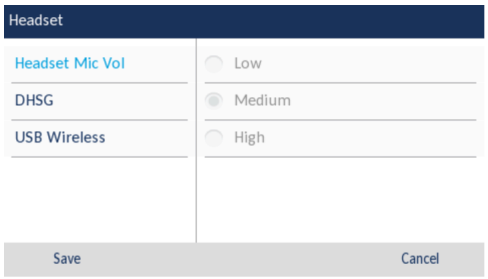
Headset

The **Headset** option allows you to:

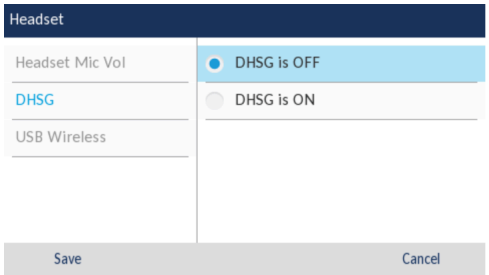
- set the volume level for the headset microphone (if supported)
- enable or disable DHSG.
- enable USB Wireless mode when a USB Wireless headset is connected to the phone

Configuring Headset Mic Volume, DHSG and USB Wireless Using the IP Phone UI

1. Press  on the phone to enter the Options List.
2. Navigate to the **Audio > Headset** option and press the select button or **Select** softkey.



3. With **Headset Mic Vol** highlighted press the right navigation key to move to selection column.
4. Use the up and down navigation keys to scroll through and choose the desired volume setting. Valid values are:
   - Low
   - Medium (default)
   - High
5. Press the left navigation key to move to back to the options column and press the down navigation key to highlight **DHSG**.



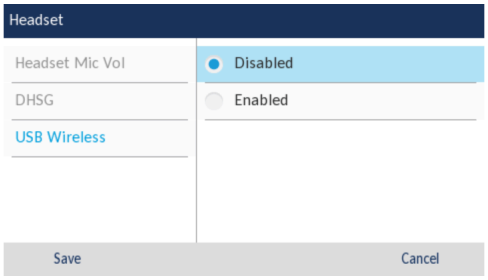
6. With **DHSG** highlighted press the right navigation key to move to selection column.
7. Use the up and down navigation keys to scroll through and choose whether or not to enable DHSG. Valid values are:

   - DHSG is OFF (default)
   - DHSG is ON

8. Press the **Save** softkey to save your changes.

To enable/disable USB Wireless headset mode:

1. Press the (**Settings**) key to enter the **Settings** menu.
2. Navigate to the **Audio > Headset** setting and press the **Select** softkey.
3. Press down navigation button to choose **USB Wireless**.



4. Press the right navigation key to move to enable/disable selection column.
5. Use the up and down navigation keys to choose the applicable setting.
6. Press the **Save** softkey to save your changes.

Note:

Disable this setting if you are not using USB Wireless Headset.

Ring Tones and Tone Sets

There are several distinct ring tones a user can select to set on the IP phones. In addition to the 15 pre-installed ringtones, custom ring tones can be manually installed through the Web UI and selected for use (if enabled by your Administrator). You can enable/disable these ring tones on a global or per-line basis.

There are 10 additional ringtones are available (Velocity, Skyline, Rise, Daybreak, After Hours, Open Road, Pronto, Voyage, Bloom, Move).

Note:
Individual contact ring tones are also supported on the 6915. Individual contact ring tones can be used during incoming calls to help users identify the party calling. For more information on individual contact ring tones, see “Local Directory Features”.

The following table identifies the valid settings and default values for each type of configuration method.

Ring Tones

Configuration Method	Valid Values	Default Value
IP Phone UI	Global Velocity Skyline Rise Daybreak After Hours Open Road Pronto Voyage Bloom Move Tone 1 to 15 Silent Custom Ring Tone 1 to 8 (if available)	Global Setting: Tone 1

Configuration Method	Valid Values	Default Value
Mitel Web UI	Global: Velocity Skyline Rise Daybreak After Hours Open Road Pronto Voyage Bloom Move Tone 1 to 15 Silent Custom Ring Tone 1 to 8 (if available)	Global Setting: Tone 1

Configuration Method	Valid Values	Default Value
Lines 1 to 24	Per-Line Setting: Global Velocity Skyline Rise Daybreak After Hours Open Road Pronto Voyage Bloom Move Tone 1 to 15 Silent Custom Ring Tone 1 to 8 (if available)	Per-Line Setting: Global

In addition to ring tones, you can configure ring tone sets on a global-basis on the IP phone. Ring tone sets consist of tones customized for a specific country. The ring tone sets you can configure on the IP phones are:

- Australia
- Brazil
- Canada
- Europe (generic tones)
- France
- Germany
- Italy
- Italy2
- Malaysia
- Mexico

- Russia
- Slovakia
- UK
- US (Default)

When you configure the country's tone set, the country-specific tone is heard on the phone for the following:

- Dial tone
- Secondary dial tone
- Ring tone
- Busy tone
- Congestion tones
- Call waiting tone
- Ring cadence pattern

You configure global ring tones and tone sets using the IP phone UI and Mitel Web UI. Installing a custom ring tone can be performed using the Mitel Web UI only.

Configuring Ring Tones Using the IP Phone UI

Global configuration only

1. Press ⚙ on the phone to enter the Options List.
2. Navigate to the **Audio > Ring Tones** option and press the select button or **Select** softkey.



3. Use the up and down navigation keys to scroll through and choose the desired ring tone (**Velocity**, **Skyline**, **Rise**, **Daybreak**, **After Hours**, **Open Road**, **Pronto**, **Voyage**, **Bloom**, **Move**, **Tone 1**through **Tone 15**,**Silent**, or any custom ring tones installed).
4. Press the **Save** softkey to save your changes. The ring tone you select is immediately applied to the IP phone.

Configuring Tone Sets Using the IP Phone UI

Global configuration only

1. Press ⚙ on the phone to enter the Options List.

2. Navigate to the **Audio > Tone Sets** option and press the select button or **Select** softkey.



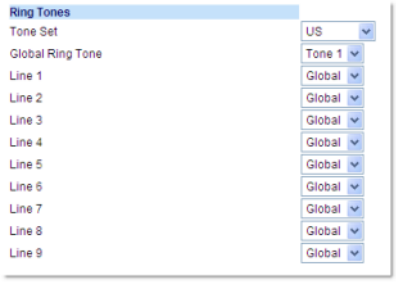
3. Use the up and down navigation keys to scroll through and choose the desired tone set. Valid values are:

   - Australia
   - Brazil
   - Canada
   - Europe
   - France
   - Germany
   - Italy
   - Italy2
   - Malaysia
   - Mexico
   - Russia
   - Slovakia
   - UK
   - US (default)

4. Press the **Save** softkey to save your changes.The tone set you select is immediately applied to the IP phone.

Configuring Ring Tones and Tone Sets Using the Mitel Web UI

1. Click on **Basic Settings > Preferences > Ring Tones**.



For global configuration

2. In the **Ring Tones** section, select a country from the **Tone Set** field. Valid values are:

   - Australia
   - Brazil
   - Canada
   - Europe
   - France
   - Germany
   - Italy
   - Italy2
   - Malaysia
   - Mexico
   - Russia
   - Slovakia
   - UK
   - US (default)

3. Select a value from the **Global Ring Tone** field.

> **Note**:
>
> See the "Ring Tones" for valid values.

For per-line configuration

4. In the **Ring Tone** section, select a line for which you want to set ring tone.
5. Select a value from the **Line N** field.

> **Note**:
> See the "Ring Tones" for valid values.

6. Click **Save Settings**.

Installing Custom Ring Tones Using the Mitel Web UI

1. Click on **Basic Settings > Custom Ringtones**.



2. Press the **Browse...**button corresponding to the desired ringtone position (e.g. 1).
3. Navigate to the folder containing the WAV file you want to upload, select the file using your left mouse button, and press the **Open** button.The filename should now be displayed to the right of the respective **Browse...** button.
4. Press the **Upload** button to upload the file to the phone.

Note:
Press the **Delete** button to delete the desired ringtone from your phone.

5. Repeat Steps 2 to 4 to upload additional WAV files to the phone.

Note:

a. Access to the Custom Ringtones Web UI menu is only available if enabled by your System Administrator. Ringtones must be in .wav format. The IP phones support the following WAV file specifications:

- G.711 µ-law and a-law Codec
- 20 ms packet size
- Mono 8KHz

b. Individual WAV files cannot exceed 1 MB in size (the total combined size of the eight WAV files cannot exceed 8 MB).

c. Filenames must contain only ASCII characters.

6.11 Display

Note:
Modifying certain settings on you telephone can significantly enhance energy efficiency and play a role in environmental conservation. By adjusting the ringer volume and display brightness, you can actively lower energy consumption. By default, these settings are typically delivered at 50%.

The **Display** option allows you to set the following on your phone:

- Home Screen Settings:
- Home Screen Mode
- Screen Saver Timer
- Brightness Settings:
- Brightness Level
- Brightness Timer

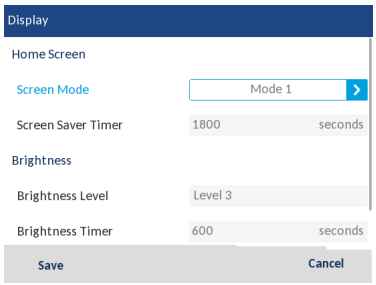
Home Screen Settings

The **Home Screen Mode** option on the IP phone allows you to select how your home screen is displayed. The 6915 IP phone contains two home screen layout options. The default primary home screen mode provides users with a larger date and time and displays the screen name (if configured) beside the line number in the top status bar. The secondary home screen mode displays both screen name and screen name 2 (if configured) and are displayed above the smaller, repositioned date and time.

The **Screen Saver Timer** option allows you to configure the amount of time (in seconds) the phone must be idle before the screen saver initiates. When the specified amount of time expires, a screen saver displaying the date and time and the number of missed calls (if applicable) is displayed on screen.

Configuring the Home Screen Mode and Screen Saver Timer

1. Press  on the phone to enter the Options List.
2. Navigate to the **Display** option and press the select button or **Select** softkey.



3. Use the left and right navigation buttons to change the desired home screen mode.
4. Press the down navigation key to highlight **Screen Saver Timer**.
5. Enter a value, in seconds, using the dialpad keys. You can set the timer from 1 (disabled) to 14400 seconds. Default is 1800 (30 minutes).
6. Press the **Save** softkey to save your changes.

Brightness Settings

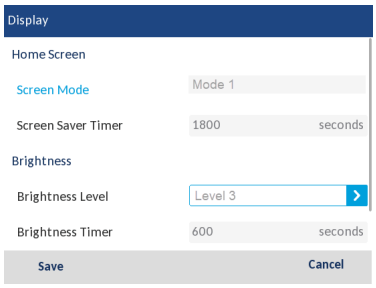
The **Brightness Level** option on the IP phone allows you to set the amount of light that illuminates the LCD display. Use this option to set the preference of brightness level.

The **Brightness Timer** option allows you to set the amount of time you want the LCD display to stay illuminated before turning the backlight off during a period of inactivity. For example, if you set the brightness timer to 60, when the phone reaches 60 seconds of inactivity, the LCD backlight goes off.

Note:
The Backlight timer/mode can be configured using the configuration files and the IP Phone User Interface (UI).

Setting the Brightness Level and Timer Using the IP Phone UI

1. Press on the phone to enter the Options List.
2. Navigate to the **Display** option and press the select button or **Select** softkey.



3. Press the down navigation key twice to highlight **Brightness Level**.
4. Use the left and right navigation buttons to increase or decrease the intensity of brightness on the LCD.
5. Press the down navigation key to highlight **Brightness Timer**.
6. Enter a value, in seconds, using the dialpad keys. You can set the timer from 1 to 36000 seconds. Default is 600 (10 minutes).
7. Press the **Save** softkey to save your changes.

6.12 Dialing

Live Dialpad

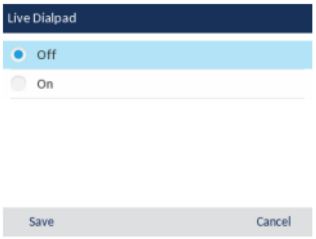
The **Live Dialpad** option on the IP phone turns the live dialpad mode on or off. With the live dialpad feature enabled, the 6915 IP phone automatically dials out and turns on handsfree mode as soon as a dialpad key or softkey is pressed. With live dialpad disabled, if you dial a number while the phone is on-hook, lifting the receiver or pressing the initiates a call to that number.

Note:
The availability of this feature is dependent on your phone system or service provider.

You can enable/disable the live dialpad using the IP phone UI only.

Enabling/Disabling Live Dialpad Using the IP Phone UI

1. Press on the phone to enter the Options List.
2. Navigate to the **Dialing > Live Dialpad** option and press the select button or **Select** softkey.



3. Use the up and down navigation keys to scroll through and enable (**On**) or disable (**Off**) the live dialpad feature.
4. Press the **Save** softkey to save your changes.

Speed Dial Edit

Note:
For details on speed dial configuration, see “Speed Dial Key”.

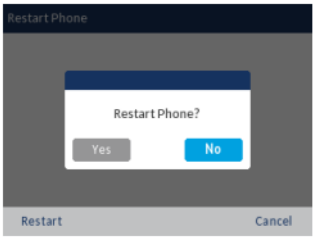
6.13 Restart

You may want to restart your phone to check for updates on the server or you may occasionally need to restart your phone for configuration changes to your phone or network settings to take effect. You may also need to restart your phone if you have been asked to do so by your System Administrator or should you experience any unexpected behavior.

Restarting Your Phone Using the IP Phone UI

1. Press the button on the phone to enter the Options List.

2. Navigate to the **Restart**option and press the select button or **Select** softkey.



3. When the prompt, **Restart Phone?** appears, navigate to the **Yes** button and press the select button. If you do not wish to restart your phone, press **Cancel** or **No**.

Note:
Your phone is out of service temporarily during the restart and reboot process.

Restarting Your Phone Using the Mitel Web UI

1. Click on **Operation > Reset**.



2. Click **Restart**.
3. Click **OK** at the confirmation prompt.

6.14 Emergency Dial Plan

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when required. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have a different emergency number for each of the different emergency services.

You can specify the digits to dial on the IP phone for contacting emergency services. Once you specify the emergency number(s) on the phone, you can dial those numbers directly on the dialpad when required and the phone automatically dials to those emergency services.

You can set the emergency dial plan using the Mitel Web UI only.

Note:

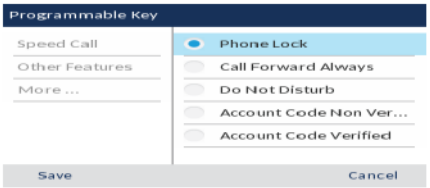
1. Emergency dial plan pattern matching is only functional when the live dialpad feature is enabled. For more information on the live dialpad feature, see --> “Live Dialpad” --> on --> page 63 --> .
2. Contact your local phone service provider for available emergency numbers in your area.

The following table describes the default emergency numbers on the IP phones.

Emergency Number	Description
911	A United States emergency number.
999	A United Kingdom emergency number.
112	An international emergency telephone number for GSM mobile phone networks. In all European Union countries it is also the emergency telephone number for both mobile and fixed-line telephones.
110	A police and/or fire emergency number in Asia, Europe, Middle East, and South America.

Defining an Emergency Dial Plan Using the Mitel Web UI

1. Click on **Operation > Phone Lock**.



2. In the **Emergency Dial Plan** field, enter the 3-digit number used in your local area to contact emergency services. For multiple numbers, enter a **|** between each emergency number. For example:**911|110**

   The default for this field is **911|999|112|110.**
3. Click **Save Settings** to save the emergency dial plan to your phone.

Configuring Softkeys 7

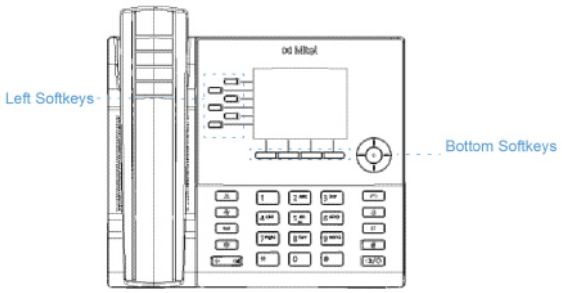
This chapter contains the following sections:

- Softkey Display Behavior
- Line Key
- Speed Dial Key
- Do Not Disturb (DND) Key
- Busy Lamp Field (BLF) Key
- BLF/List Key
- XML Key
- Flash Key
- Sprecode Key
- Park/Pickup Keys
- Last Call Return Key
- Call Forward Key
- BLF/Xfer
- Speed Dial/Xfer
- Speed Dial/Conf
- Speed Dial/MWI
- Directory Key
- Received Callers List Key
- Outgoing Redial Key
- Conference Key
- Transfer Key
- Intercom Key
- Phone Lock Key
- Paging Key
- Discreet Ringing Key
- Call History Key
- Empty Key
- None Key
- State-Based Softkeys

The 6915 SIP IP phone has 6 multi-functional left softkeys and 4 multi-functional bottom softkeys:

- 6 left softkeys: programmable non-state-based softkeys (up to 10 programmable functions)

- 4 bottom softkeys: programmable state-based softkeys (up to 9 programmable functions)



You can use the Mitel Web UI to configure key functions.

The following table lists the functions you can set on the softkeys and provides a description for each function.

Key Function	Description
None	Indicates the key has no function assigned.
Line	Indicates the key is configured for line use (programmable on the left softkeys only).
Speed Dial	Indicates the key is configured for speed dial use.
Do Not Disturb	Indicates the key is configured for Do Not Disturb (DND) functionality.
BLF	Indicates the key is configured for Busy Lamp Field (BLF) functionality (programmable on the left softkeys only).
BLF/List	Indicates the key is configured for BLF/List functionality (programmable on the left softkeys only).
XML	Indicates the key is configured to accept an XML application for accessing customized XML services.
Flash	Indicates the key is set to generate a flash event when it is pressed. The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).

Key Function	Description
Sprecode	Indicates the key is configured to automatically activate specific services offered by the server. For example, if the sprecode value of *82 is configured, then by pressing the Sprecode key, *82 automatically activates a service provided by the call manager.
Park	Indicates the key is configured to park incoming calls when pressed.
Pickup	Indicates the key is configured to pick up parked calls when pressed.
Last Call Return	Indicates the key is configured for Last Call Return functionality when pressed.
Call Fwd	Indicates the key is configured as a Call Forward key. When pressed, the IP phone UI displays the Call Forward menus.
BLF/Xfer	Indicates the key is configured as a simplified BLF key and a Transfer key. You can use this key to perform the BLF function as well as use it as a transfer key to transfer calls (programmable on the left softkeys only).
Speed Dial/Xfer	Indicates the key is configured as a simplified speed dial key and a transfer key. You can use this key to perform speed dial functions as well as use it as a transfer key to transfer calls.
Speed Dial/Conf	Indicates the key is configured as a speed dial key and a conference key. You can use this key to speed dial from within a conference call and add the new call directly to the conference.
Speed Dial/MWI	Indicates the key is configured as a speed dial key for a voicemail account. You can use this key to monitor and call a voicemail account. Configuring multiple Speeddial/MWI keys allows you to monitor and call multiple voicemail accounts.

Key Function	Description
Directory	Indicates the key is configured to access the Directory.
Filter	Indicates the key is configured for activating/ deactivating Executive Call Filtering.
Received Callers List	Indicates the key is configured to access the Received Callers List.
Outgoing Redial	Indicates the key is configured to access the Outgoing Redial List.
Conference	Indicates the key is configured to initiate a conference call.
Transfer	Indicates the key is configured to initiate a call transfer.
Icom	Indicates the key is configured to be used for intercom calls.
Phone Lock	Indicates the key is configured as a phone lock key, allowing you to press this key to lock/unlock the phone.
Paging	Indicates the key is configured as a Paging key. When pressed, the phone can send Real Time Transport Protocol (RTP) streams from a pre-configured multicast address without involving SIP signaling.
Login	Indicates the key is configured as a Visitor Desk Phone (VDP) Login key. For VDP feature availability and details, please contact your System Administrator.

Key Function	Description
Discreet Ringing	Indicates the key is configured as a Discreet Ringing key. When the Discreet Ringing feature is enabled, if a call is incoming, the phone will play the configured ring tone once only. Pressing the Discreet key will allow you to toggle on/off the feature.
Call History	Indicates the key is configured as a Call History key. When pressed, the Call History softkey allows users the ability to directly access the list of all calls in the Call History.
Empty	Indicates the key has no function assigned but should be displayed as any empty softkey on the phone's screen.

Note:
Keys can also be set up to quickly to access features such as call return (*69) or voicemail. Quick access features like call return and voicemail must first be configured on your PBX in order to work on your phone. See your System Administrator for more information.

7.1 Softkey Display Behavior

On the 6915 IP phone, you can configure up to 10 (left) and 9 (bottom) functions on the softkeys. If you have no softkeys configured on the IP phone, and you assign softkey functions to higher number keys in the Mitel Web UI, the key functions automatically appear in the first available position on the LCD display.

For example, if left softkeys 1 through 10 are set to **None**, and you set the left softkey 8 as the following:

Type: Speed Dial

Label: John Doe

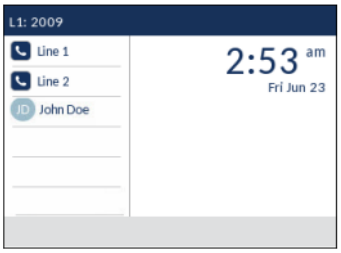
Value: 3456

After saving the settings, the "Home" label actually appears in position 1 of the LCD.

A softkey function of **None** does not display on the **Home** screen at all.

The following figures illustrate the above scenario (i.e. the configuration of left softkey 12) and how it is displayed on the phone:

Mitel Web UI Configuration



Note:
Contact your System Administrator for other softkey display behavior options.

7.2 Line Key

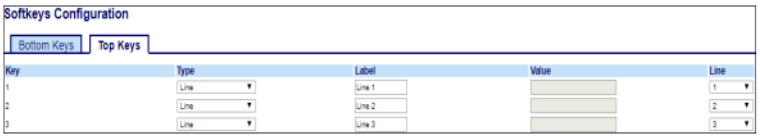
Note:
Line functionality can only be programmed on the left softkeys.

The Line 1 and Line 2 softkeys are autoconfigured in the 6915 SIP Phone due to the absence of Line 1 and Line 2 hardkeys. By default, the line values for top softkey 1 and top softkey 2 are set to Line 1 and Line 2 in the WebUI.

You can set a softkey to act as a line/call appearance key on the 6915.

Configuring a Line Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the top keys.
3. In the **Type** field, select **Line** to apply to the key.
4. In the **Label** field, enter a label to apply to this key.
5. In the **Line** field, select a line to apply to this key. Valid values are **1** through **24**.
6. Click **Save Settings**.

7.3 Speed Dial Key

The normal function of the speed dial option allows you to dial a number quickly by pressing a key configured for speed dialing. You can program the keys on the 6915 to speed dial outside numbers, dial directly to another person's line or extension, or quickly access features such as Caller ID (*69) and voicemail.

Note:
You can use a **Speed Dial** key while on an active call by placing the active call on hold first, and then pressing the speed dial key.

You can create **Speed Dial** keys using any of the following methods:

- Using the Mitel Web UI at the paths:
- Operation > Softkeys and XML.
- Using the IP phone UI at the path *Options* > *Dialing* > *Speed Dial Edit*.
- By pressing and holding a softkey or dialpad key.

Speed Dial Prefix

The speed dial feature also allows you to specify a preset string of numbers followed by a + that the phone dials automatically after pressing the speed dial key. You can use this feature for numbers that contain long prefixes.

For example, if you had the following speed dial configuration in the Mitel Web UI:

Key 1

Type: Speed Dial

Label: Europe Office

Value: 1234567+Line: 2

Then, after you press key 1 on the phone, the prefix number displays on the phone screen. The phone proceeds to dial the prefix number automatically and pauses for you to enter the remaining phone number using the dialpad on the phone.

Use the following procedures to set speed dial on the 6915 IP phone.

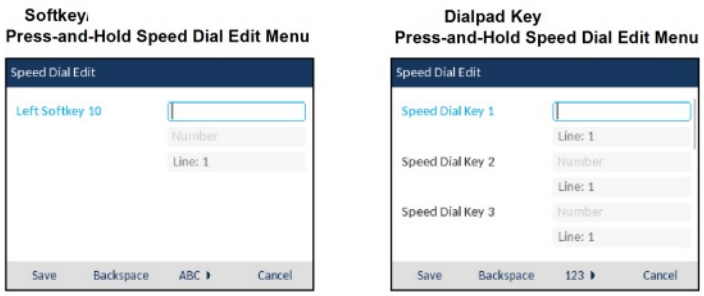
Press-and-Hold to Create a Speed Dial (applicable to softkeys and dialpad keys)

Pressing and holding down a softkey or dialpad key on the phone initiates a speed dial feature.

Note:

1. When creating a **Speed Dial** key from the IP phone UI, you must select a softkey or dialpad key that has no preassigned function (key must be set to **None** or **Empty**).
2. If there are no empty softkeys on the home screen, you can press and hold the **More** softkey to configure the next available softkey with speeddial functionality. If a More softkey is not available, use the **Dialing** > **Speed Dial Edit** option in the Options List to configure a new speeddial key.

1. Press and hold an non-configured softkey or dialpad key for three seconds.



Note:
You can press the **Cancel** softkey at any time during the speed dial programming to cancel and not save the speed dial information.

2. In the **Label** field (if applicable), enter a label to apply to the key.

Note:
If necessary, use the **ABC** softkey to specify uppercase letters or lowercase letters when entering the label

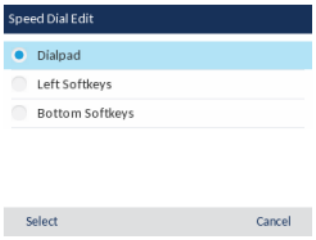
3. Press the down navigation key to move to the **Number** field (if applicable) and enter a number for the speed dial key using the dialpad keys.
4. Press the down navigation key to move to the **Line** field and select a line to apply to the key. This is the line that the phone opens to dial the number after you press the respective **Speed Dial** key. By default,

the phone uses Line 1 for the **Speed Dial** key. If you want to use a different line, press the left and right navigation keys to select another line.

5. Press the **Save** softkey to save the speed dial information to the key you selected.

Creating a Speed Dial Key Using the Speed Dial Edit Option (applicable to softkeys and dialpad keys)

1. Press  on the phone to enter the Options List.
2. Navigate to the **Dialing** > **Speed Dial Edit** option and press the select button or **Select** softkey.



Note:
You can press the **Cancel** softkey at anytime during the speed dial programming to cancel and not save the speed dial information.

3. Navigate to the desired type of keys you want to edit (e.g. Left Softkeys) and press the select button or **Select** softkey.



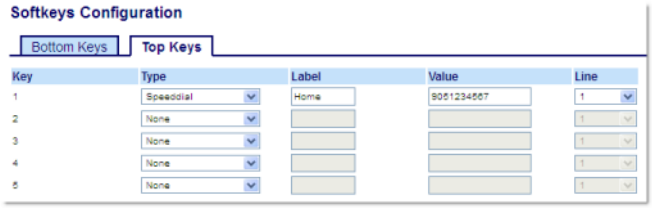
4. Navigate to the desired key and in the **Label** field (if applicable), enter a label to apply to the key.

Note:
If necessary, use the ABC softkey to specify uppercase letters or lowercase letters when entering the label.

5. Press the down navigation key to move to the **Number** field (if applicable) and enter a number for the key using the dialpad keys.
6. Press the down navigation key to move to the **Line**field and select a line to apply to the key. This is the line that the phone opens to dial the number after you press the respective **Speed Dial** key. By default, the phone uses Line 1 for the **Speed Dial** key. If you want to use a different line, press the left and right navigation keys to select another line.
7. Press the **Save** softkey to save the speed dial information to the key you selected.

Creating a Speed Dial Softkey Using the Mitel Web UI

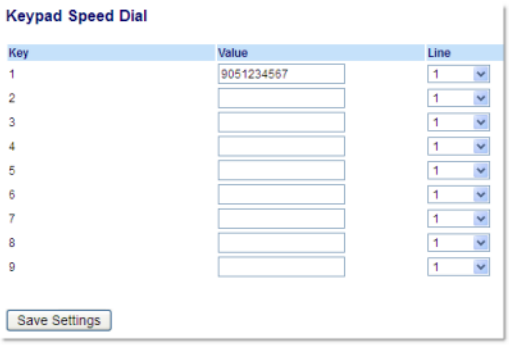
1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys or Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Speed Dial** to apply to the key.
4. In the **Label** field, enter a label to apply to this key.
5. In the **Value** field, enter the phone number, extension, or speed dial prefix to apply to this key. If you enter a speed dial prefix, you must enter the + character at the end of the prefix number (for example, 123456+).
6. In the **Line** field, select a line to apply to this key. Valid values are **1** through **24**.
7. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
8. Click **Save Settings**.

Creating Dialpad Speed Dial Keys Using the Mitel Web UI

1. Click on **Operation > Keypad Speed Dial**.

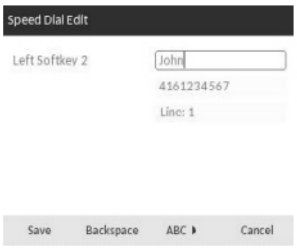


2. Select a key from **1** through **9**.

3. In the input box, enter the phone number, extension, or speed dial prefix to apply to this digit key. If you enter a speed dial prefix, you must enter the + character at the end of the prefix number (for example, 123456+).
4. In the **Line** field, select a line for which to apply the speed dial to. Valid values are **1**through **24**.
5. Click **Save Settings**.

Press-and-Hold to Edit a Speed Dial

The users can now edit the previously configured speed dial softkey using the "Press and Hold" feature.



7.4 Do Not Disturb (DND) Key

The IP phones have a feature you can enable called Do Not Disturb (DND). Configuring a DND softkey allows you to quickly turn the DND feature on or off.

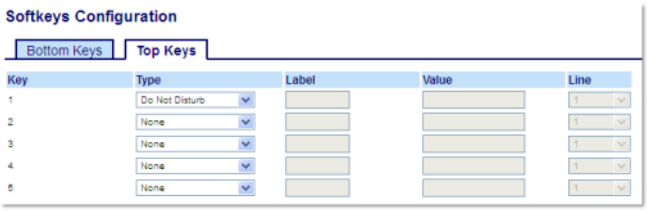
If DND is enabled, callers calling into the phone hear a busy signal or a message, depending on how your System Administrator set up the configuration server. When DND is enabled, the ⛔ icon is displayed on screen in both the status bar and beside the corresponding softkey.

If the phone shares a line with other phones, only the phone that has DND configured is affected.

For more information about DND and DND modes, see “DND Configuration”.

Configuring a DND KeyUsing the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys. or Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Do Not Disturb** to apply to the key.
4. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

5. Click **Save Settings**.

7.5 Busy Lamp Field (BLF) Key

Note:

1. BLF functionality can only be programmed on the left softkeys but BLF indicators can be viewed through the Directory, Received Callers, and Outgoing Redial Lists.
2. BLF feature availability is dependent on your call manager. Contact your System Administrator for more information.

The BLF feature on the IP phones allows a specific extension to be monitored for state changes. BLF monitors the status (busy or idle) of extensions on the IP phone.

For example, a Supervisor configures BLFs on his phone for monitoring the status of a co-worker's phone use (busy or idle). If the co-worker's phone is in an idle state, the **BLF** softkey on the Supervisor's phone is green. If the co-worker's phone is ringing, the **BLF** softkey on the Supervisor's phone is yellow. If the co-worker is on a call or when the co-worker picks up his phone to make a call, the **BLF** softkey on the Supervisor's phone turns red, indicating that the worker's phone is in use and busy. Lastly, if the co-worker's call is on hold, the **BLF** softkey on the Supervisor's phone displays the BLF hold icon. Additionally, the corresponding softkey LED illuminates to match the monitored user's state, either off (idle), solid (busy), or fast flashing/slow flashing (ringing/on hold).

Note:
You can also use a BLF-configured key to automatically dial the BLF-monitored extension. Contact your System Administrator for more information.

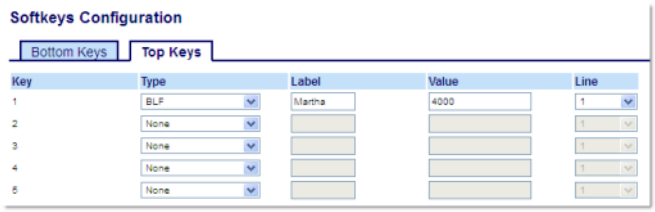
The following table provides the BLF states on the phone and the corresponding LED and icon behavior:

BLF State	LED Behavior	Softkey Icon
Idle	Off	
Ringing	Fast Flashing Red	

BLF State	LED Behavior	Softkey Icon
Connected	Solid Red	
On Hold	Slow Flashing Red	
Unknown	Off	
Not monitored	Off	

Configuring a BLF Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.
3. In the **Type** field, select **BLF** to apply to the key.
4. In the **Label** field, enter a label to apply to this key.
5. In the **Value** field, enter the phone number or extension you want to monitor.
6. In the **Line** field, select a line for which to apply this key. Valid values are:
   - global
   - **1** through **24**
7. Click **Save Settings**.

7.6 BLF/List Key

Note:
BLF/List functionality can only be programmed on the left softkeys but BLF/List indicators can be viewed through the Directory, Received Callers, and Outgoing Redial Lists.

The BLF/List feature on the IP phones is specifically designed to support the BroadSoft BroadWorks Release 13 Busy Lamp Field feature.

This feature allows the IP phone to subscribe to a list of monitored users defined through the BroadWorks web portal.

In addition to monitoring the idle and busy state, the BLF/List feature also supports the ringing and held state. When the monitored user is idle, the corresponding softkey is green. When the monitored user's phone is ringing, the corresponding softkey turns yellow. When the monitored user on an active call or is attempting to make a call, the corresponding softkey turns red. Finally, when the monitored user's call is on hold, the corresponding softkey displays the BLF/List hold icon. Additionally, the corresponding softkey LED illuminates to match the monitored user's state, either off (idle), solid (busy), or fast flashing/slow flashing (ringing/on hold).

Note:
You can use a BLF/List-configured key to automatically dial out to the configured extension.

The following table provides the BLF/List states on the phone and the corresponding LED and icon behavior:

BLF/List State	LED Behavior	Softkey Icon
Idle	Off	
Ringing	Fast Flashing Red	
Connected	Solid Red	
Unknown	Off	

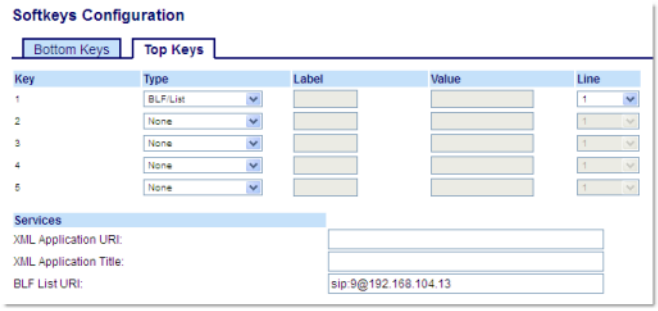
BLF/List State	LED Behavior	Softkey Icon
Not Monitored	Off	

For both BLF and BLF/List, the parameter "XXXkeyN ring splash" is applicable when the "..."keyN ring splash" value is set to control the ring splash alert pattern.

Configuring a BLF/List Key Using the Mitel Web UI

If you set a key to use BLF/List, you must also enter a **BLF List URI** at Operation > Softkeys and XML > Services. The **BLF List URI**is the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user. For example, sip:9@192.168.104.13. The value of the **BLF List URI** parameter must match the list name configured. Otherwise, no values display on the 6915 screen and the feature is disabled.

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.
3. In the **Type** field, select **BLF/List** (BroadSoft BroadWorks).
4. In the **Line** field, select a line number that is actively registered to the appropriate SIP proxy you are using. Valid values are:
   - global
   - **1** through **24**

> **Note**:
> The **Label** and **Value** field are not required. The BroadWorks BLF/List name is configured in the **BLF List URI**field instead.

5. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. In the **BLF List URI** field, enter the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user. For example, sip:9@192.168.104.13.

Note:
Contact your System Administrator for the **BLF List URI**.

7. Click **Save Settings**.

7.7 XML Key

The 6915IP phone has a feature you can enable called XML (Extensible Markup Language). XML is a markup language much like HTML. Your System Administrator can create customized XML menu services and load them to your IP phone. These services include things like weather and traffic reports, contact information, company info, stock quotes, or custom call scripts.

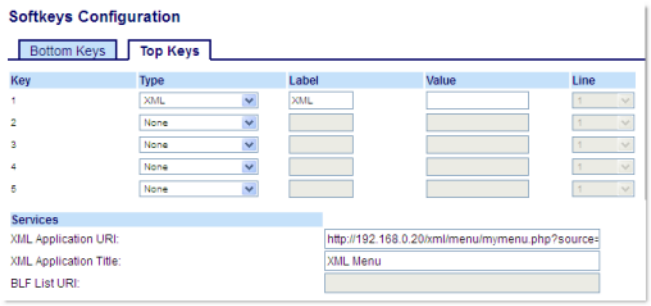
Note:
The XML services must be set up by your System Administrator before you can use the key.

On the 6915 IP phone, you can access the XML applications from the IP phone UI via an **XML** softkey.

Using the Mitel Web UI, you can configure a key to access XML applications. Under *Operations* > *Softkeys and XML* you can assign a key the type **XML**.

Configuring an XML Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **XML**.

4. In the **Label** field, enter a label to apply to this key.
5. In the **Value** field, enter a URI(s) to apply to this key.

> **Note**:
>
> Contact your System Administrator for the appropriate value(s) to enter in the **Value** field.

6. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
7. Click **Save Settings**.

Accessing the XML Service Using the IP Phone UI

After an XML application(s) has been saved to your IP phone and a key has been configured to access the XML applications, the customized service is ready for you to use.

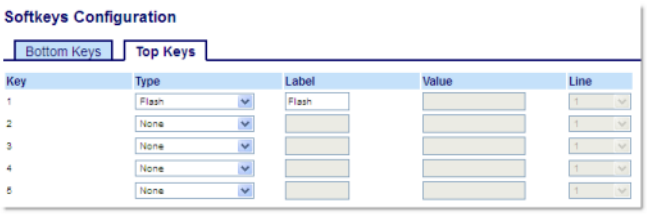
1. Press the **XML** softkey on the 6915 phone. An XML screen displays.
2. Use the up and down navigation keys to scroll through the customized features.
3. For menu and directory services, select a service to display the information for that customized service. Message services display to the screen after pressing the respective key. For user input services, follow the on-screen prompts.
4. To exit from the XML screen, press the **XML** softkey again or press the button.

7.8 Flash Key

You can set a key to generate a flash event when it is pressed on the 6915. You do this by setting the key to **Flash**. The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).

Configuring a Flash Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

   Select from **Key 1** through **Key 18** on the Bottom keys.

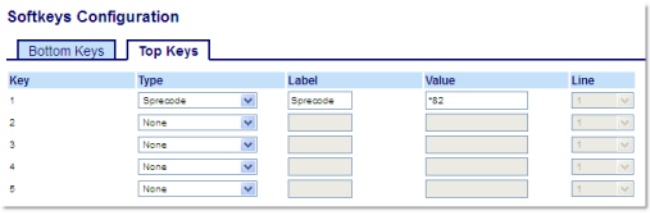
3. In the **Type** field, select **Flash**.
4. In the **Label** field, enter a label to display on the phone for the key.
5. Click **Save Settings**.

7.9 Sprecode Key

You can set a key to automatically activate specific services offered by the server by setting a key to **Sprecode**. For example, if the sprecode value of *82 is configured, then by pressing the key, *82 automatically activates a service provided by the server. The value you enter for this field is dependent on the services provided by the server. Contact your System Administrator for information about available services.

Configuring a Sprecode Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Sprecode**.
4. In the **Label** field, enter a label to display on the IP phone for this key.
5. In the **Value** field, enter the appropriate value for accessing specific services from the server.

> **Note**:
> For values to enter in this field, contact your System Administrator.

6. In the state fields, check (enable) or uncheck (disable) the **Connected** state for this softkey.
7. Click **Save Settings**.

7.10 Park/Pickup Keys

The 6915 SIP IP phone has a park and pickup call feature that allows you to park a call and pickup a call when required. The park/pickup feature performs as follows:

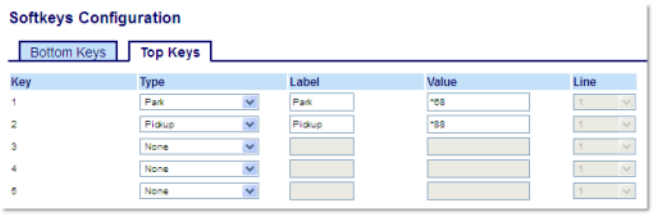
- When a call comes in and you pickup the handset, you can press the applicable **Park** key to park the call.
- After the call is parked, you can press the **Pickup** key, followed by the applicable value to pickup the call.

Administrators can configure the **Park** and **Pickup** keys for any line using the configuration files or the Mitel Web UI.

Users can make changes to customize the label of the **Park** and **Pickup** keys using the Web UI.

Configuring Park/Pickup Keys Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.or Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Park**.
4. In the **Label** field, enter a label for the **Park** softkey.

> **Note**:
> The **Value** and **Line** fields are configured by the Administrator.

5. In the state fields, check (enable) or uncheck (disable) the **Connected** state for this softkey.
6. Select from **Key 1** through **Key 20**.
7. In the **Type** field, select **Pickup**.
8. In the **Label** field, enter a label for the **Pickup** softkey.

> **Note**:
> The **Value** and **Line** fields are configured by the Administrator.

9. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

10. Click **Save Settings**.
11. Click on **Reset**, then click **Restart** to restart the IP phone and apply the changes.
12. Click **Save Settings**.
13. Click **Reset**, then click **Restart** to restart the IP phone and apply the changes.

Utilizing the Park Call/Pickup Parked Call Feature Using the IP Phone UI

Use the following procedure on the IP phone to park a call and pick up a parked call.

Parking a Call

1. While on a live call, press the **Park** key.
2. Perform the following for your specific server:

   If the call is parked successfully, the response is either a greeting voice confirming that the call was parked, or a hang up occurs. The parked call party hears music on hold.
3. If the call fails, you can pick up the call (using the next procedure) and press the **Park** key again to retry Step 2.

Picking Up a Parked Call

1. Pick up the handset on the phone.
2. Enter the extension number where the call was parked.
3. Press the **Pickup** key.If the call pick up is successful, you are connected with the parked call.

7.11 Last Call Return Key

Using the Mitel Web UI, you can configure the Last Call Return function on a key. If you configure Last Call Return on a key, and a call comes into your phone, after you are finished with the call and hang up, you can press the key configured for Last Call Return and the phone dials the last call you received. When you configure an **Last Call Return** key, the label **LCR** displays next to that key on the IP phone.

Configuring a Last Call Return Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

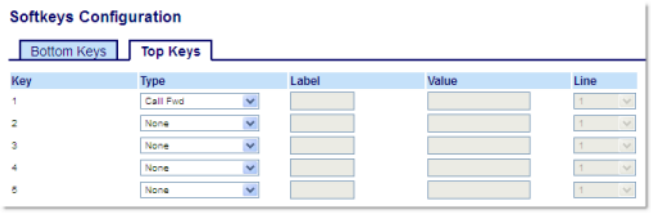
   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Last Call Return**.
4. In the **Line** field, select the line you want to apply to this key. Valid values are **1** through **24**.
5. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. Click **Save Settings**.

7.12 Call Forward Key

Using the Mitel Web UI, you can configure the Call Forward function on a softkey. Use call forwarding when you want a specific account on your phone to be forwarded to another number when your phone is in the busy state or the no answer state, or both. Pressing the **Call Fwd** softkey on the phone accesses the Call Forward menus. The menu that displays is dependent on the Call Forward mode (**Account** (default), **Phone**, or **Custom**) configured for the phone.

Configuring a Call Forward Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Call Fwd**.
4. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
5. Click **Save Settings**.

7.13 BLF/Xfer

Note:
BLF/Xfer functionality can only be programmed on the left softkeys.

The **BLF** key allows one or more extensions to be monitored, and once there is any state change with those extensions, the key shows the status of the monitored lines. The **Transfer** key allows a call to be transferred to other recipients blindly or consultatively. The **BLF/Xfer** key combines the **BLF** and **Transfer** keys' functionality together allowing the user to transfer calls or use BLF with one key.

Note:
It is recommended that you enable the **Switch UI Focus to Ringing Line** parameter when using the BLF/Xfer feature. For more information about this parameter, see "Switch UI Focus to Ringing Line" .

BLF/Xfer Key Requirements and Functionality

- BLF/Xfer and BLF: A **BLF/Xfer** key can be configured for subscribing to an extension and monitor the status of the extension, similar to the **BLF** key functionality. Changes of the state of the monitored extension are indicated by the key's graphical button image as well as the key's LED.
- BLF/Xfer and Blind Transfer Calls: When the focused line is in the connected state, pressing the **BLF/Xfer** key transfers the call to the extension unconditionally, disregarding the status of the monitored extension.

If transferring a call to an extension fails, a message **Transfer Failed** displays on the phone, and you can reconnect the call (get the call back) by pressing the line key again.

- BLF/Xfer and Call Forward: When the focused line is in the ringing state, pressing the **BLF/Xfer** key forwards the call to the extension unconditionally, disregarding the status of the monitored extension.
- BLF/Xfer and Speed Dial: When the focused line and the monitored extension are idle, pressing the **BLF/Xfer** key causes the phone to go offhook and dial the number of the extension.

Configuring a BLF/Xfer Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.
3. In the **Type** field, select **BLF/Xfer**.
4. In the **Value** field, enter the monitored extension or the extension to transfer calls to (for example, 3500).
5. In the **Line** field, select the line for which you want to use the key functionality.Valid values are:
   - global
   - **1** through **24**
6. Click **Save Settings**.

7.14 Speed Dial/Xfer

The **Speed Dial** key allows a number to be dialed quickly by pressing one key configured for speed dialing. The **Transfer** key allows a call to be transferred to other recipients blindly or consultatively. The **Speed Dial/Xfer** key combines the **Speed Dial** and **Transfer** keys' functionality together allowing the user to transfer calls or speed dial with one key.

Note:
It is recommended that you enable the **Switch UI Focus to Ringing Line** parameter when using the Speed Dial/Xfer feature. For more information about this parameter, see "Switch UI Focus to Ringing Line" .

Speed Dial/Xfer Key Requirements and Functionality

The **Speed Dial/Xfer** key has the following capabilities:

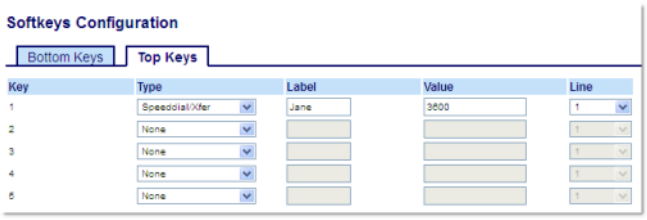
- Speed Dial/Xfer and Speed Dial: When the phone is in the idle state, pressing the **Speed Dial/Xfer** key causes the phone to go offhook and dial the predefined extension.
- Speed Dial/Xfer and Blind Transfer: When the phone is connected to a call, pressing the **Speed Dial/Xfer** key blind transfers the call to the predefined target.

If transferring a call fails, a message **Transfer Failed** displays, and you can reconnect the call (get the call back) by pressing the line key again.

- Speed Dial/Xfer and Call Forward: When the phone is in the ringing state, pressing the **Speed Dial/Xfer** key forwards the call to the predefined extension.

Configuring a Speed Dial/Xfer Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Speed Dial/Xfer**.
4. In the **Label** field, enter a label for the Speed Dial/Xfer key.

5. In the **Value** field, enter the speed dial extension or the extension to transfer calls to (for example, 3600).
6. In the **Line** field, select the line for which you want to use the key functionality.Valid values are:
   - global
   - **1** through **24**
7. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
8. Click **Save Settings**.

7.15 Speed Dial/Conf

The 6915 allows you to configure a softkey to be used as a speed dial conference key (**Speed Dial/Conf** key) while remaining in the current call. This key allows a user on a call to conference another party at a pre-defined number while remaining in the call.

For example, while on an active call, an user can use the **Speed Dial/Conf** key to dial a recording service and have the resulting conference recorded.

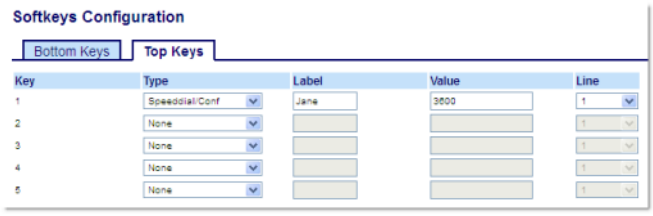
Note:
If currently in a conference, the **Speed Dial/Conf** key is disabled on the active call.

If you configure a softkey as a **Speed Dial/Conf** key and you press this key while on an active call, the focused line changes to the dialing line. A **Cancel** softkey displays on the phone allowing you to abort the conference speed dial if required.

Note:
This feature is not compatible with centralized conferencing.

Configuring a Speed Dial/Conf Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Speed Dial/Conf**.
4. In the **Label** field, enter a label for the Speed Dial/Conf key.
5. In the **Value** field, enter the speed dial extension or the extension to add to the conference (for example, 3600).
6. In the **Line** field, select the line for which you want to use the key functionality.Valid values are:
   - global
   - **1** through **24**
7. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
8. Click **Save Settings**.

7.16 Speed Dial/MWI

Note:
Speed Dial/MWI functionality can only be programmed on the left softkeys.

The 6915 supports multiple voicemail registration by using the Speed Dial/MWI key. This feature can be useful in scenarios where you need to monitor the voicemail accounts of your team members or you need access to your manager's voicemail messages.

By configuring a top softkey as "Speed Dial/MWI" and defining call and voicemail URIs, users can monitor and listen to pending messages on multiple voicemail accounts. When new messages are pending on a monitored voicemail account the corresponding Speed Dial/MWI key's LED will blink and the UI will display the number of pending messages beside the defined label.

When you press the configured key, the phone will send an INVITE to the configured call URI whereby you will be able to listen to the new messages. The Speed Dial/MWI key can be configured through the Mitel Web UI.

Configuring a Speed Dial/MWI Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.
3. In the **Type** field, select **Speed Dial/MWI**.
4. In the **Label** field, enter a label to apply to this key. When messages are pending, the phone UI will display the number of pending messages and the defined label.
5. In the **Value** field, enter call URI and voicemail URI separated by a semi-colon, as per the following syntax: [call URI];[voicemail URI]. For example, +33123456,,,3456#0000#@domain;sip:voicemail_peter@domain.

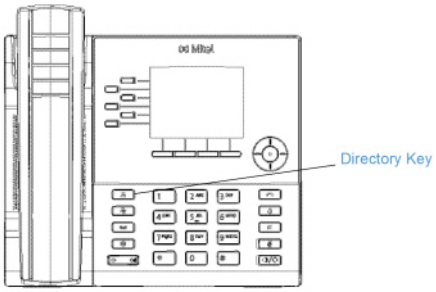
Note:

a. As the example above illustrates, pauses and DTMF are supported for the call URI.
b. Ensure that no spaces are added between the call URI and the voicemail URI when defining the key value.
c. If only one URI is provided, the value will be used for the voicemail URI and the call URI will be left as undefined.

6. In the **Line** field, select the line for which you want to use the key functionality.Valid values are:
   - global
   - **1** through **24**
7. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
8. Click **Save Settings**.

7.17 Directory Key

By default, the 6915 has a dedicated **Directory** key. However, using the Mitel Web UI, you can assign the **Directory** key to any key on the left or bottom softkeys on the phone.



The Directory feature allows you to view Directory entries from multiple sources and store frequently used names and numbers on the phone. You can also dial directly from a Directory entry.

In addition to creating a **Directory** key, you can also download a Directory to your PC, if required, using the Mitel Web UI.

Note:
For more information about the Directory, see Directory.

Configuring a Directory Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

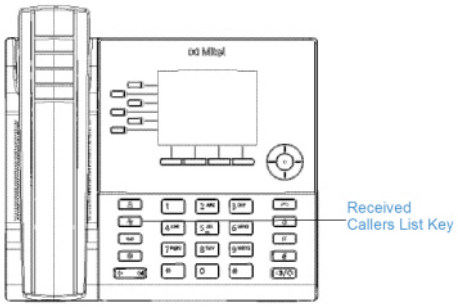
   or

   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Directory**.
4. In the **Label** field, enter a label to apply to this key.
5. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. Click **Save Settings**.

7.18 Received Callers List Key

Note:
Received Callers List information in this User Guide describes the phone's native Received Callers List. In some environments, the Received Callers List key may bring up a Received Callers List provided by the call manager; therefore, depending on your call manager, the Received Callers List on your phone may function and behave differently then what is documented in this User Guide. If this is the case, contact your System Administrator for more information regarding your specific Received Callers List.

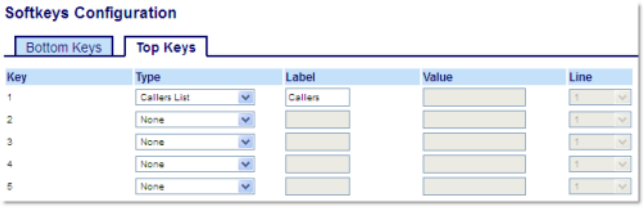
By default, the 6915 has a dedicated Received Callers List key. However, using the Mitel Web UI, you can assign the **Received Callers List** key to any key on the left or bottom keys on the phone.



The Received Callers List is a stored log of your incoming calls. You can use the Received Callers List key to access a list of callers that called your phone.

Configuring a Received Callers List Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



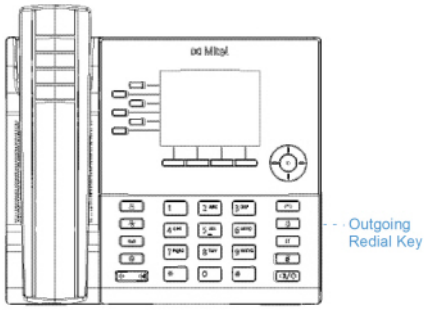
2. Select from **Key 1** through **Key 20** on the Top keys.

   or

   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Callers List**.
4. In the **Label** field, enter a label to apply to this key.
5. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. Click **Save Settings**.

7.19 Outgoing Redial Key

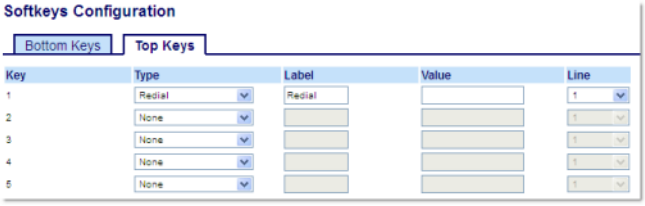
By default, the 6915 has a dedicated **Outgoing Redial** key. However, using the Mitel Web UI, you can assign the **Outgoing Redial** key to any key on the left or bottom keys on the phone.



The Outgoing Redial List is a stored log of your outgoing calls. You can use the Outgoing Redial key to access a list of the most recent calls you placed.

Configuring a Outgoing Redial Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Redial**.
4. In the **Label** field, enter a label to apply to this key.
5. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. Click **Save Settings**.

7.20 Conference Key

Using the Mitel Web UI, you can assign the **Conference** key to any key on the left or bottom keys on the phone.

Configuring a Conference Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

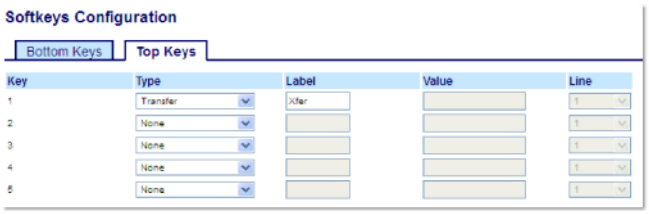
   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Conference**.
4. In the **Label** field, enter a label to apply to this key.
5. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. Click **Save Settings**.

7.21 Transfer Key

Using the Mitel Web UI, you can assign the **Transfer** key to any key on the left or bottom keys on the phone.

Configuring a Transfer Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

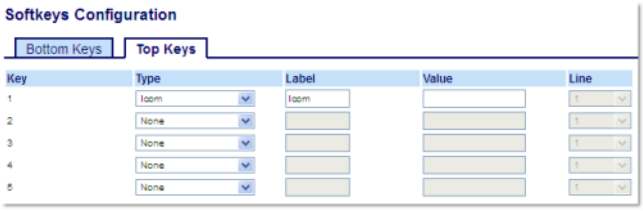
   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Transfer**.
4. In the **Label** field, enter a label to apply to this key.
5. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. Click **Save Settings**.

7.22 Intercom Key

You can use the **Intercom** key to automatically connect with a remote extension for outgoing calls, and to answer an incoming intercom call.

Configuring an Intercom Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Icom**.
4. In the **Label** field, enter a label to apply to this key.
5. In the Value field, enter the predefined number you wish to be dialed when the Intercom key is pressed.

> **Note**:
> If no value is defined, you will need to manually enter a number after pressing the Intercom key.

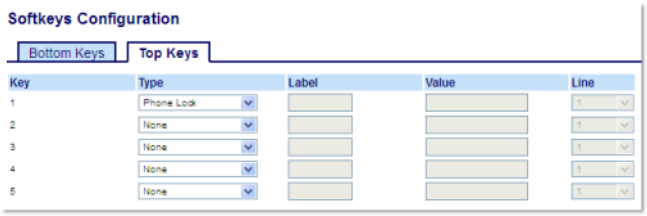
6. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
7. Click **Save Settings**.

7.23 Phone Lock Key

You can configure a key on the IP phone to use as a lock/unlock key. You assign the function of the key as **Phone Lock**.

Configuring a Phone Lock Key

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Phone Lock** from the list of options.
4. Click **Save Settings**.

Note:
You can lock/unlock the phone using the new key you just configured, using the Mitel Web UI at the path *Operation* > *Phone Lock*, or using the **Phone Lock** option on the IP phone UI at the path *Options* > *Lock* > *Phone Lock*.

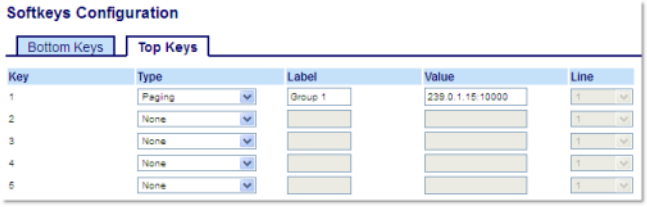
7.24 Paging Key

You can configure a **Paging** key on the phone that allows you to send a Real Time Transport Protocol (RTP) stream to pre-configured multicast address(es) without involving SIP signaling. You enter a multicast IP address(es) and a port number for the Paging key, that when pressed, initiates an outgoing multicast RTP session. This is called Group Paging on the IP phones.

You can also specify group paging RTP addresses that the phone listens for when receiving RTP streams. You can specify up to 5 listening multicast addresses at the path, *Basic Settings* > *Preferences* > *Group Paging RTP Settings*.

Configuring a Paging Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Paging**.
4. In the **Label** field, enter a label to apply to this key.
5. In the **Value** field, enter a multicast IP address and a port number for the **Paging** key. When you press this key, the phone initiates an outgoing multicast RTP session to the specified address using the specified port (e.g. 239.0.1.15:10000).

Note:

a. When you select **Paging** for the **Type** field, the **Line** field is disabled.
b. The **Value** field allows for one multicast address entry only.

6. To receive RTP steams for group paging, you must also configure the **Paging Listen Addresses** parameter at the path, *Basic Settings* > *Preferences* > *Group Paging RTP Settings*.
7. Click **Save Settings** to save your changes.

Using the Paging Key

The following procedure describes the use of the **Paging** key on the IP phone. The procedure assumes you have already configured the **Paging** key using the Mitel Web UI.

Note:

1. The recipient of a paging call can set a global DND to ignore any incoming pages.
2. For incoming paging, the phone uses the Intercom configuration settings. The incoming page is dependent on the **Allow Barge In** parameter setting and the idling/on call state.

1. On the IP phone, press the softkey you configured for **Paging**. The phone opens a multicast RTP session and an outgoing OR incoming phone screen displays.
2. Press the **Drop** key to end the multicast RTP session and return to the **Home** screen.

Note:
If you enable global DND on the phone, the incoming multicast RTP session is dropped.

7.25 Discreet Ringing Key

You can configure a **Discreet Ringing** key on the phone that when pressed allows you to toggle on/off the Discreet Ringing feature. When the Discreet Ringing feature is enabled, if a call is incoming, the phone will play the configured ring tone once only. All applicable visual indicators (LED for the corresponding Line key, Message Waiting Indicator [MWI], etc...) will behave normally.

Note:
If a custom ring tone is selected and Discreet Ringing is enabled, the phone will not play the custom ring tone during an incoming call. Ring tone 1 will be played once instead.

Configuring a Discreet Ringing Key

1. Click on **Operation > Softkeys and XML**.



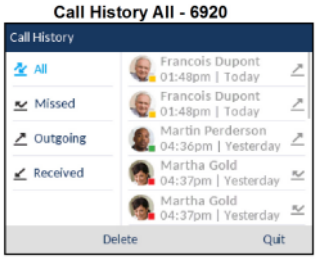
2. Select from **Key 1** through **Key 20** on the Top keys.

   or

   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Discreet Ringing**.
4. Click **Save Settings** to save your changes.
5. Click **Save Settings** to save your changes.

7.26 Call History Key

Call History key displays **All** folder list which includes the list of your missed, outgoing, and received calls.



Configuring a Call History Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

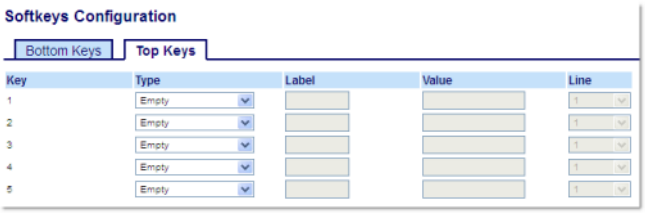
   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select **Call History**.
4. In the **Label** field, enter a label to display on the phone for the key (default is "Call History").
5. Click **Save Settings**.
6. Click **Save Settings**.

7.27 Empty Key

You can set a softkey to force a blank entry on the IP phone display for a specific key. You do this by setting the softkey to **Empty**. The keys are added in order (from key 1 to key 18 [bottom] or key 20 [top]) after any hard-coded keys have been added. If a particular key is not defined, it is ignored.

Configuring an Empty Key Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Select from **Key 1** through **Key 20** on the Top keys.

   or

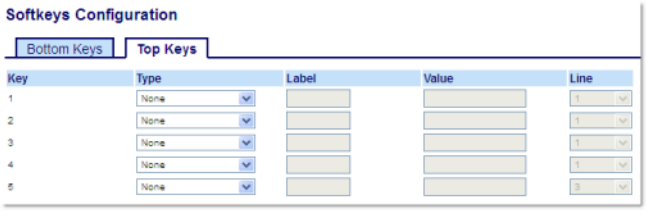
   Select from **Key 1** through **Key 18** on the Bottom keys.
3. In the **Type** field, select**Empty**.
4. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
5. Click **Save Settings**.

7.28 None Key

Use the following procedure to delete a key's functionality on the 6915 IP phone.

Deleting a Key's Function Using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.



2. Choose the key you want to delete from the phone.
3. In the **Type** field, select **None**.
4. Click **Save Settings**.The key function is deleted from the IP phone memory.

7.29 State-Based Softkeys

On the 6915 bottom softkeys, you can configure a specific state to display when a softkey is being used. The following table describes the states available to configure for the softkeys.

State	Description
Idle	The phone is not being used.
Connected	The current line is in an active call (or the call is on hold).
Incoming	The phone is ringing.
Outgoing	The user is dialing a number, or the far-end is ringing.
Busy	The current line is busy because the line is in use or the line is set as DND.

The following table identifies the applicable default states for each softkey type on the IP phone.

Softkey Type	Default States
None	All states disabled.
Speed Dial	Idle, Connected, Incoming, Outgoing, Busy
DND	Idle, Connected, Incoming, Outgoing, Busy
XML	Idle, Connected, Incoming, Outgoing, Busy
Flash	All states disabled.
Sprecode	Connected
Park	Connected
Pickup	Idle, Outgoing
Last Call Return	Idle, Connected, Incoming, Outgoing, Busy
Call Forward	Idle, Connected, Incoming, Outgoing, Busy
Speed Dial/Xfer	Idle, Connected, Incoming, Outgoing, Busy
Speed Dial/Conf	Idle, Connected, Incoming, Outgoing, Busy
Speed Dial/MWI	Idle, Connected, Incoming, Outgoing, Busy
Directory	Idle, Connected, Incoming, Outgoing, Busy
Filter	Idle, Connected, Incoming, Outgoing, Busy
Received Callers List	Idle, Connected, Incoming, Outgoing, Busy

Softkey Type	Default States
Outgoing Redial	Idle, Connected, Incoming, Outgoing, Busy
Conference	Idle, Connected, Incoming, Outgoing, Busy
Transfer	Idle, Connected, Incoming, Outgoing, Busy
Intercom	Idle, Connected, Incoming, Outgoing, Busy
Phone Lock	All states disabled.
Paging	All states disabled.
Login	Idle, Connected, Incoming, Outgoing, Busy
Discreet Ringing	Idle, Connected, Incoming, Outgoing, Busy
Call History	Idle, Connected, Incoming, Outgoing, Busy
Empty	Idle, Connected, Incoming, Outgoing, Busy

In the Mitel Web UI, the operational states for each softkey display as enabled. To disable a state, simply uncheck the box for the respective state.

Making Calls 8

This chapter contains the following sections:

- Dialing a Number
- Pre-Dialing a Number
- Using Handsfree Speakerphone
- Using a Headset
- Using Intercom Functionality
- Outgoing Redial List
- Mute

This section describes ways to make calls on your 6915 phone, using your handset, speakerphone or headset.

8.1 Dialing a Number

First, take the phone off-hook by:

- Lifting the handset
- Pressing  or
- Pressing a line/call appearance button

At the dial tone, enter the number you wish to call.

Note:
After dialing the number, the phone has a short delay before sending the call. To send the call immediately, you can press the **Dial** softkey (if the handset is offhook) or the # key immediately after dialing the number. The phone sends the call without delay.

If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

When your party picks up, a timer appears on your display that records the length of your call.

If the **Live Dialpad** option is on, as soon as you press the first digit on the dialpad the phone automatically selects the next available line, goes off-hook, and dials as digits are pressed.

8.2 Pre-Dialing a Number

You can also make a call by pre-dialing a number. Pre-dialing lets you view a number before you dial.



With the phone in an idle state and on-hook, simply use the dialpad to enter the number you wish to call, and after reviewing the number, press the **Dial** softkey. Use the **Backspace** softkey to correct any errors and the **Pause** softkey to insert pauses.

8.3 Using Handsfree Speakerphone

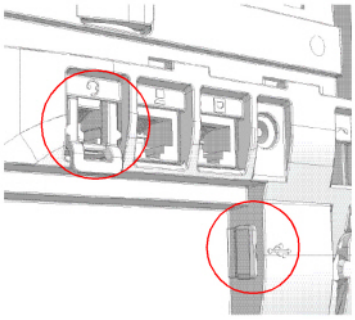
The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the **Speaker** or **Speaker/Headset** audio mode. For more information about setting the audio mode on your phone, see “Audio Mode”.

- To dial using handsfree, first press and enter a number at the dial tone.
- To answer a call on your phone using handsfree, press or the line/call appearance button.
- If you are in **Speaker** audio mode, lift the handset and press to switch between handsfree and handset.
- If you are in **Speaker/Headset** audio mode, press to disconnect the call.

> **Note**:
> When handsfree is on, the speaker light turns on.

8.4 Using a Headset

The 6915 accepts analog and DHSG/EHS headsets through the modular RJ22/RJ45 port on the back of the phone or USB headsets through the USB port.



Contact your telephone equipment retailer or distributor to purchase a compatible headset.

Note:

1. The RJ22/R45 headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.
2. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.
3. Contact your System Administrator for questions regarding supported headsets.
4. If both an analog (non-DHSG) headset and a USB headset are connected to the phone, the USB headset will take precedence over the analog headset (i.e. the USB headset will be functional while the analog headset will not be functional).
5. If both a DHSG headset and a USB headset are connected to the phone and DHSG is enabled, the DHSG headset will take precedence over the USB headset.

Volume Controls for the Headset Microphone

On the 6915, there are three options for the headset microphone volume: **Low**, **Medium**, and **High**. For information about configuring the headset microphone volume, see “Headset”.

Making and Receiving Calls Using a Headset

1. Ensure that you have selected a headset audio mode (see “Configuring the Audio Mode Using the IP Phone UI”).
2. Turn the phone over and, depending on the type of headset, locate the headset jack marked  or the USB port.

1. If you have a USB headset, insert the USB plug into the USB port.
2. If you have a headset with an RJ9/RJ22 4-pin connector, insert the headset cord into the jack until it clicks into place.

3. If you have a DHSG/EHS headset with an RJ45 6-pin or 8-pin connector, remove the plastic headset jack adapter and then insert the cord into the jack until it clicks into place.

Note:
See the **Mitel 6915 IP Phone Installation Guide** for more information.

4. Press the key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the Options List, a dial tone or an incoming call is received on either the headset or the handsfree speakerphone.
5. Press the key to end the call.

Note:
You can answer, initiate and transfer a call by pressing the hook switch button on the DHSG headset.

8.5 Using Intercom Functionality

On the 6915 you can use the **Icom** key to automatically connect with a remote extension.

Using the Icom Key

1. Press the **Icom** softkey.
2. If no number was defined when configuring the key, enter the extension number of the person you want to intercom.
3. After a beep tone, your phone automatically connects with the remote extension and you can speak through its speaker.
4. To cancel the intercom, press or the **Cancel** key.
5. When you are finished speaking, hang up the phone by placing the handset back on-hook or by pressing or the line softkey for the active call. When you hang up, the remote phone also hangs up.

You can set specific incoming Intercom call features on the 6915 IP phone using the Mitel Web UI. The following table describes these features.

Incoming Intercom Features in Mitel Web UI	Description
Microphone Mute	Allows you to enable or disable the microphone on the IP phone for Intercom calls made by the originating caller.
Auto Answer	Allows you to enable or disable the IP phone to automatically answer an Intercom call. If auto-answer is enabled on the IP phone, the phone plays a tone (if Play Warning Tone is enabled) to alert the user before answering the intercom call. If auto-answer is disabled, the phone treats the incoming intercom call as a normal call.
Play Warning Tone	Allows you to enable or disable a warning tone to play when the phone receives an incoming intercom call on an active line.
Allow Barge In	Allows you to enable or disable how the phone handles incoming intercom calls while the phone is on an active call.

Note:
For more information about the incoming Intercom features and for procedures on setting these features, see “Incoming Intercom Call Features”.

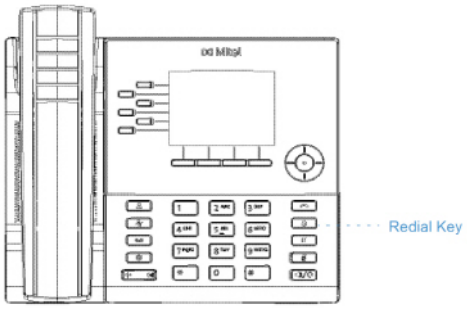
8.6 Outgoing Redial List

Note:
Outgoing Redial List information in this User Guide describes the phone’s native Outgoing Redial List. In some environments, the Outgoing Redial List key may bring up an Outgoing Redial List provided by the call manager; therefore, depending on your call manager, the Outgoing Redial List on your phone may function and behave differently then what is documented in this User Guide. If this is the case, contact your System Administrator for more information regarding your specific Outgoing Redial List.

The Outgoing Redial List stores information for up to the last 100 numbers you called. Your phone logs the name/number of the called party, when you called, and if the call was answered or missed. Additional information such as the duration of the call, line used, and call features utilized during the call can also be viewed.

You can view, scroll, and delete line items in the Outgoing Redial List from the IP phone UI as wells as copy selected entries to the Local Directory. You can also dial out directly using a displayed entry in the Outgoing Redial List.

On the 6915, you access the Redial List by the  key.



The following table identifies and describes the various icons displayed in the Outgoing Redial List.

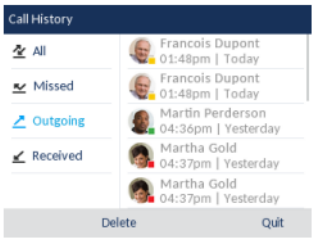
Icon	Description
	Indicates an outgoing call.
Call Feature Indicators (in detailed view only)	
	Indicates the call was secured using TLS/SRTP encryption.
	Indicates the call was using Mitel Hi-Q™ audio.
	Indicates active VoIP recording was enabled and the call was recorded.

Note:

1. When the Outgoing Redial List is full, the oldest call records are deleted to accommodate the information of new called parties.
2. If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a softkey or the Directory, the Outgoing Redial List display the same name and number.
3. For details on the total number of Outgoing Redial List entries currently stored on your phone, see "Phone status via IP phone UI".

Accessing the Outgoing Redial List

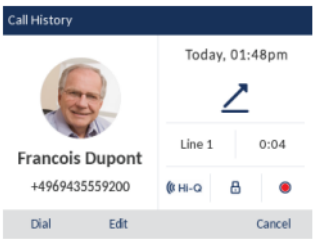
1. Press ⟲ once to access the **Outgoing Redial List**.



Note:

Press ⟲ twice to dial the most recent number you dialed from the phone.

2. With **Outgoing** highlighted press the right navigation key to move to entry column.
3. Use the up and down navigation keys to scroll through the entries in the Outgoing Redial List.
4. Press right navigation key to see more detailed information about the redial entry.



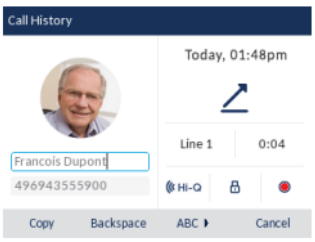
Note:
The detailed view screen contains the picture ID of the called party (if available), the date and time of the outgoing call, the line on which the call was placed, call duration (if the call was answered), any applicable call feature indicators, and the caller ID details.

5. To dial the displayed number while in the Outgoing Redial List, press the select button, press , press the **Dial** softkey, or lift the handset.
6. To exit the Outgoing Redial List, press or the **Quit** softkey.

Editing Entries in the Outgoing Redial List

In the Outgoing Redial List, pressing the **Edit** softkey allows you to edit the entry's name and/or number prior to dialing out or copying to the Local Directory.

1. Press the key.
2. With **Outgoing** highlighted press the right navigation key to move to entry column.
3. Use the up and down navigation keys to scroll through the entries in the Outgoing Redial List.
4. Press the right navigation key to see more detailed information about the Outgoing Redial List entry.
5. Press the **Edit** softkey.



6. Using the dialpad keys, edit the name and/or number.

Note:

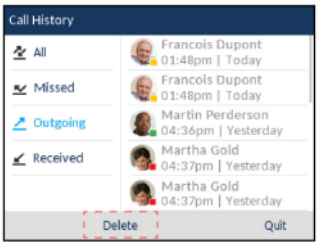
To move the cursor one digit/character to the right, press the right navigation key. To erase one digit/character to the left of the cursor, press the **Backspace** softkey.

7. To dial the new number, press the select button, press , or lift the handset, or
8. To copy the new number to the Local Directory, press the **Copy** Softkey.

Deleting All Entries in the Outgoing Redial List

1. Press once to access the **Outgoing Redial List**.

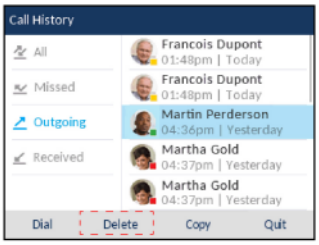
2. Press the **Delete** softkey.



3. Press the **Delete** key to erase all items.

Deleting an Entry In the Outgoing Redial List

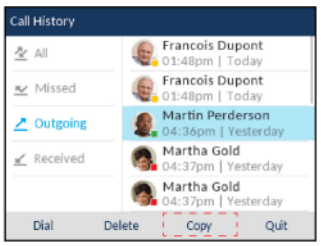
1. Press ⟲ once to access the **Outgoing Redial List**.
2. With **Outgoing** highlighted press the right navigation key to move to entry column.
3. Use the up and down navigation keys to scroll through the entries in the Outgoing Redial List.
4. Press the **Delete** softkey.



5. Press the **Delete** softkey again to erase the entry.

Copying Entries to the Local Directory

1. Press the ⟲ key.
2. With **Outgoing** highlighted press the right navigation key to move to entry column.
3. Press the up and down navigation keys to scroll through and highlight the respective Outgoing Redial List entry.



4. Press the **Copy** softkey. The entry is copied to the Directory.

Note:
If the contact's name already exists in the Directory but the number is different, press the **Replace** softkey to replace the contact's old number with the new number or press the **Merge** softkey to add the new number as an additional number while keeping the old number intact.

8.7 Mute

You can use the key to mute the handset, headset, or speakerphone. When you use the key on your phone, you cannot be heard on an active call or on a conference. For muted calls, the handsfree LED flashes and the key LED is on. To switch mute on or off, press .

Receiving Calls 9

This chapter contains the following sections:

- Answering an Incoming Call
- Deflecting an Incoming Call
- Sending an Incoming Call to Voicemail

When a call is ringing at your extension, the inbound callers name, extension, picture ID (if applicable), and incoming call icon display on the screen. Additionally, the line/call appearance LED flashes quickly for the incoming call.



Note:
You can press the **Silence** softkey on the bottom softkeys when the phone is ringing to immediately silence the ring tone.

9.1 Answering an Incoming Call

To answer an incoming call

- For speakerphone operation, press the (**Speaker/Headset**) key, the **Answer** softkey or the **Line** softkey for the incoming call. You phone must be configured to use the Speaker audio path.
- For headset operation, press the (**Speaker/Headset**) key or the answer button on your headset (if available). You phone must be configured to use the Headset audio path.
- Lift the handset for handset operation.

Note:
The audio mode setting you have selected in **Settings > Audio > Audio Path** menu on the IP phone UI determines if the call goes to speakerphone or headset operation. For more information, see the section “Audio Mode” .

If the phone is already connected to a call, pressing the **Line** softkey or **Answer** softkey for the new incoming call automatically places the connected call on hold and answers the new call.

Note:
If the Goodbye Key Cancels Incoming Call feature is disabled, you can also use the answer button on your headset (if available) to answer the secondary incoming call. If the Goodbye Key Cancels Incoming Call feature is enabled, the answer button on your headset will cancel the secondary incoming call. For more information on the Goodbye Key Cancels Incoming Call feature, see the section "Goodbye Key Cancels Incoming Calls" .

To reconnect to a party, press the **Line** softkey for that call or navigate to the call on hold and press the **Pickup** softkey. If you cannot answer the call, the caller goes to voicemail (if voicemail has been configured for your extension).

Note:
The  key can be used to cancel the call pickup procedure.

9.2 Deflecting an Incoming Call

While call forwarding allows you to forward calls to a pre-defined number, and whereby most call transfers requires you to first answer the incoming call, call deflection allows you to manually determine, while a call is incoming, what the destination number should be.

You can enter a destination number using the dialpad keys or deflect a call quickly to a programmable key or softkey configured with Speeddial or BLF functionality. Applicable key types include:

- Speeddial
- Speeddial/Xfer
- Speeddial/Conf
- Speeddial/MWI
- BLF
- BLF/Xfer

Note:

1. Live dialpad is disabled when entering destination numbers using the call deflection feature.
2. When the "No Answer" Call Forward mode is configured and enabled on the phone, incoming calls will not be forwarded to the defined "No Answer" number if you are in the process of deflecting the incoming call. For example, during an incoming call, with the "No Answer" Call Forward mode configured to forward incoming calls after five rings, if you press the **Deflect** softkey and in the process of deflecting the call five rings elapse, the call will not be forwarded. This is true even if you decide not to deflect the call and cancel the deflection process after five rings. However, if you cancel the deflection process before five rings, the call will be forwarded per usual.

1. During an incoming call, press the **Deflect** softkey.
2. Using the dialpad keys, enter the destination number to which you wish to deflect the incoming call or Press a softkey key configured with Speeddial or BLF functionality.

Note:
Use the **Backspace** softkey to correct any errors and the **Cancel** softkey to cancel the call deflection process.

3. If a destination number was entered manually, press the **Deflect** softkey again to deflect the call.

9.3 Sending an Incoming Call to Voicemail

You can send an incoming call directly to voicemail without answering the call. To do this, press without picking up the handset or press the **Ignore** softkey. If you are already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon displaying the number of pending messages.

Handling Calls 10

This chapter contains the following sections:

- Placing a Call on Hold
- Transferring Calls
- Conferencing Calls
- Ending Calls

When you are connected to a call, you can use the softkeys or hard keys on the phone to place a call on hold, transfer a call, or create a conference call.

10.1 Placing a Call on Hold

You can place an active call on hold by pressing the key. When you place a call on hold, only your phone can retrieve the call.

1. Connect to the call (if not already connected).
2. Press the key.



The screen displays the icon indicating the call is on hold. Additionally, the line/call appearance light begins to flash slowly and after a short time the phone beeps softly to remind you that you still have a call on hold.

Note:
If you are connected to another call, the phone does not beep to remind you that you still have a call on hold.

When on Hold

To let your caller know that they are still on hold, music plays softly (if this has been set up for your system). The call/line appearance light for the line you are on remains solid to indicate that you are still connected.

Automatic Hold

When juggling between calls, you do not have to press the button to go from one call to the next. The phone automatically puts your current call on hold as soon as you press a new line/call appearance button.

Retrieving a Held Call

If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance button where that call is being held or by navigating to the call on the **Line Selection** or any **Call** screen and pressing or **Pickup** softkey. Press or the **Drop** softkey to disconnect the call.

If an attempt to retrieve a held call fails, the 6915 displays a "Server Error" message and error reason code on screen (e.g. "Server Error: 408" for a Request Timeout or "Server Error: 503" for a Service Unavailable). You can disconnect the call on hold by pressing the key in certain circumstances. A call on hold can be disconnected by pressing the key only when these three conditions are met:

- The line with the call on hold is the line in focus.
- You have attempted to retrieve the call on hold by navigating to the call on the **Line Selection** or any **Call** screen and pressing the or **Pickup** softkey.
- The attempt to retrieve the call on hold failed due to a 408, 5xx, or 6xx reason code. If the attempt failed due to a different server error reason, pressing the key will not disconnect the call.

This behavior is applicable to all call-on-hold scenarios such as single point-to-point calls, conference calls, and any transfer scenarios. In an attended transfer scenario, pressing the key after a failed retrieval attempt (that meets the above three conditions) will disconnect the call on hold instead of launching the transfer.

10.2 Transferring Calls

In the 6915 IP phone, you can use the softkey(if configured) or **Xfer** softkey offered on screen when in a connected call.

Blind Transfer

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to.

Consultative Transfer

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, simply remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

Direct Transfer

The 6915 IP phone provides a convenient direct method of transferring an existing call to another existing call. If you have the transfer recipient on hold on another line, you can simply navigate to the recipient and press the softkey(if configured) or **Xfer** softkey and the direct transfer will be performed.

Transferring Calls

Use the following procedure to transfer a call to another extension.

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.



2. Press the **Xfer** softkey or softkey(if configured).



3. Enter the extension number (or the outside number) to Party 2.



To cancel the transfer you can either press the **Cancel**softkey on the display screen, press , or hang up the handset.

4. Complete either a blind or consultative transfer:

   a. To complete a blind transfer, press the **Xfer** softkey or softkey(if configured) again before the receiving end answers.
   b. To complete a consultative transfer, press **Dial** and remain on the line to speak with the Party 2, before pressing the **Xfer** softkey or softkey(if configured), key, or hanging up the handset to transfer Party 1 to Party 2.

Transferring an Existing Call to Another Existing Call

1. Ensure you are on an active call with the party you wish to transfer (the transfer recipient should be placed on hold).



Note:
Direct transferring can be performed in either the **Multi-View Call** screen or **Detailed View Call** screen.

2. Press the up and down navigation keys to highlight the party to whom you wish to transfer the active call.



3. Press the **Xfer** or softkey(if configured). The active call will be transferred.

Transferring to a Contact in the Directory

Users can complete a transfer to a contact in their local Directory. If a user is in a call and initiates a transfer, they can navigate to the Directory screen and use the **Xfer** softkey to complete a blind or consultative transfer.

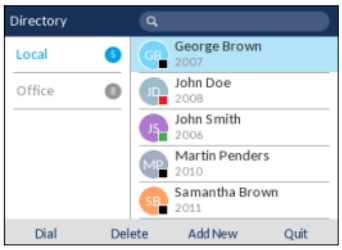
1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.



2. Press the **Xfer** or softkey(if configured).



3. Press the key and highlight a directory entry (or the desired number if the entry contains more than one number).



Note:
If you have any additional Directory sources configured, you will need to first navigate to the desired Directory folder and then highlight the respective entry or number.

4. To complete a consultative transfer, press the select button to call the contact. Remain on the line to speak with Party 2 before pressing the **Xfer**softkey again to transfer Party 1 to Party 2.

To cancel the transfer, press the **Cancel**softkey on the display screen or press .

Indication of Transferred Calls

When you transfer an active call, the near-end phone displays a **Call Transferred** screen when a call is transferred and the far-end call is dropped. The figure below illustrates the **Call Transferred** screen on the 6915 phone.



10.3 Conferencing Calls

In the 6915 IP phone, you can create conference calls using the **Conf** softkey offered on screen when in a connected call.

Local Conferencing

The 6915 phone supports up to three parties (including yourself) in a conference call. This is called local conferencing and is the default method of conferencing on the 6915.

Note:
Your System Administrator can set your **Conference** key to speed dial a specific number. Contact your System Administrator for more information.

Creating a Conference Call Using Local Conferencing

Use the following procedure to create a conference call using local conferencing.

1. When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the key. A line opens up.
2. Call Party 2 by dialing their number (or answer an incoming call of a party).

3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.



4. Press the **Conf** softkey.



5. Enter the phone number of Party 3.



6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.



7. Press the **Conf** softkey again to add Party 3 to the conference. Party 2 and Party 3 will connect with you to form a conference call.



8. To drop a party from the conference, use the up and down navigation keys to highlight the desired party and press the **Drop** key.

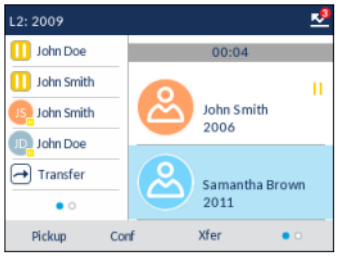
Creating a Conference Call by Joining Two Existing Calls

1. Ensure you are on an active call with one of the parties with whom you wish to create a conference (the other party should be placed on hold).



Note:
Direct conferencing can be performed in either the **Multi-View Call** screen or **Detailed View Call** screen.

2. Press the up and down navigation keys to highlight the party you wish to conference in.



3. Press the **Conf** softkey. The two parties will connect with you to form a conference call.



Joining Additional Parties to Active Conferences

In centralized conferencing, you can join multiple incoming or outgoing calls to active conferences. Before following this procedure, at least one active conference must exist on your phone.

1. As Party 1, pickup the handset or press the key.

   A line opens up.
2. Call Party 2 by dialing their number (or answer an incoming call of a party).
3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.
4. Press the **Conf** softkey.
5. Press the **Line** key that contains the active conference or highlight a party that is part of the active conference and press the **Conf** softkey again to join the parties to the active conference. For example, Line 1 and Line 2 both have active conferences. Pressing Line 1 or highlighting a party from Line 1 will join Party 1 and Party 2 to the conference on Line 1. Pressing Line 2 or highlight a party from Line 2 will Party 1 and Party 2 to the conference on Line 2.

Ending a Conference and Transferring Remaining Parties

The 6915 allows a host to easily leave a three-way conference call without disrupting the connection of the other two remaining parties. If you are the host of a conference call and want to leave the conference, simply press the **Leave** softkey on the phone. Your phone leaves the three-way conference call but the remaining parties are still connected together.

10.4 Ending Calls

To end a call, you first need to connect or reconnect to the call if not already connected (e.g. if your caller is on hold). Press or the **Drop** softkey to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

Managing Calls 11

This chapter contains the following sections:

- Directory
- Received Callers List
- Voicemail
- DND and Call Forward

The 6915 has several features that make it easier to manage calls, and to keep track of your caller history, as well as your business and personal contacts.

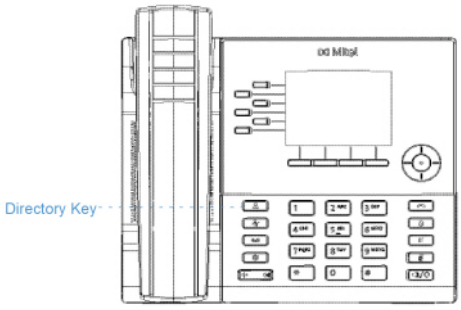
These features include:

- Directory
- Received Callers List
- Voicemail
- DND and Call Forward

11.1 Directory

The Directory is your personal phone book, conveniently stored within your phone. The 6915 IP phone supports enhanced Directory functionality allowing for interoperability with multiple directory sources (i.e. Local Directory, Corporate and Personal CSV directories, LDAP, Microsoft Exchange, Xsi Enterprise Directory, Xsi Personal Contacts, Xsi Enterprise Common Phone List, Xsi Group Directory, and Xsi Group Common Phone List).

On the 6915, you access the Directory by the key.



Note:

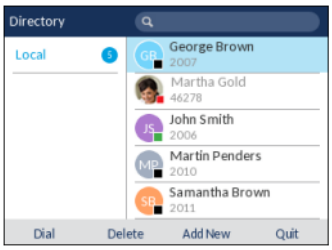
1. As stated above, the 6915 IP phone supports enhanced Directory functionality. Your Local Directory will always be available, while the availability of all other Directory sources is dependent on what has been configured by your Administrator.
2. See Directory for information on how to configure various Directory options.

General Directory Functions

Accessing and Navigating the Directory (No External Sources Configured/Enabled)

1. Press the softkey.

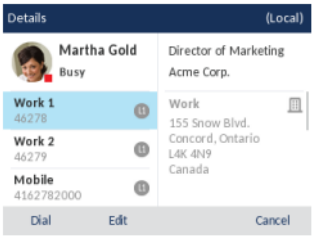
   If no external Directory sources are configured or enabled, the local Directory is displayed as per the following image.



Note:
If the Directory is empty, a Directory empty message displays.

2. You can view entry details by pressing the up and down navigation keys to scroll through the list.

3. From the number selection column, press the right navigation key to display the contact's details screen.



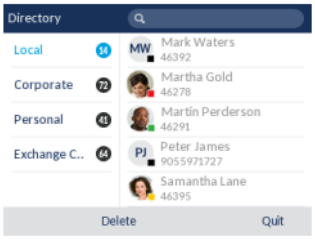
You can use the up and down navigation keys to scroll through the list of numbers or press the right navigation key to move to the address column and scroll through the contact's addresses using the up and down navigation keys.

4. Press the softkey configured with Directory functionality, key, or **Quit** softkey to exit.

Accessing and Navigating Your Directory (External Directory Sources Configured/Enabled)

1. Press the softkey.

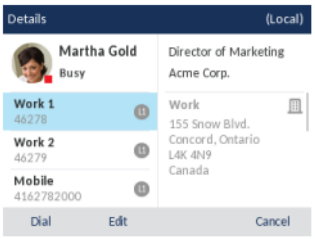
If additional external Directory sources are configured and enabled, the Directory screen encompasses the different source folders as per the following image.



Note:
If the Directory is empty, a **Directory empty** message displays.

2. You can view the list of Directory entries on the right for each respective folder by pressing the up and down navigation keys.
3. Press the right navigation key to move to the entry column. From this column, you can use the up and down navigation keys to scroll through the list of entries.

4. From the entry column, press the ► navigation key to display the contact's details screen.



You can use the up and down navigation keys to scroll through the list of numbers or press the right navigation key to move to the address column and scroll through the contact's addresses using the up and down navigation keys.

5. Press the softkey configured with Directory functionality, key, or **Quit** softkey to exit.

Performing a Search

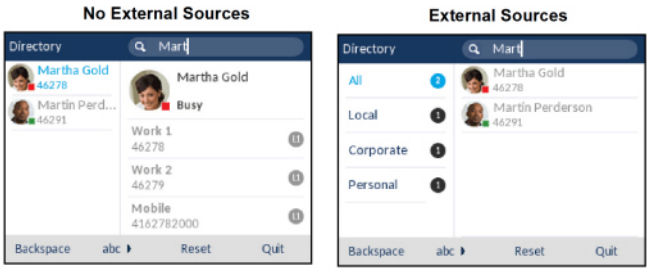
Search functionality is applied across all the available and enabled directories. Pressing on any dialpad key initiates the search. After entering the first few letters of the contact's first name, last name, or company name, you can then quickly select a contact and perform the desired action. If external Directory sources are configured and enabled, you can select a contact from the consolidated "All" folder to perform an action, or navigate to the contact in the specific Directory folder to perform the desired action.

Use the following procedure on the phone's UI to perform a search.

Note:
Depending on how your Administrator has configured the search functionality, you may need to press a **Search** softkey in order to execute the search function.

1. Press the softkey.
2. Using the dialpad keys enter in the letters of the desired contacts' first name, last name, or company name. If no external Directory sources are configured or enabled, search matches will be displayed on the left column with any additional numbers for the respective contact displayed on the right. If external

Directory sources are configured and enabled and the search finds multiple matches, the entry will be displayed in the **All** folder.



When matches are found, navigate to the contact entry and perform your desired action.

Note:

a. If there is only one match, the contact will be displayed in the respective directory folder.
b. Press the **Reset** softkey at any time clear the search field.

Dialing from the Directory

Dialing can be performed by manually navigating to the Directory contact, selecting a phone number (if the contact has more than one) and then pressing the Dial softkey, select button, Line button, button, or by simply pick up the handset.

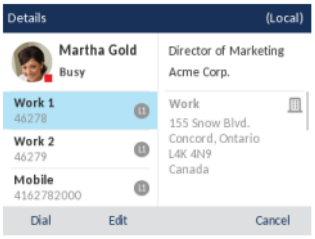
Use the following procedure on the phone's UI to dial a contact's phone number.

1. Press the softkey.
2. (Optional) Using the dialpad keys input the first letters of the contact's name to initialize the search function.

3. Use the navigation keys to highlight the contact you want to call.



(Optional) If the contact has multiple phone numbers defined, press the ► key to navigate to the numbers selection column (if no external Directory sources are configured/enabled) or Details page and use the ▲ and ▼ keys to select the desired phone number.



4. Press the Dial softkey, select button, Line button, button, or pick up the handset to dial the contact's phone number.

Local Directory Features

The internal Local Directory contains the contacts that have been created or copied directly to the phone using the phone UI. If no external directory sources are available, pressing on the Directory key will open the Local Directory menu.

From the Local Directory menu, you can search for a contact, place a call to the selected contact, add new contacts to the Local Directory, delete all contacts, delete individual contacts, or edit existing contacts. Users can also view contact details (e.g. title, company name, numbers, work and home addresses, e-mail addresses, etc...).

Note:

1. Up to 1000 Directory contacts can be stored locally on the phone.
2. For details on the total number of Local Directory entries currently stored on your phone, see "Phone status via IP phone UI".

You can also assign an individual contact ring tone to contacts in your Local Directory. Individual contact ring tones can be used during incoming calls to help you identify the party calling. You can select contact-specific ring tones (from the phone's 15 preloaded as well as the 8 custom ring tones) for respective contacts in your Local Directory, which will be played back when a call from the respective contact is incoming.

Individual contact ring tone support is dependent on the phone's directory lookup functionality. During an incoming call, the Local Directory is examined against the phone number of the incoming call. If a match is found and the contact has an associated contact ring tone, the contact ring tone is played. If a match is not found or if a contact ringtone is not assigned, the standard ring tone for the line being used to field the incoming call is played.

Note:

1. In instances where a custom ring tone is selected as the individual contact ring tone for a Local Directory contact and subsequently the custom ring tone is deleted, the standard ring tone will be played.
2. Individual contact ring tone support is applicable to the Local Directory only. If you would like to apply a ring tone for a contact in an external directory source (e.g. CSV-based directories, Exchange Contacts, LDAP, and Xsi directories) or Incoming Callers List/Outgoing Redial List, you must first copy the desired contact to the Local Directory.

Using the IP phone UI you can perform the following actions with regards to the Local Directory:

- Add new contacts to the Local Directory
- Edit entries in the Local Directory
- Delete all entries from the Local Directory
- Delete individual entries from the Local Directory

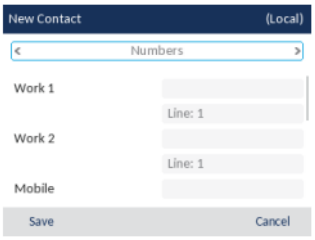
Adding New Entries to the Local Directory

1. Press the  softkey.
2. If no external sources are configured, simply press the **Add New** softkey.orIf external Directory sources are configured/enabled and if the Local Directory contains contacts, press the right navigation key to move to Local Directory contact column and press the **Add New** softkey.

3. Under the **Identity** tab, use the up and down navigation keys to navigate to the desired fields and using the dialpad keys input the first name, last name, job title, and organization of the respective contact.

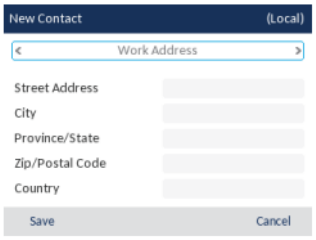


4. (Optional) Navigate to the **Ring Tone** xfield and press the left and right navigation keys to select the desired ring tone for the respective contact.
5. Press the up navigation key to navigate to the **Identity** tab, and press the right navigation key to switch to the **Numbers** tab.
6. Under the **Numbers** tab, use the up and down navigation keys to navigate to the respective phone number fields (e.g. Work 1, Work 2, Mobile, etc...) and using the dialpad keys input the contact's numbers in the desired fields.



Note:
For each number you can assign a specific line (if available) to dial out on by selecting the respective Line field and pressing the *left and right* keys to switch lines.

7. Press the up navigation key to navigate to the **Numbers** tab, and press the right navigation key to switch to the **Work Address** tab.
8. Under the **Work Address** tab, use the up and down navigation keys to navigate to the desired fields and using the dialpad keys input the work address information of the respective contact.



9. Press the up navigation key to navigate to the **Work Address** tab, and press the right navigation key to switch to the **Home Address** tab.
10. Under the **Home Address**tab, use the up and down navigation keys to navigate to the desired fields and using the dialpad keys input the home address information of the respective contact.



11. Press the up navigation key to navigate to the **Home Address** tab, and press the right navigation key to switch to the **Email** tab.
12. Under the **Email** tab, use the up and down navigation keys to navigate to the desired fields and using the dialpad keys input the email address(es) of the respective contact.

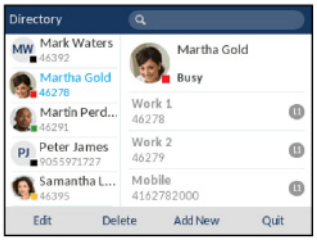


13. Press the**Save** softkey to save your changes.

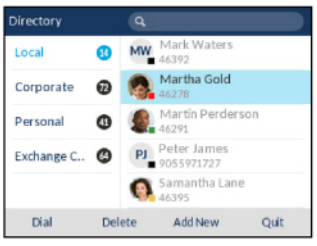
Editing an Existing Local Directory Entry

1. Press the softkey.
2. (Optional) Using the dialpad keys input the first letters of the contact's name to initialize the search function.
3. Use the navigation keys to highlight the contact you want to edit.

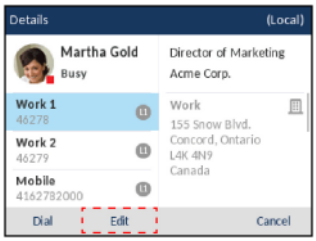
No External Sources



External Sources



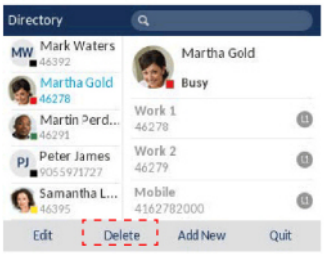
4. Press the **Edit** softkey (if no external Directory sources are configured/enabled) or navigate to the contact's **Details** page and press the **Edit** softkey.



5. Use the navigation keys to navigate through the various tabs and fields and edit any desired information using the dialpad keys.
6. Press the **Save** softkey to save your changes.

Deleting Entries from the Local Directory (No External Directory Sources Configured/Enabled)

1. Press the softkey.
2. (Optional) If you want to delete an individual entry, using the dialpad keys input the first letters of the contact's name to initialize the search function.
3. Highlight the desired entry (if applicable) and press the **Delete** softkey.



A "Delete selected item or delete all items?" message will appear on screen.

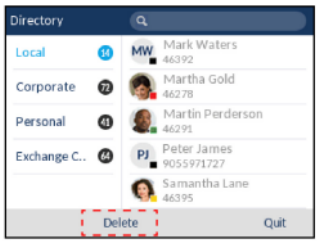
4. Press the **Delete All** softkey to delete all contacts from your Local Directory. or Press the **Delete Item** softkey to delete the individual entry from your Local Directory.

Note:
Press the **Cancel** softkey to cancel the delete process.

Deleting All Entries from the Local Directory (External Directory Sources Configured/Enabled)

1. Press the softkey.

2. Press the **Delete** softkey.



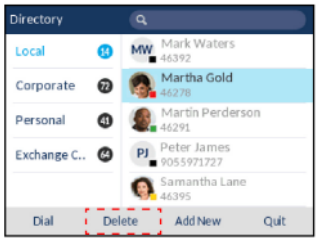
A “Delete all entries in Local” message will appear on screen.

3. Press the **Delete** softkey again to delete all contacts from your Local Directory.

Note:
Press the **Cancel** softkey to cancel the delete process.

Deleting Individual Entries from the Directory (External Directory Sources Configured/Enabled)

1. Press the softkey.
2. (Optional) Using the dialpad keys input the first letters of the contact’s name to initialize the search function.
3. Navigate to the Local Directory contact column and use the up and down navigation keys to highlight the contact you want to delete.
4. Press the **Delete** softkey.



A “Delete <Name> from Local” message will appear on screen.

5. Press the **Delete** softkey again to delete the contact from your Local Directory.

Note:
Press the **Cancel** softkey to cancel the delete process.

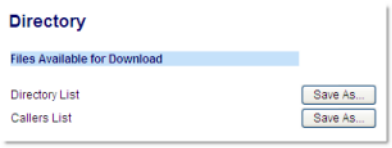
Downloading the Local Directory to Your PC

You can download the Local Directory to your PC via the Mitel Web UI. The phone stores the *directorylist.csv* file to your PC in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The file displays the following items for each Local Directory entry:

- First Name
- Last Name
- Company
- Job Title
- Work Address Street
- Work Address City
- Work Address State/Province
- Work Address Zip/Postal Code
- Work Address Country
- Home Address Street
- Home Address City
- Home Address State/Province
- Home Address Zip/Postal Code
- Home Address Country
- Email1
- Email2
- Email3
- Number of Total Phone Numbers
- Phone Number 1 Type
- Phone Number 1 Line #
- Phone Number 1...
- Phone Number 7 Type
- Phone Number 7 Line #
- Phone Number 7

1. Click on **Operation > Directory**.



2. In the Directory field, click on **Save As...**A download window displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Directory and click **Save**. The *directorylist.csv* file downloads to your computer.
5. Use a spreadsheet application to open and view the *directorylist.csv* file.

Import Local Directory to Your PC

You can import the local directory data from WebUI when switching or upgrading SIP phones. An import mechanism is created at the WebUI which facilitates the following:

- Export local directory through WebUI on the old phone as a CSV file.
- Import local directory through WebUI from the CSV file on the new phone.
- Local directory is replaced by the data from the CSV file.

The import mechanism does not work in the following scenarios:

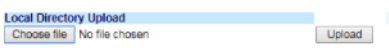
- No record is detected in the CSV file.
- Number of records in the CSV file exceed 1000.

The duplicates are ignored from the CSV file when import is performed

This feature allows user to make bulk changes in the local directory by modifying the exported CSV file and importing it back.

The feature is not available when the directory is disabled or when the directory is replaced with a XML script.

1. Click on **Operation > Directory**.



2. In the **Local Directory Upload** field, click **Choose File**.
3. Enter the location on your computer from where you want to upload the file and click **Open.**
4. Click **Upload**.

External Directory Source Features

The following external Directory sources may be configured on your phone:

- Two CSV-based directories.

> **Note**:
>
> CSV-based directories, directory 1 and directory 2 can now support 2000 contacts in each directory.

- Lightweight Directory Access Protocol (LDAP) Directory.
- Microsoft Exchange contacts (Exchange 2007 SP1 or greater interface supported).
- Personal Contacts, Enterprise Common Phone List, Group Directory, and Group Common Phone List.

When any of these external Directory sources are configured, the contacts from the respective sources will be loaded into your Directory. From the Directory List, you will be able to search for any external Directory source contacts, dial out to the contacts, copy the contacts to the Local Directory, or simply view the external Directory source contact's details (e.g. title, company name, numbers, work and home addresses, e-mail addresses, etc...).

Configuring an External Directory Source Using the Phone UI

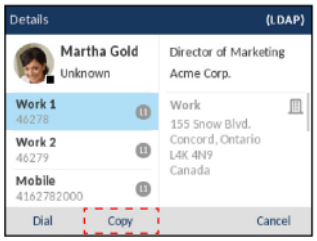
For details on how to enable/disable the external Directory source, change the default folder labels, and enter credentials, please refer to "Enabling/Disabling Directories and Renaming Labels Using the IP Phone UI".

Copying a Contact in an External Directory Source to the Local Directory

Use the following procedure on the phone's UI to copy an external Directory source contact to the Local Directory.

1. Press the  softkey.
2. (Optional) Using the dialpad keys input the first letters of the contact's name to initialize the search function.
3. Navigate to the respective external Directory source's contact column and use the up and down navigation keys to highlight the contact you want to edit.

4. Press the right navigation key to view the contact's **Details** page and press the **Copy** key.



An "Entry copied to Local" message will be displayed indicating the contact was saved to the Local Directory successfully.

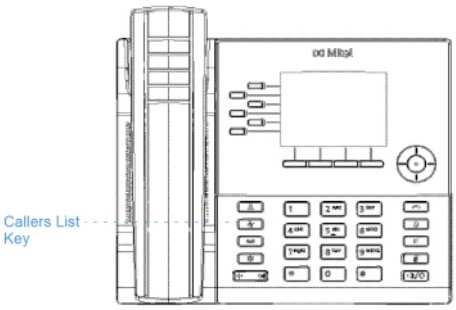
11.2 Received Callers List

Note:
Received Callers List information in this User Guide describes the phone's native Received Callers List. In some environments, the Received Callers List key may bring up a Received Callers List provided by the call manager; therefore, depending on your call manager, the Received Callers List on your phone may function and behave differently then what is documented in this User Guide. If this is the case, contact your System Administrator for more information regarding your specific Received Callers List.

The Received Callers List is a stored log of your incoming calls. The 6915 telephone stores information on up to 200 incoming calls in the Received Callers List. Your telephone logs the name/number of the caller, when they last called, and if the call was answered or missed. Additional information such as the duration of the call, line used, and call features utilized during the call can also be viewed.

You can view, scroll, and delete line items in the Received Callers List from the IP phone UI as wells as copy selected entries to the Local Directory. You can also dial out directly using a displayed entry in the Received Callers List.

On the 6915, you access the Received Callers List by the key.



The following table identifies and describes the various icons displayed in the Received Callers List.

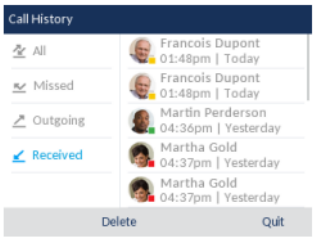
Icon	Description
	Indicates an incoming call.
	Indicates an incoming call that was not answered.
Call Feature Indicators (in detailed view only)	
	Indicates the call was secured using TLS/SRTP encryption.
	Indicates the call was using Mitel Hi-Q™ audio.
	Indicates active VoIP recording was enabled and the call was recorded.

Note:

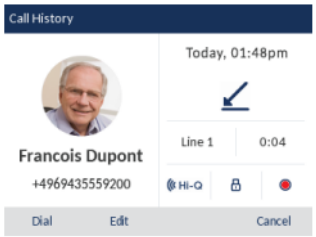
1. When the Received Callers List is full, the oldest call records are deleted to accommodate the information of new callers.
2. If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a softkey or the Directory, the Received Callers List display the same name and number.
3. For details on the total number of Received Callers List entries currently stored on your phone, see “Phone status via IP phone UI”

Accessing and Using the Received Callers List

1. Press the key.



2. With **Received** highlighted press the right navigation key to move to entry column.
3. Use the up and down navigation keys to scroll through the entries in the Received Callers List.
4. Press right navigation key to see more detailed information about the Received Callers List entry.



Note:
The detailed view screen contains the picture ID of the caller (if available), the date and time of the incoming call, the line on which the call was received, call duration (if the call was answered), any applicable call feature indicators, and the caller ID details.

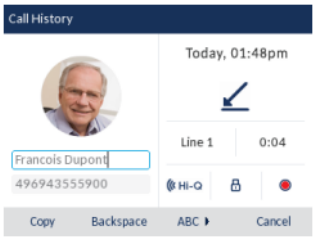
5. To dial the displayed number while in the Received Callers List, press the select button, press , lift the handset, or press any of the line keys.
6. To exit the Received Callers List, press the key, key, or the **Quit** softkey.

Editing Entries in the Received Callers List

In the Received Callers List, pressing the **Edit** softkey allows you to edit the entry's name and/or number prior to dialing out or copying to the Local Directory.

1. Press the key.
2. With **Received** highlighted press the right navigation key to move to entry column.
3. Use the up and down navigation keys to scroll through the entries in the Received Callers List.
4. Press the right navigation key to see more detailed information about the Received Callers List entry.

5. Press the **Edit** softkey.



6. Using the dialpad keys, edit the name and/or number.

> **Note**:
> To move the cursor one digit/character to the right, press the right navigation key. To erase one digit/character to the left of the cursor, press the **Backspace** softkey.

7. To dial the new number, press the select button, press , lift the handset, or press any of the line keys.

   or

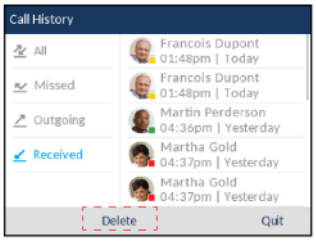
8. To copy the new number to the Local Directory, press the **Copy** softkey.

Deleting Entries from the Received Callers List

You can delete individual entries from the Received Callers List or you can simply delete all entries in the Received Callers List.

To delete all entries from the Received Callers List

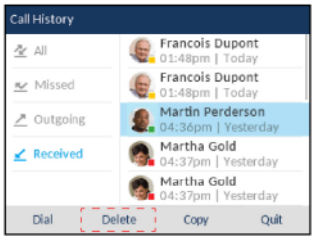
1. Press the key.
2. Press the **Delete** softkey.



3. Press the **Delete** softkey to erase all items.

To delete an individual entry from the Received Callers List

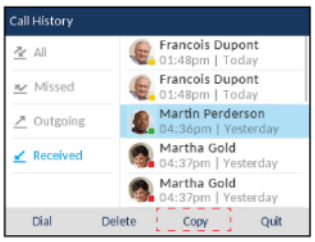
1. Press the key.
2. With **Received** highlighted press the right navigation key to move to entry column.
3. Use the up and down navigation keys to scroll through the entries in the Received Callers List.
4. Press the **Delete** softkey.



5. Press the **Delete** softkey again to erase the entry.

Copying Entries to the Local Directory

1. Press the key.
2. With **Received** highlighted press the right navigation key to move to entry column.
3. Press the up and down navigation keys to scroll through and highlight the respective Received Callers List entry.

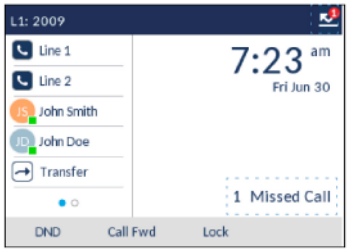


4. Press the **Copy** softkey. The entry is copied to the Local Directory.

Note:
The contact's name already exists in the Directory but the number is different, press the **Replace** softkey to replace the contact's old number with the new number or press the **Merge** softkey to add the new number as an additional number while keeping the old number intact.

Missed Calls Indicator

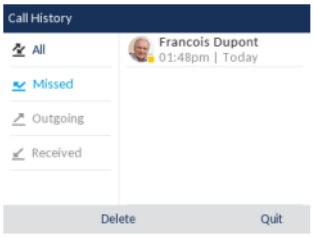
The IP phone has a missed calls indicator and icon that increments the number of missed calls to the phone. The number of calls that have not been answered increment on the phone's Home screen as **# Missed Calls**.



As the number of unanswered calls increment, the phone numbers associated with the calls are stored in the Missed Callers List. When the user accesses the Missed Callers List, the missed calls message on the **Home** screen is cleared.

Viewing Missed Call Details in the Missed Callers List

1. Press the key.



2. With **Missed** highlighted press the right navigation key to move to entry column.
3. Use the up and down navigation keys to scroll through the entries in the Missed Callers List.
4. Press right navigation key to see more detailed information about the Missed Callers List entry.
5. To exit the Missed Callers List, press the key, key or the **Quit** softkey.

   The missed calls message on the Home screen is cleared upon exit.

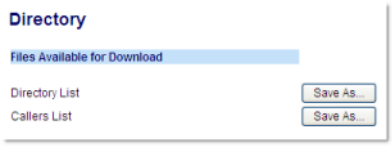
Downloading the Received Callers List to Your PC

You can download the Received Callers List to your PC for viewing using the Mitel Web UI. When you download the Received Callers List, the phone stores the *callerlist.csv* file to your computer in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. This file displays the phone number, caller name, and the line that the call came in on.

Downloading the Received Callers List

1. Click on **Operation > Directory**.



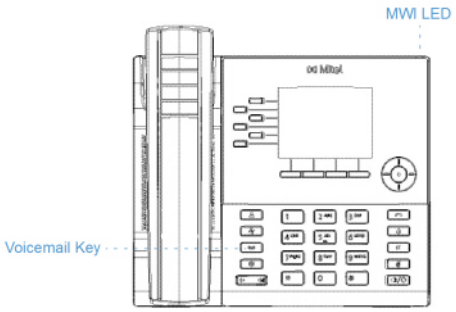
2. In the Callers List field, click on **Save As.** A download window displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Received Callers List and click **Save**.The *callerslist.csv* file downloads to your computer.
5. Use a spreadsheet application to open and view the Received Callers List.

11.3 Voicemail

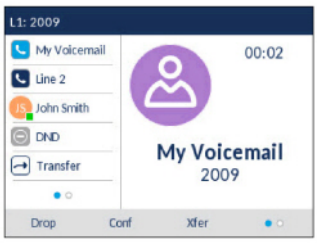
The 6915 SIP phone provides a hardkey for configuring voicemail.

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

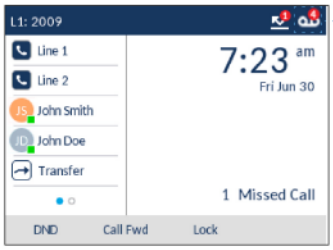
When voicemail functionality is enabled, the MWI LED on the Mitel 6915 flashes red and the (**Voicemail**) icon displays on the status bar indicating that voicemail messages are available. You can access your voicemail service by pressing the **Voicemail** key.



On the SIP phone, pressing the Voicemail hardkey and dialing the Voicemail number (configured by your System Administrator) connects the call to Line 1 Voicemail box.



Voicemail displays an accurate count of your voicemail messages on the status bar.



11.4 DND and Call Forward

The 6915 has a feature that allows you to configure DND and Call Forward for multiple accounts on the phone. You can set specific modes for the way you want the phone to handle DND and Call Forward. The three modes you can set on the phone for these features are:

- Account
- Phone
- Custom

The following paragraphs describe account-based DND and Call Forward:

- DND Configuration
- Call Forward Configuration

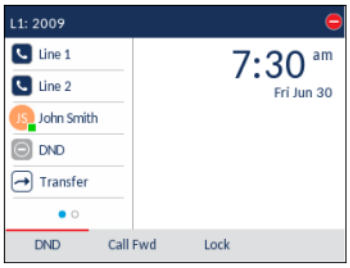
DND Configuration

DND is a feature on the phone that prevents the phone from ringing and receiving incoming calls. When DND is enabled with Call Forward, any incoming calls can be forwarded to your voicemail or another number. See “Call Forward Configuration” for more information about call forwarding to other numbers.

On the 6915, you can set DND on the phone-side for a specific account or for all accounts on the phone. You can set three modes for DND using the Mitel Web UI at the path, *Basic Settings* > *Preferences* > *General* > *DND Key Mode: Account, Phone*(default), and *Custom*. DND performs according to the mode you set.

You can then configure a DND key (for the phone) using the Mitel Web UI at the path, *Operation* > *Softkeys and XML*. You can toggle DND on and off by pressing the key, or by setting DND for a specific account at

the path, *Basic Settings* > *Account Configuration*. Once you enable DND, the  icon displays on screen for the applicable account.



Note:
If there is only one account configured on the phone, then the mode setting is ignored and the phone behaves as if the mode was set to Phone.

The following describes the key behavior for each DND mode.

- Account: The DND key toggles the account in focus on the IP phone UI to on or off.
- Phone (default): The DND key toggles all accounts on the phone to on or off.
- Custom: The DND key displays custom screens on the IP phone UI. The user can select whether to enable/disable DND per account, enable DND on all accounts, or disable DND on all accounts.

The following table describes the key and Message Waiting Indicator (MWI) LEDs when you enable DND on the IP phone.

Key LED Behavior for All Modes (Left Softkeys Only)	MWI LED Behavior for All Modes
DND key LEDRED if current account in focus has DND on. **DND key LED off** when current account in focus has DND disabled.	**MWI LED on** if current account in focus has DND on. **MWI LED off** if current account in focus has DND off.

Note:
If you make changes to the configuration for DND via the IP phone UI, you must refresh the Mitel Web UI screen to see the changes.

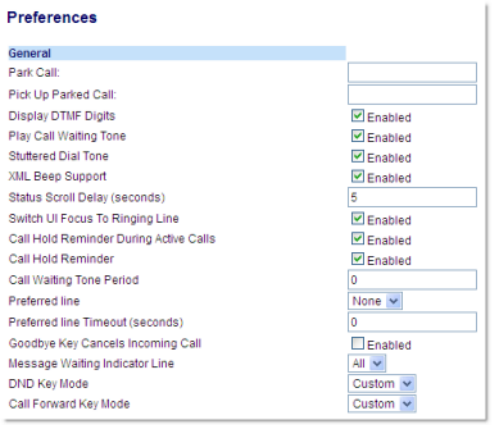
Configuring a DND Key

The following describes the process of configuring DND on your phone. To configure a DND key, see “Do Not Disturb (DND) Key”.

Note:
If there is no DND key configured or if it has been removed, DND is disabled on the IP phone.

Configuring DND Using the Mitel Web UI

1. Click on **Basic Settings > Preferences > General**.



2. In the **DND Key Mode** field, select a DND mode to use on the phone.

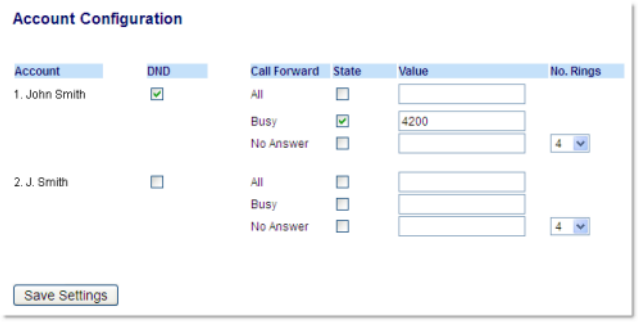
   - Account: Sets DND for a specific account. DND key toggles the account in focus on the phone to on or off.
   - Phone (default): Sets DND on for all accounts on the phone. DND key toggles all accounts on the phone to on or off.
   - Custom: Sets the phone to display custom screens after pressing the DND key that list the account(s) on the phone.

   The user can select a specific account for DND, turn DND on for all accounts, or turn DND off for all accounts.

Note:

a. If there is only one account configured on the phone, then the mode setting is ignored and the phone behaves as if the mode was set to Phone.
b. Using the Mitel Web UI, if you change the **DND Key Mode** to Phone, all accounts synchronize to the current setting of Account 1.

3. Click **Save Settings**. The changes takes affect immediately without a reboot.
4. Click on **Basic Settings > Account Configuration**.



5. For each account, enable DND by placing a check mark in the box. Disable DND by unchecking the box.

Note:

a. If you selected Account or Custom mode in Step 2, you can enable/disable each account or all accounts as applicable. If you selected Phone mode, the first account allows you to change the DND status for all accounts.
b. Number and name of accounts that display to this screen are dependent on the number and name of accounts configured on the phone. Only your Administrator can create accounts for your phone. Contact your Administrator for more information.

6. Click **Save Settings**. The changes takes affect immediately without a reboot.

Configuring DND Modes Using the IP Phone UI

After you add a DND key to your phone, you can toggle the DND state using this key on the phone. Use the following procedure to enable/disable DND on the IP phone.

The following procedures assume you have already configured a DND key AND assumes there are multiple accounts configured on the phone.

DND in Account Mode

1. From the **Home** screen press the right navigation key to move to the **Line Selection** screen.
2. Highlight the desired account using the up and down navigation keys.
3. Press the left navigation key to go back to the **Home** screen.
4. With the account in focus on the **Home** screen, press the **DND** softkey to toggle DND on or off for the account.

DND in Phone Mode (Default)

1. From the **Home** screen, press the **DND** softkey to toggle DND on or off for all accounts on the phone.

Note:
Enabling DND in Phone mode toggles all accounts on the phone to DND on.

DND in Custom Mode

1. From the **Home** screen, press the **DND** softkey. The screen displays a list of the accounts on the phone and allows you to enable/disable a specific account or all accounts.



2. Use the up and down navigation keys to scroll through the accounts and press the select button to enable DND for the selected account.

> **Note**:
> Press the **All On** or **All Off** softkeys to quickly enable or disable DND for all accounts.

3. Press the **Save** softkey to save your changes.

Call Forward Configuration

Call Forward on the IP phone allows incoming calls to be forwarded to another destination.

On the 6915, you can set Call Forward on the phone-side for a specific account or for all accounts on the phone. You can set a Call Forward mode using the Mitel Web UI at the path, *Basic Settings* > *Preferences* > *General* > *Call Forward Key Mode*: *Account* (default), *Phone*, and *Custom*. Call Forward behaves according to the mode you set.

You can configure Call Forward using the Mitel Web UI at the path, *Basic Settings* > *Account Configuration*, or you can configure Call Forward using the IP phone UI at the path, *Options* > *Call Forward*.

Using the Mitel Web UI at the path, *Operation* > *Softkeys and XML,* you can also configure a **Call Forward** key for the phone to use as a shortcut for accessing the Call Forward menu on the phone.

The following describes the behavior for each Call Forward mode.

- Account (default): The Account mode allows you to configure Call Forward on a per account basis. Pressing a configured **Call Forward** key applies to the account in focus.
- Phone: The Phone mode allows you to set the same Call Forward configuration for all accounts (All, Busy, and/or No Answer). When you configure the initial account, the phone applies the configuration to all other accounts. (In the Mitel Web UI, only the account you configured is enabled. All other accounts are greyed out but set to the same configuration.) Using the Mitel Web UI, if you make changes to that initial account, the changes apply to all accounts on the phone.
- Custom: The Custom mode allows you to configure Call Forward for a specific account or all accounts. You can configure a specific mode (All, Busy, and/or No Answer) for each account independently or

all accounts. On the 6915, you can set all accounts to **All On**, **All Off**, or copy the configuration for the account in focus to all other accounts using a **CopytoAll** softkey.

Note:
If there is only one account configured on the phone, then the mode setting is ignored and the phone behaves as if the mode was set to Phone.

You can enable different Call Forward rules/modes independently (for example, you can set different phone numbers for Busy, All, and NoAnswer modes and then turn them on/off individually).

The following table describes the key and Message Waiting Indicator (MWI) LEDs when you enable Call Forward on the IP phone.

Key LED Behavior for All Modes (Left Softkeys Only)	MWI LED Behavior for All Modes
Call Forward key LED RED if any Call Forward mode is enabled for the account in focus. **Call Forward key LED off** if all Call Forward modes are disabled for the account in focus.	**MWI LED on** if any Call Forward mode is enabled for the account in focus. **MWI LED off** if all Call Forward modes are disabled for the account in focus.

Note:
If you make changes to the configuration for Call Forward via the IP phone UI, you must refresh the Mitel Web UI screen to see the changes.

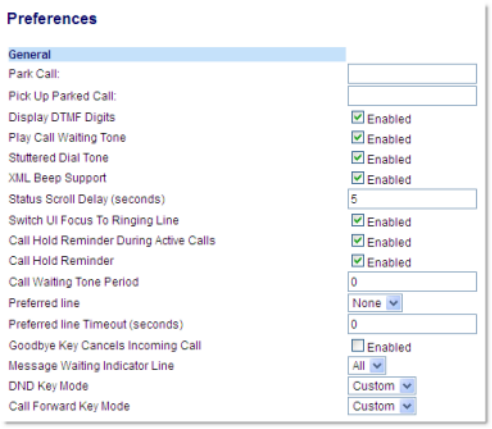
When Call Forward is set to either “Call Forward Busy” or “Call Forward No Answer” options, the MWI LED on the SIP phone turns off. The LED turns on only when Call Forward is set to “Call Forward All”.

Configuring a Call Forward Key

The following describes the process of configuring Call Forward on your phone. To configure a Call Forward key, see “Call Forward Key”.

Configuring Call Forward Using the Mitel Web UI

1. Click on **Basic Settings > Preferences > General**.



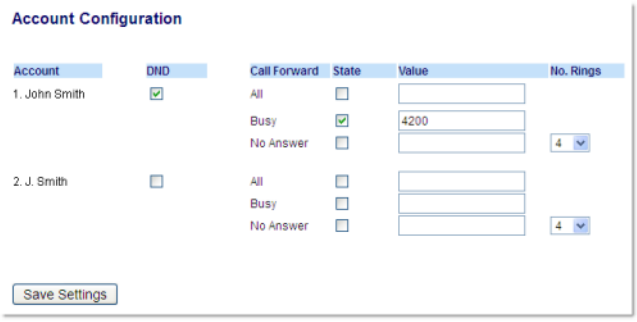
2. In the **Call Forward Key Mode** field, select a call forward mode to use on the phone.

- Account (default): The Account mode allows you to configure Call Forward on a per account basis. Pressing a configured **Call Forward** key applies to the account in focus.
- Phone: The Phone mode allows you to set the same Call Forward configuration for all accounts (All, Busy, and/or No Answer). When you configure the initial account, the phone applies the configuration to all other accounts. (In the Mitel Web UI, only the account you configured is enabled. All other accounts are greyed out but set to the same configuration.) Using the Mitel Web UI, if you make changes to that initial account, the changes apply to all accounts on the phone.
- Custom: The Custom mode allows you to configure Call Forward for a specific account or all accounts. You can configure a specific state (All, Busy, and/or No Answer) for each account independently or all accounts. On the 6915, you can set all accounts to **All On**, **All Off**, or copy the configuration for the account in focus to all other accounts using a **CopytoAll** softkey.

Note:
If there is only one account configured on the phone, then the mode setting is ignored and the phone behaves as if the mode was set to Phone.

3. Click **Save Settings**. The changes takes affect immediately without a reboot.

4. Click on **Basic Settings > Account Configuration**.



The illustration above shows 2 accounts configured on the phone. Accounts must be set up by your System Administrator.

5. For each account, enable the Call Forward state by placing a check mark in one or more of the following **State** fields:

   - All
   - Busy
   - No Answer

   The All option forwards all incoming calls for this account to the specified phone number regardless of the state of the phone. The phone can be in the Busy or No Answer states, or can be in the idle state. The phone still forwards all calls to the specified number.

   The Busy option call forwards incoming calls only if the account is in the busy state. The calls are forwarded to the specified phone number.

   The No Answer option call forwards incoming calls only if the account rings but is not answered in the defined number of rings. The call gets forwarded to the specified number.

> **Note**:
> You can use the Busy and No Answer states together using different forwarding phone numbers. If these states are enabled for an account (the All state is disabled), and the phone is in the busy state when a call comes in, the phone can forward the call to the specified phone number (for example, voicemail). If there is no answer on the phone after the specified number of rings, the phone can forward the call to a different specified number, such as a cell phone number.

6. For each account, in the **Value** field, enter the phone number for which you want the incoming calls to forward to if the phone is in the specified state.If using the Account mode or Custom mode, you can enter different phone numbers for each account.

> **Note**:

a. If you selected Account mode in Step 5, you can enable/disable each account or all accounts as applicable. You can enter different phone number for each enabled state.
b. If you selected Custom mode, you can enable/disable each account or all accounts as applicable. You can enter different phone numbers for each enabled state.
c. If you selected Phone mode, all accounts are set to the same Call Forward configuration (All, Busy, and/or No Answer) as Account 1 on the phone. In the Mitel Web UI, only Account 1 is enabled. All other accounts are greyed out but use the same configuration as Account 1.
d. Using the Mitel Web UI, if you make changes to Account 1, the changes apply to all accounts on the phone. Using the IP phone UI, if you make changes to any other account other then Account 1, the changes also apply to all accounts on the phone. When enabling a Call Forward state, you must specify a phone number for the phone to Call Forward to. The number you specify applies to all accounts of the same mode.
e. Number and name of accounts that display to this screen are dependent on the number and name of accounts configured on the phone. The name for the account is specified by your System Administrator. Contact your System Administrator for more information.

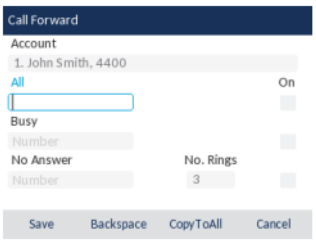
7. For the No Answer state, in the **No. Rings** field, enter the number of times that the account rings before forwarding the call to the specified number. Valid values are 1 through 20. Default is 1.
8. When using the Account mode or Custom mode, you can enter a different number of rings for each account. If you use the Mitel Web UI to change the Call Forward Key Mode to Phone, all accounts synchronize to Account 1.
9. Click **Save Settings**. The changes takes affect immediately without a reboot.

Using Call Forward via the IP Phone UI

Once Call Forward is enabled on your phone, you can access the Call Forward menus by pressing a pre-configured **Call Forward** key, or by selecting *Options* > *Call Forward* from the IP phone UI.

Call Forward in Account Mode

1. From the **Home** screen press the right navigation key to move to the **Line Selection** screen.
2. Highlight the desired account using the up and down navigation keys.
3. Press the left navigation key to go back to the **Home** screen.
4. With the account in focus on **Home** screen, press the configured **Call Fwd** softkey or press , navigate to the **Call Forward** option and press the select button or **Select** softkey.The Call Forward screen displays for the account you selected.



5. Enter forwarding numbers using the dialpad keys for any of the following states:

   - All: Forwards all incoming calls for the respective account to the specified number.
   - Busy: Forwards incoming calls to a specified number if DND has been enabled for that account OR if the account is currently engaged in another call.
   - No Answer: Forwards incoming calls to a specified number if the call has not been answered for the specified number of rings.

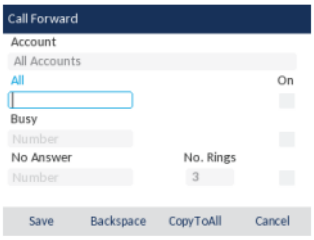
   Note:

   a. Pressing the down navigation key moves the selection to the next field/checkbox.
   b. If All and Busy and No Answer are all enabled (and/or if the account has DND enabled), the All settings take precedence over Busy and No Answer.
   c. Pressing the **CopyToAll** key copies the call forward number of the Call Forward mode in focus to every Call Forward mode of that account. For example, if you have the cursor pointing at the All state and has a call forward phone number configured, pressing the **CopytoAll** key assigns the same phone number to the Busy and No Answer states as well.

6. If configuring a forwarding number for the No Answer state, navigate to the **No. Rings** field and press the left and right navigation keys to change the desired number of rings.
7. Using the downnavigation key, move to the **On** checkbox beside the respective Call Forward mode and press the select button to enable the Call Forward mode.
8. Press the **Save** softkey to save your changes.

Call Forward in Phone Mode

1. Press the configured **Call Fwd** softkey or press , navigate to the **Call Forward** option and press the select button or **Select** softkey.The Call Forward screen displays and is applicable to all accounts configured on the phone.



2. Enter forwarding numbers using the dialpad keys for any of the following states:

   - All: Forwards all incoming calls for the respective account to the specified number.
   - Busy: Forwards incoming calls to a specified number if DND has been enabled for that account OR if the account is currently engaged in another call.
   - No Answer: Forwards incoming calls to a specified number if the call has not been answered for the specified number of rings.

   Note:

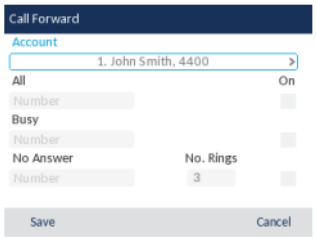
   a. Pressing the down navigation key moves the selection to the next field/checkbox.
   b. If All and Busy and No Answer are all enabled (and/or if the account has DND enabled), the All settings take precedence over Busy and No Answer.
   c. Pressing the **CopyToAll** key copies the call forward number of the Call Forward mode in focus to every Call Forward mode of that account. For example, if you have the cursor pointing at the All state and has a call forward phone number configured, pressing the **CopytoAll** key assigns the same phone number to the Busy and No Answer states as well.

3. If configuring a forwarding number for the No Answer state, navigate to the **No. Rings** field and press the left and right navigation keys to change the desired number of rings.
4. Using the downnavigation key, move to the **On** checkbox beside the respective Call Forward mode and press the select button to enable the Call Forward mode.
5. Press the **Save** softkey to save your changes.

Note:
In **Phone** mode, the configuration applies to all the accounts on the phone.

Call Forward in Custom Mode

1. Press the configured **Call Fwd** softkey or press , navigate to the **Call Forward** option and press the select button or **Select** softkey.The Call Forward screen displays.



2. Press the left and right navigation keys to change to the desired account.

Note:
select **All Accounts** if you want your changes to be made to all the accounts configured on the phone.

3. Enter forwarding numbers using the dialpad keys for any of the following states:

- All: Forwards all incoming calls for the respective account to the specified number.
- Busy: Forwards incoming calls to a specified number if DND has been enabled for that account OR if the account is currently engaged in another call.
- No Answer: Forwards incoming calls to a specified number if the call has not been answered for the specified number of rings.

Note:

a. Pressing the down navigation key moves the selection to the next field/checkbox.
b. If All and Busy and No Answer are all enabled (and/or if the account has DND enabled), the All settings take precedence over Busy and No Answer.
c. Pressing the **CopyToAll** key copies the call forward number of the Call Forward mode in focus to every Call Forward mode of that account. For example, if you have the cursor pointing at the All state and has a call forward phone number configured, pressing the **CopytoAll** key assigns the same phone number to the Busy and No Answer states as well.

4. If configuring a forwarding number for the No Answer state, navigate to the **No. Rings** field and press the left and right navigation keys to change the desired number of rings.
5. Using the downnavigation key, move to the **On** checkbox beside the respective Call Forward mode and press the select button to enable the Call Forward mode.
6. Press the **Save** softkey to save your changes.

Additional Features 12

This chapter contains the following sections:

- Display DTMF Digits
- Play Call Waiting Tone
- Stuttered Dial Tone
- XML Beep Support
- Status Scroll Delay
- Switch UI Focus to Ringing Line
- Call Hold Reminder During Active Calls
- Call Hold Reminder (on single hold)
- Call Waiting Tone Period
- Preferred Line and Preferred Line Timeout
- Goodbye Key Cancels Incoming Calls
- Message Waiting Indicator
- Incoming Intercom Call Features
- Group RTP Paging
- Shared Call Appearance (SCA) Call Bridging
- Star Codes
- Other Features

This section describes additional features you can use on the 6915 phone.

12.1 Display DTMF Digits

A feature on the 6915 phone allows users to enable or disable DTMF (dual-tone multi-frequency) digits to display to the IP phone when using the dialpad to dial, or when dialing from a softkey.

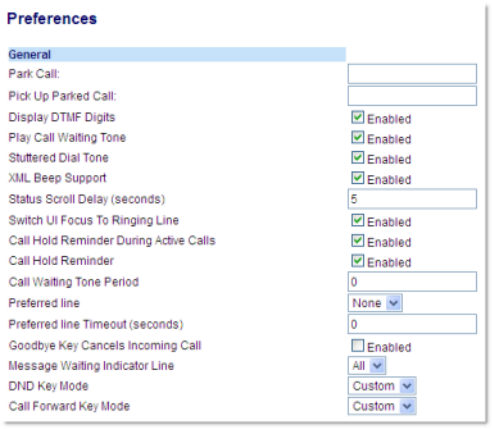
DTMF is the signal sent from the phone to the network that you generate when you press the phone's touch keys. This is also known as touchtone dialing. Each key you press on your phone generates two tones of specific frequencies. One tone is generated from a high-frequency group of tones and the other from a low frequency group.

If you enable the **Display DTMF Digits** parameter, the digits you are dialing from the dialpad or softkey display to the IP phone's LCD display. This parameter is disabled by default (no digits display when dialing).

You can enable the **Display DTMF Digits** parameter using the Mitel Web UI.

Configuring Display of DTMF Digits

1. Click on **Basic Settings > Preferences > General**.



2. Enable the **Display DTMF Digits** field by checking the check box . Disable this field by unchecking the box (default is disabled).
3. Click **Save Settings** to save your settings.

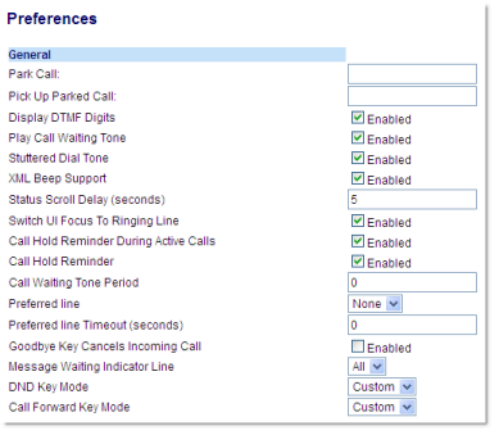
12.2 Play Call Waiting Tone

You can enable or disable the playing of a call waiting tone when a caller is on an active call and a new call comes into the phone.

You can configure this feature using the Mitel Web UI.

Configuring Call Waiting Tone

1. Click on **Basic Settings > Preferences > General**.



2. The **Play Call Waiting Tone** field is enabled by default. To disable this field, uncheck the box.

3. Click **Save Settings** to save your settings.

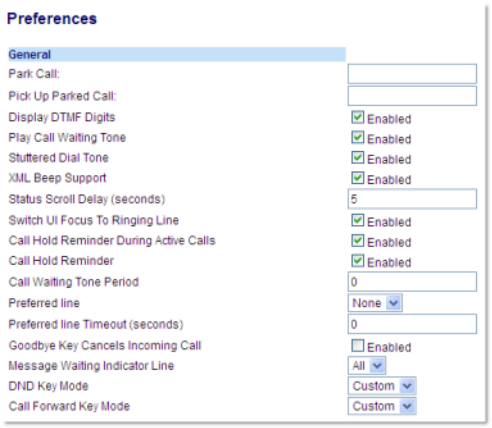
12.3 Stuttered Dial Tone

You can enable or disable the playing of a stuttered dial tone when there is a message waiting on the IP phone.

You can configure this feature using the Mitel Web UI.

Configuring Stuttered Dial Tone

1. Click on **Basic Settings > Preferences > General**.



2. The **Stuttered Dial Tone** field is enabled by default. To disable this field, uncheck the box.
3. Click **Save Settings** to save your settings.

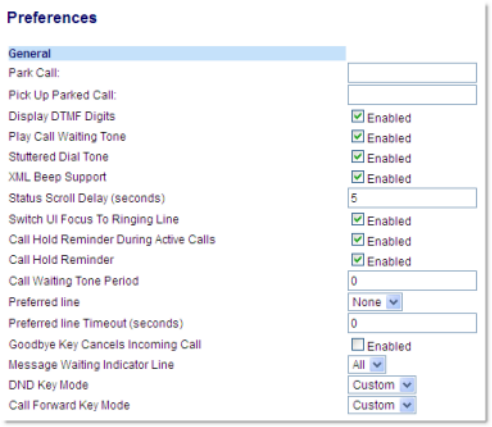
12.4 XML Beep Support

Using the Mitel Web UI, you can enable or disable a beep to be audible when the phone receives an XML application using the **XML Beep Support** field at the path *Basic Settings* > *Preferences* > *General*. If you disable this feature, then no beep is heard when the XML application arrives to the phone.

If your System Administrator has set a value for this feature in a custom XML application or in the configuration files, the value you set in the Mitel Web UI overrides the Administrator's setting. Setting and saving the value in the Mitel Web UI applies to the phone immediately.

Configuring XML Beep Support

1. Click on **Basic Settings > Preferences > General**.



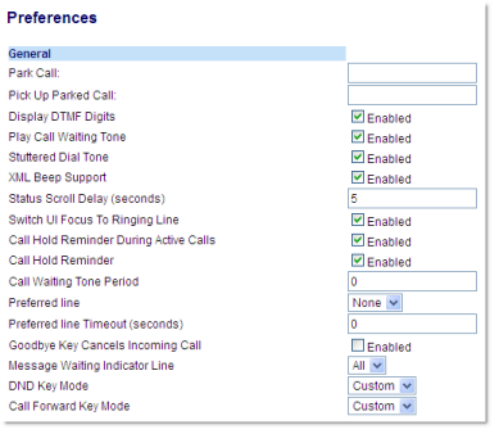
2. The **XML Beep Support** field is enabled by default. To disable this field, uncheck the box.
3. Click **Save Settings**.

12.5 Status Scroll Delay

Using the Mitel Web UI, you can specify a scroll delay option that allows you to set the time delay, in seconds, between the scrolling of each status message on the phone. You can specify this setting in the **Status Scroll Delay (seconds)** field at the path *Basic Settings* > *Preferences* > *General*. The default time is 5 seconds for each message to display before scrolling to the next message. You can increase or decrease this time as required. Setting and saving the value in the Mitel Web UI applies to the phone immediately.

Configuring Status Scroll Delay

1. Click on **Basic Settings > Preferences > General**.



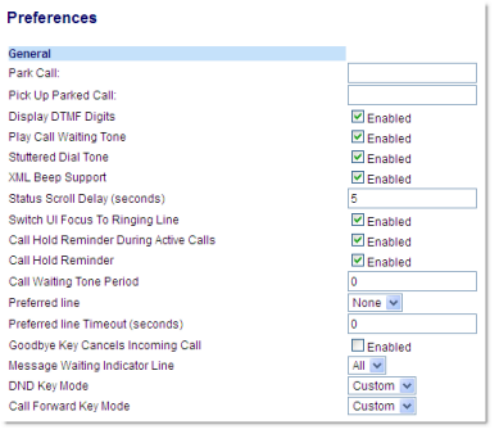
2. Enter a value in the **Status Scroll Delay (seconds)** field. *Valid values are: 1 to 25 seconds. Default is 5 seconds.*
3. Click **Save Settings** to save our changes.

12.6 Switch UI Focus to Ringing Line

You can configure a feature on the 6915 that controls the behavior of the phone when it receives an incoming call when it is already in a connected call. When a call comes into the phone, and the phone is already on a connected call, the phone switches focus to the ringing line to enable the user to see who is calling them. You can turn off this functionality so that the phone stays focused on the connected call. You can do this using the **Switch Focus to Ringing Line** parameter in the Mitel Web UI.

Configuring Switch Focus to Ringing Line

1. Click on **Basic Settings > Preferences > General**.



2. The **Switch Focus to Ringing Line** field is enabled by default. To disable this field, uncheck the box.
3. Click **Save Settings** to save your settings.

12.7 Call Hold Reminder During Active Calls

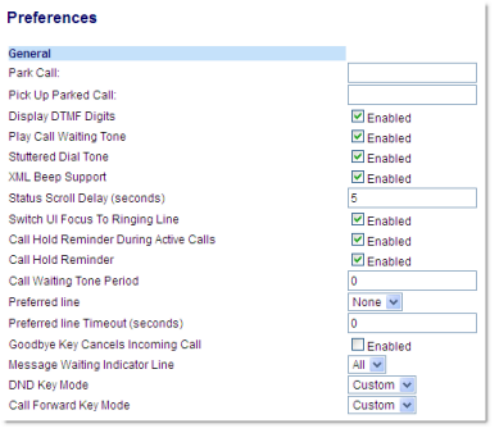
The IP phones allow you to enable or disable the ability for the phone to initiate a continuous reminder tone on the active call when another call is on hold. For example, when this feature is enabled, and the call on Line 1 is on hold, and then the you answer a call on Line 2 and stay on that line, a reminder tone is played in the active audio path on Line 2 to remind you that there is still a call on hold on Line 1.

When this feature is disabled, a ring splash is heard when the active call hangs up and there is still a call on hold.

You can enable or disable this feature using the **Call Hold Reminder During Active Calls** parameter in the Mitel Web UI.

Configuring Call Hold Reminder During Active Calls

1. Click on **Basic Settings > Preferences > General**.



2. The **Call Hold Reminder During Active Calls** field is disabled by default. To enabled this field, check the box.When this feature is enabled, a reminder tone is heard on the active call when another call is on hold. When disabled, a ring splash is heard when the active call hangs up and there is still a call on hold.
3. Click **Save Settings**.

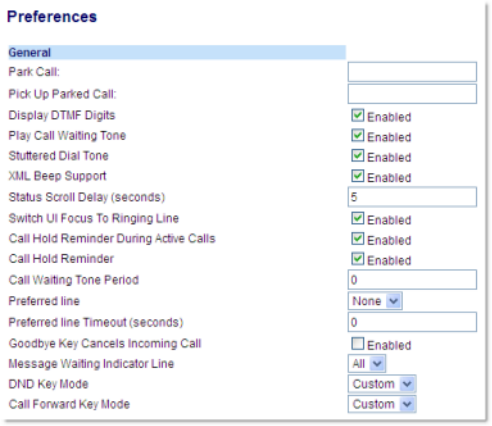
12.8 Call Hold Reminder (on single hold)

On the 6915 IP phone, you can enable or disable a feature that will start the reminder ring splash timer as soon as you put a call on hold (even when no other calls are active on the phone). When enabled, the phone initiates a reminder ring splash periodically for the single call on hold. When disabled, no reminder ring splash is audible.

You can enable or disable this feature using the **Call Hold Reminder** parameter in the Mitel Web UI.

Configuring Call Hold Reminder

1. Click on **Basic Settings > Preferences > General**



2. The **Call Hold Reminder** field is disabled by default. To enabled this field, check the box.When this feature is enabled, the reminder ring splash timer starts as soon as you put a call on hold (even when no other calls are active on the phone). The phone initiates a reminder ring splash periodically for the single call on hold. When disabled, no reminder ring splash is audible.
3. Click **Save Settings**.

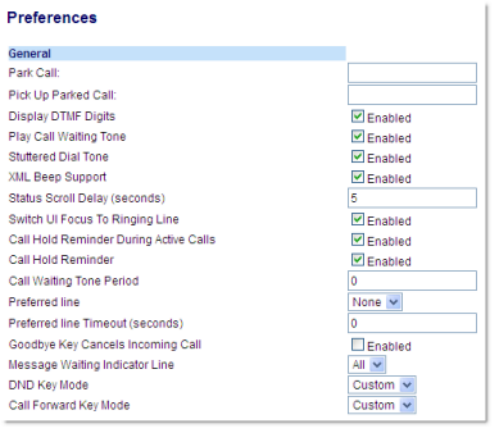
12.9 Call Waiting Tone Period

You can specify a specific time period (in seconds) for the call waiting tone to play at regular intervals on an active call using the parameter **Call Waiting Tone Period**. A value of 0 is the default and plays the call waiting tone only once on the active call. When the incoming caller hangs up, the call waiting tone stops on the existing active call.

You can enable or disable this feature in the Mitel Web UI.

Configuring Call Waiting Tone Period

1. Click on **Basic Settings > Preferences > General**.



2. In the **Call Waiting Tone Period** field, enter a time period, in seconds, that the call waiting tone will be audible on an active call when another call comes in. Default is 0 seconds.When enabled, the call waiting tone plays at regular intervals for the amount of time set for this parameter. For example, if set to 30 the call waiting tone plays every 30 seconds. When set to 0, the call waiting tone is audible only once on the active call.
3. Click **Save Settings**.

12.10 Preferred Line and Preferred Line Timeout

The 6915 has two parameters called preferred line and preferred line timeout. If you enable the preferred line parameter on your phone, after a call ends (incoming or outgoing), the display switches back to the preferred line. Next time you go off-hook to make another call, you pickup on the preferred line. You can enable the **Preferred Line** parameter using the Mitel Web UI at the location, *Basic Settings* > *Preferences*

> *General*. You can also set a **Preferred Line Timeout** parameter that specifies the number of seconds it takes for the phone to switch back to the preferred line.

The following table provides the behavior of the preferred line focus feature with other features on the phone:

Phone Feature	Preferred Line Behavior
Last Call Return	The phone switches back to the focused line immediately after the call ends.
Speeddial	The line is already specified when the speed dial is created. The phone switches back immediately after the call ends.
Conference	For incoming calls, the phone switches back immediately after the call ends.
Transfer	For incoming or outgoing calls, the current behavior is that the same line used to transfer the call does not change. For incoming calls, the phone switches back immediately after the call transfers.
Park	The phone switches back immediately after the call ends.
Voicemail	The phone switches back immediately after the call ends.
Outgoing Redial	The phone switches back immediately after the call ends.
Dialing	For incomplete dialing on a non-preferred line, the focus does not change if some digits are entered. If no digits are entered or digits were cleared, the focus changes to preferred line after the time out has passed without activities.
Caller ID	If the Switch UI Focus To Ringing Line parameter is disabled, the User is able to see the Caller ID when the phone switches the focus to the ringing line.

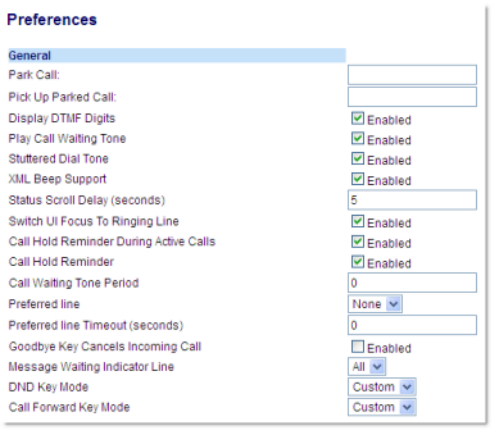
Phone Feature	Preferred Line Behavior
Factory Default	Factory default and recovery mode clears the preferred line and preferred line timeout parameters, and the phone operates in a non-preferred line mode.

Note:

1. you specify a value of 0 for the **Preferred Line** parameter, it disables the preferred line focus feature.
2. If you specify a value of 0 for the **Preferred Line Timeout** parameter, the phone returns the line to the preferred line immediately.

Configuring Preferred Line and Preferred Line Timeout

1. Click on **Basic Settings > Preferences > General**.



2. In the **Preferred Line** field, select a preferred line to switch focus to after incoming or outgoing calls end on the phone. Default is 1. Valid values are:

   - None (disables the preferred line focus feature)
   - 1 through 24.

   For example, if you set the preferred line to 2, when a call (incoming or outgoing) ends on the phone (on any line), the phone switches focus back to Line 2.

3. In the **Preferred Line Timeout** field, enter the amount of time, in seconds, that the phone switches back to the preferred line after a call (incoming or outgoing) ends on the phone, or after a duration of inactivity on an active line. Default is 0.

   Valid values are: 0 to 999
4. Click **Save Settings**.

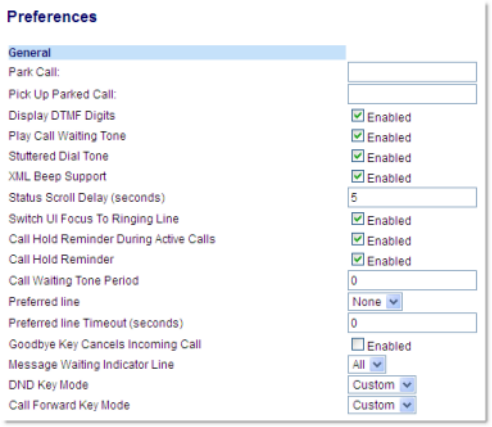
12.11 Goodbye Key Cancels Incoming Calls

The 6915 has a feature that allows you to configure the **Goodbye** key to drop a second incoming call or ignore incoming calls presented to the phone when you are on an active call. The parameter is called **Goodbye Key Cancels Incoming Call** and is configurable via the Mitel Web UI.

If you enable this parameter, which is the default, pressing the key hangs up the active call.

Configuring Goodbye Key to Cancel Incoming Calls

1. Click on **Basic Settings > Preferences > General**.



2. The **Goodbye Key Cancels Incoming Call** field is enabled by default. To disable this field, uncheck the box.
3. Click **Save Settings** to save your settings.

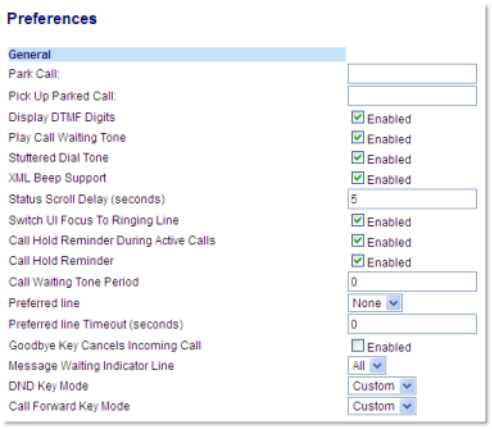
12.12 Message Waiting Indicator

You can configure the Message Waiting Indicator (MWI) to illuminate for a specific line or for all lines. For example, if you configure the MWI LED on Line 2 only, the LED illuminates if a voicemail is pending on Line 2. If you configure the MWI LED for all lines, the LED illuminates if a voicemail is pending on any line on the phone (lines 1 through 24).

You configure the MWI using the Mitel Web UI.

Configuring Message Waiting Indicator

1. Click on **Basic Settings > Preferences > General**.



2. The **Message Waiting Indicator Line** field is set to **ALL** lines by default. If required, change the setting to a specific line by selecting a line from the list. Valid values are **All** and lines **1** through **24**.
3. Click **Save Settings**.

12.13 Incoming Intercom Call Features

By default, the IP phone allows incoming intercom calls to be automatically answered without having to set up an Icom key on your phone. The phone automatically plays a warning tone when it receives an incoming intercom call. It also mutes the microphone. If the intercom call comes into the phone while an active call is already present, the phone puts the active call on hold and answers the intercom call.

You can change the behavior of how the phone handles incoming intercom calls by enabling/disabling the following parameters using the Mitel Web UI:

- Auto Answer
- Microphone Mute
- Play Warning Tone
- Allow Barge In

Auto-Answer/Play Warning Tone

The auto-answer feature on the IP phone allows you to enable or disable automatic answering for an Intercom call. If **Auto-Answer** is enabled, the phone automatically answers an incoming intercom call. If **Play Warning Tone** is also enabled, the phone plays a tone to alert you before answering the intercom call. If **Auto-Answer** is disabled, the phone treats the incoming intercom call as a normal call. **Auto-Answer** and **Play Warning Tone** are enabled by default.

Note:
Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.

Microphone Mute

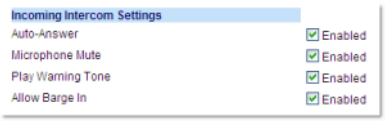
You can mute or unmute the microphone on the IP phone for intercom calls made by the originating caller. If you want to mute the intercom call, you enable this feature. If you want to unmute (or hear the intercom call), you disable this feature. **Microphone Mute** is enabled by default.

Allow Barge In

You can configure whether or not the IP phone allows an incoming intercom call to interrupt an active call. The **Allow Barge In** parameter controls this feature. When you enable the this parameter, which is the default value, an incoming intercom call takes precedence over any active call, by placing the active call on hold and automatically answering the intercom call. When you disable this parameter, and there is an active call, the phone treats an incoming intercom call like a normal call and plays the call warning tone. **Allow Barge In** is enabled by default.

Configuring Incoming Intercom Settings

1. Click on **Basic Settings > Preferences > Incoming Intercom Settings**.



2. The **Auto-Answer** field is enabled by default. The automatic answering feature is turned on for the IP phone for answering Intercom calls. To disable this field, uncheck the box.

Note:
If the Auto-Answer field is not checked (disabled), the phone treats the incoming intercom call as a normal call.

3. The **Microphone Mute** field is enabled by default. The microphone is muted on the IP phone for Intercom calls made by the originating caller. To disable this field, uncheck the box.
4. The **Play Warning Tone** field is enabled by default. If Auto-Answer is enabled, the phone plays a warning tone when it receives in incoming intercom call. To disable this field, uncheck the box.
5. The **Allow Barge In** field is enabled by default. If Allow Barge In is enabled, the phone puts an active call on hold and answers the incoming Intercom call. To disable this field, uncheck the box.
6. Click **Save Settings** to save your settings.

12.14 Group RTP Paging

You can configure the phone to allow it to receive a Real Time Transport Protocol (RTP) stream from pre-configured multicast address(es) without involving SIP signaling. This is called Group Paging on the IP phones. You can specify up to 5 multicast addresses that the phone listens for on the network. This feature is configurable using the Mitel Web UI only.

The 6915 in the local network listens for RTP on the pre-configured multicast address. The Phone displays the Paging message to the phone's LCD. It uses the G711 uLaw CODEC for multicast RTP.

The recipient can drop the incoming page if required. The recipient can also set DND to ignore any incoming pages.

For incoming RTP multicasts, the ringing display is dependent on the setting for the **Allow Barge In** parameter (see "Allow Barge In"). If this parameter is disabled, and there is no other call on the phone, then the paging is automatically played via the default audio device.

If there is an existing call on the phone, the call initially displays in the ringing state. The user has the option to accept/ignore the call. If the **Allow Barge In** parameter is enabled, the RTP multicast call barges in, and any existing calls are put on hold.

If an RTP multicast session already exists on the phone, and the phone receives another incoming RTP multicast session, the priority is given to the first multicast session and the second multicast session is ignored. The behavior for the incoming calls in this case is also based on the setting for the **Allow Barge In** parameter. The incoming call is handled as if there were an existing call already on the phone.

Configuring Group RTP Paging

1. Click on **Basic Settings > Preferences > Group Paging RTP Settings**.



2. In the **Paging Listen Addresses** text box, enter the multicast IP address(es) and port number on which the phone listens for incoming multicast RTP packets. Enter the IP address in dotted decimal format (for example, 239.0.1.15:10000,239.0.1.20:15000) You can enter up to 5 listening multicast addresses.If this field is blank, the paging listening capability is disabled on the phone.

Note:

a. Recipient of a paging call can set a global DND to ignore any incoming pages.
b. For incoming paging, the phone uses the Intercom configuration settings. The incoming page is dependent on the **Allow Barge In** parameter setting and the idling/on call state.

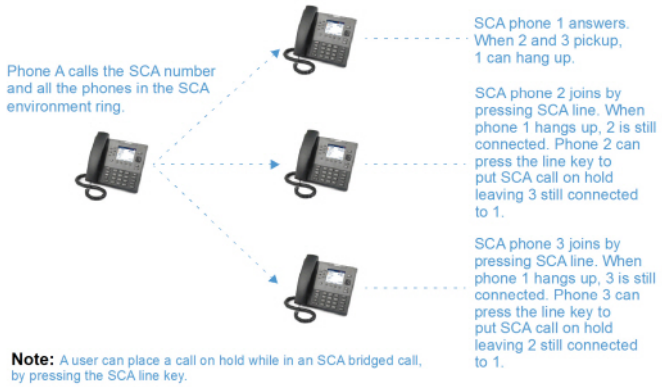
3. Click **Save Settings**.

12.15 Shared Call Appearance (SCA) Call Bridging

Shared Call Appearance (SCA) is when incoming calls are presented to multiple phones simultaneously. For example, it is the ability to assign the boss' extension to a button on the secretary's phone. Calls can be transferred between two phones with the same extension button by simply putting the call on hold at one phone and picking it up on the other. Status LEDs light and flash in unison, allowing all people sharing the extension to see the status at a glance.

The phones include an enhanced SCA for the call managers that support call bridging and allows two or more SCA users to be connected in a call with a third party.

Refer to the following example.



Using the example above, when a call comes into Phone 1, Phone 2 and Phone 3 can pickup the same call by pressing the SCA line key. Phone 2 and 3 display the call they are bridging into on the LCD of the phones. Existing SCA parties in a bridge or one-to-one call hear an audible beep when another party has joined the call.

Note:
Your Administrator must enable/disable the beep on the server-side.

If a phone is configured for SCA bridging and it attempts to join a call, but the account on the server does not have this functionality enabled, an error message displays to the LCD on the phone.

The SCA call bridging feature is disabled by default on all phones. Your Administrator can enable/disable this feature if required. Contact your System Administrator for more information.

Keys States and LED/Button Behavior

There are two call states on the phones that support SCA bridging:

- **Bridge-active** - A bridged call is in progress.
- **Bridge-held** - The 3rd-party (i.e., non-SCA party) in the bridge is on hold.

The following tables provide the key states and LED/image behavior in an SCA bridge call for users involved in an SCA call (local) and users not involved in the SCA call (remote).

Line Keys

State	Line LED for Local	Line LED for Remote
Idle	Off	Off
Seized	Solid Green	Solid Red
Progressing (outgoing call)	Green	Solid Red
Alerting (incoming call)	Flashing Red	Off
Active	Solid Green	Solid Red
Held	Slow Flashing Green	Slow Flashing Red
Hold Private	Slow Flashing Green	Solid Red
Bridge-Active	Solid Green	Solid Red

State	Line LED for Local	Line LED for Remote
Bridge-Held	Slow Flashing Green	Solid Red

Softkeys

State	Softkey Image for Local	Softkey LED for Local	Softkey Image for Remote	Softkey LED for Remote
Idle		Off		Off
Seized		Solid Red		Solid Red
Progressing (outgoing call)		Solid Red		Solid Red
Alerting (incoming call)		Flashing Red		N/A
Active		Solid Red		Solid Red
Held		Slow Flashing Red		Slow Flashing Red
Hold Private		Slow Flashing Red		Solid Red
Bridge-Active		Solid Red		Solid Red
Bridge-Held		Slow Flashing Red		Solid Red

SCA Voicemail Indicators

Visual indicators for voicemail messages on SCA lines can be enabled by your System Administrator. When an SCA-configured line has a pending voicemail message, your Administrator has the option of configuring the phone to display the number of pending messages beside the softkey's label corresponding to the line. Additionally, the softkey's LED will be illuminated. Contact your System Administrator for more information.

12.16 Star Codes

All of the main call handling and extension management features using star codes can be set on your phone by your Administrator. Contact your System Administrator for more information.

If these have not been set up, you can dial any star code commands on the 6915 phone the same way you would on a regular telephone.

12.17 Other Features

A multitude of other features are available depending on whether or not your System Administrator has configured them for use. Contact your System Administrator for feature availability and usage information.

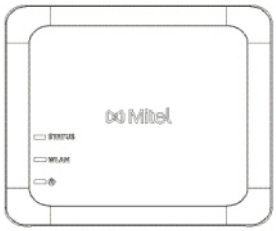
Mitel Wireless LAN Adapter 13

This chapter contains the following sections:

- Installing and Configuring a WLAN Adapter

The Wi-Fi option in the Settings menu of 6900 Series SIP phones allows you to connect the phone to a Wi-Fi network. The 6915 SIP Phone can be connected to a wireless network using the optional Wireless LAN Adapter. When connected to the Wireless LAN Adapter, the wireless connection can be configured through the phone settings.

The Mitel WLAN Adapter is a wireless bridge that can add wireless connectivity functionality to your Mitel 6915 IP phone. It allows your Ethernet-enabled phone to join a secure, high-speed network. It is software-transparent, that is, no changes to drivers, management tools, or applications are needed to use this adapter.



Feature highlights include:

- **Easily add robust and secure wireless capabilities to Ethernet devices**

  The Mitel Wireless LAN Adapter is a high-performance wireless network adapter that enables any Ethernet device to function as an 802.11a/b/g/n dual-band wireless network device, giving you the freedom to place it anywhere in your facility.
- **Dual band IEEE 802.11a/b/g/n support**

  The Mitel Wireless LAN Adapter is designed to communicate in the 2.4-GHz and 5-GHz bands. Radio interference in the commonly used 2.4-GHz band can be avoided by utilizing the 5-GHz band.
- **Gigabit Ethernet support**

  The wired LAN port supports 10/100/1000BASE-T (auto-recognition).
- **Simple to setup and use**

  The Mitel Wireless LAN Adapter is easy to set up using the enclosed network setup cable. No special drivers or software are required.
- **Enterprise security**

  The Mitel Wireless LAN Adapter supports the following security functions and standards:

  - WEP (64 Bit/128 Bit)
  - WPA-PSK (TKIP/AES)
  - WPA2-PSK (AES)
  - IEEE 802.1X EAP-PEAP, EAP-TLS, EAP-TTLS, EAP-FAST, EAP-LEAP

13.1 Installing and Configuring a WLAN Adapter

1. Factory Reset the WLAN adapter by doing the following:

   a. Disconnect the AC plug of the Mitel WLAN adapter from the electrical outlet.

   b. Reconnect the AC plug to the outlet and push down the switch to power on the Mitel WLAN Adapter. The green LED for wired LAN connector illuminates. After 2 seconds, when the LED changes to red, release the switch to delete all configured data. The device is set to factory default.

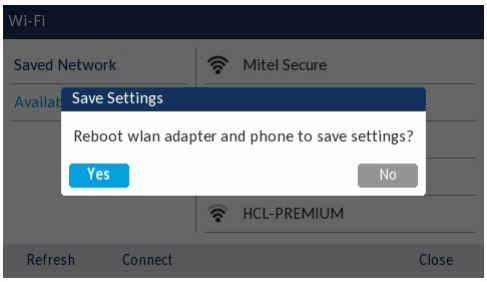
2. Plug the WLAN Adapter into the Mitel 6915 IP phone using the network cable provided. Plug one end of the cable into the network jack on the adapter (POE port) and the other end into the network jack on the back of the phone.
3. On the DHCP screen, press **Skip**.The DHCP discovery interludes at approximately 30 seconds and the Wi-Fi settings menu is displayed on the phone.
4. The phone displays the idle screen and then the **Voice Service** menu. Press the **Options** key. Scroll horizontally to the Wi-Fi menu and press **Select**.
5. The **Available Networks** settings menu will be displayed after approximately 30 seconds.



6. Select an SSID (that is, the name of a Wi-Fi network; for example, Mitel Secure) from **Available Networks** to connect. If the SSID is secured, a password prompt appears.
7. Enter the password for the network and select **Save**. The Save Settings window appears.



8. Select **Yes** to save your settings and to reboot the WLAN adapter and the phone. The phone is successfully connected to the network.



9. The connected SSID (Mitel Secure) is listed under **Saved Network**.

Troubleshooting Solutions 14

This chapter contains the following sections:

- Why is my speakerphone not working?
- Why can’t I get a dial tone?
- Why doesn’t my phone ring?
- Why is my handset not working?
- How do I find the IP address of my phone?
- Why does my phone display the No Service message?
- How do I change my user password?
- Why does my phone display Bad Encrypted Config?
- How do I restart the IP phone?
- How do I lock my phone?

Why is my display blank?

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Mitel PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the **Connecting to the Network and to Power** section in the **Mitel 6915 Installation Guide** for details.

14.1 Why is my speakerphone not working?

If you press the button and the speaker light flashes and you do not hear dial tone through the speaker, the **Audio Mode** option in the phone has been set up for headset use. Press a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear a dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing . See “Audio Mode” for instructions on how to change the **Audio Mode** option.

14.2 Why can’t I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the **Installation and Setup** section in the **Mitel 6915 Installation Guide**.

14.3 Why doesn’t my phone ring?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle.

14.4 Why is my handset not working?

Check to ensure that the handset cord is fully connected to both the phone and handset.

14.5 How do I find the IP address of my phone?

Instructions on where to find the IP address of your phone can be found in “Finding Your Phone’s IP Address”.

14.6 Why does my phone display the No Service message?

The phone displays the No Service message if the SIP settings have not been set up correctly. Contact your System Administrator for more information.

14.7 How do I change my user password?

You can change the user password from the IP phone UI or the Mitel Web UI. See “Password” and “Configuring Lock Settings Using the Mitel Web UI” for more information.

14.8 Why does my phone display Bad Encrypted Config?

The IP phone displays Bad Encrypted Config because encrypted configuration files are enabled but the decryption process has failed. Report this error to your System Administrator.

14.9 How do I restart the IP phone?

You can restart the phone from the IP phone UI or through the Mitel Web UI. See “Restarting Your Phone Using the IP Phone UI” and “Restarting Your Phone Using the Mitel Web UI” for more information.

14.10 How do I lock my phone?

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using any of the following:

- At the path Options > Phone Lockon the IP phone UI. See “Phone Lock”for more information.
- At the path *Operations* > *Phone Lock* on the Mitel Web UI. See “Configuring Lock Settings Using the Mitel Web UI” for more information.

- At a configured key on the phone. For more information about configuring a Lock/Unlock key on your phone, see “Paging Key”.

Appendix A - Time Zone Codes 15

The following table identifies the time zone name and time zone code to use on the IP phone.

Table 1: Time Zone Name/Time Zone Code Table

Time Zone Name	Time Zone Code
AD-Andorra	CET
AE-Dubai	GST
AG-Antigua	AST
AI-Anguilla	AST
AL-Tirane	CET
AN-Curacao	AST
AR-Buenos Aires	ART
AS-Pago Pago	BST
AT-Vienna	CET
AU-Lord Howe	LHS
AU-Tasmania	EST
AU-Melbourne	EST
AU-Sydney	EST
AU-Broken Hill	CST
AU-Brisbane	EST
AU-Lindeman	EST
AU-Adelaide	CST
AU-Darwin	CST
AU-Perth	WST
AW-Aruba	AST
AZ-Baku	AZT

Time Zone Name	Time Zone Code
BA-Sarajevo	EET
BB-Barbados	AST
BE-Brussels	CET
BG-Sofia	EET
BM-Bermuda	AST
BO-La Paz	BOT
BR-Noronha	FNT
BR-Belem	BRT
BR-Fortaleza	BRT
BR-Recife	BRT
BR-Araguaina	BRS
BR-Maceio	BRT
BR-Sao Paulo	BRS
BR-Cuiaba	AMS
BR-Porto Velho	AMT
BR-Boa Vista	AMT
BR-Manaus	AMT
BR-Eirunepe	ACT
BR-Rio Branco	ACT
BS-Nassau	EST
BY-Minsk	EET
BZ-Belize	CST

Time Zone Name	Time Zone Code
CA-Newfoundland	NST
CA-Atlantic	AST
CA-Eastern	EST
CA-Saskatchewan	EST
CA-Central	CST
CA-Mountain	MST
CA-Pacific	PST
CA-Yukon	PST
CH-Zurich	CET
CK-Rarotonga	CKS
CL-Santiago	CLS
CL-Easter	EAS
CN-Beijing	CST
CO-Bogota	COS
CR-Costa Rica	CST
CU-Havana	CST
CY-Nicosia	EES
CZ-Prague	CET
DE-Berlin	CET
DK-Copenhagen	CET
DM-Dominica	AST
DO-Santo Domingo	AST

Time Zone Name	Time Zone Code
EE-Tallinn	EET
ES-Madrid	CET
ES-Canary	WET
FI-Helsinki	EET
FJ-Fiji	NZT
FK-Stanley	FKS
FO-Faeroe	WET
FR-Paris	CET
GB-London	GMT
GB-Belfast	GMT
GD-Grenada	AST
GE-Tbilisi	GET
GF-Cayenne	GFT
GI-Gibraltar	CET
GP-Guadeloupe	AST
GR-Athens	EET
GS-South Georgia	GST
GT-Guatemala	CST
GU-Guam	CST
GY-Guyana	GYT

Time Zone Name	Time Zone Code
HK-Hong Kong	HKS
HN-Tegucigalpa	CST
HR-Zagreb	CET
HT-Port-au-Prince	EST
HU-Budapest	CET
IE-Dublin	GMT
IS-Reykjavik	GMT
IT-Rome	CET
JM-Jamaica	EST
JP-Tokyo	JST
KY-Cayman	EST
LC-St Lucia	AST
LI-Vaduz	CET
LT-Vilnius	EET
LU-Luxembourg	CET
LV-Riga	EET

Time Zone Name	Time Zone Code
MC-Monaco	CET
MD-Chisinau	EET
MK-Skopje	CET
MQ-Martinique	AST
MS-Montserrat	AST
MT-Malta	CET
MU-Mauritius	MUT
MX-Mexico City	CST
MX-Cancun	CST
MX-Merida	CST
MX-Monterrey	CST
MX-Mazatlan	MST
MX-Chihuahua	MST
MX-Hermosillo	MST
MX-Tijuana	PST
NI-Managua	CST
NL-Amsterdam	CET
NO-Oslo	CET
NR-Nauru	NRT
NU-Niue	NUT
NZ-Auckland	NZS
NZ-Chatham	CHA

Time Zone Name	Time Zone Code
OM-Muscat	GST
PA-Panama	EST
PE-Lima	PES
PL-Warsaw	CET
PR-Puerto Rico	AST
PT-Lisbon	WET
PT-Madeira	WET
PT-Azores	AZO
PY-Asuncion	PYS

Time Zone Name	Time Zone Code
RO-Bucharest	EET
RU-Kaliningrad	EET
RU-Moscow	MSK
RU-Samara	SAM
RU-Yekaterinburg	YEK
RU-Omsk	OMS
RU-Novosibirsk	NOV
RU-Krasnoyarsk	KRA
RU-Irkutsk	IRK
RU-Yakutsk	YAK
RU-Vladivostok	VLA
RU-Sakhalin	SAK
RU-Magadan	MAG
RU-Kamchatka	PET
RU-Anadyr	ANA
SE-Stockholm	CET
SG-Singapore	SGT
SI-Ljubljana	CET
SK-Bratislava	CET
SM-San Marino	CET
SR-Paramaribo	SRT
SV-El Salvador	CST

Time Zone Name	Time Zone Code
TR-Istanbul	EET
TT-Port of Spain	AST
TW-Taipei	CST
UA-Kiev	EET
US-Eastern	EST
US-Central	CST
US-Mountain	MST
US-Pacific	PST
US-Alaska	AKS
US-Aleutian	HAS
US-Hawaii	HST
UY-Montevideo	UYS
VA-Vatican	CET
YU-Belgrade	CET

Limited warranty 16

This chapter contains the following sections:

- Exclusions
- Warranty repair services
- After warranty service

Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase (“Warranty Period”). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy, either repair or replace the product at no charge, if returned within the Warranty Period. If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the product, it may be replaced with a refurbished product of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

16.1 Exclusions

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

Mitel shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customer’s use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of products used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Mitel with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

16.2 Warranty repair services

Should the product fail during the Warranty Period;

- In North America, please call 1-800-574-1611 for further information.
- Outside North America, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this product for warranty service, you must present proof of purchase.

16.3 After warranty service

Mitel offers ongoing repair assistance and availability of spare parts as well as security updates for a period of 6 years after the Mitel 6900/6900w series IP phones are discontinued. Security vulnerabilities are addressed through software updates for a duration of 6 years following the discontinuation of the product. These updates pertain specifically to software developed by Mitel and may be constrained by the availability of required operating system updates and/or updates from incorporated third party software.

This service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions:

- In North America, contact our service information number: 1-800-574-1611.
- Outside North America, contact your sales representative.

Note:
Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the Warranty Period. Unauthorized repair will void the warranty.

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Powering connections
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