

Handset & Mitel® Software User Guide (6900 Series)



Thank you for choosing to buy your new phone system from FutureTel. We hope that you are already enjoying the benefits of your new system.

We want to make sure you have all of the information you may need moving forward and know how to get in touch with us should you have any questions.

This document contains instructions on how to use some of the most commonly used features of your new handsets and the accompanying PC software.

Should you still have any questions, our team of service desk engineers are here to help Monday to Thursday 08:30 - 17:00 and 08:30 - 16:30 on Fridays;

0330 838 4000 or email techsupport@futuretel.co.uk

We welcome any feedback on your experience working with us, so please do get in touch.

Thank you for choosing FutureTel, we are extremely happy to have you on-board as a valued customer.

The FutureTel Team

Types of 6900 handsets

6920



Designed for users who require an exceptional HD audio experience via its unique voice optimised handset.

3.5" QVGA (320 x 240 pixel) colour display

Speech optimised corded handset

Programmable soft keys

Native DHSG/EHS analogue headset support

USB port for headsets and accessories

6930



Ideal for users who require a phone that can be tailored to their specific communication needs.

4.3" (480 x 272 pixel) colour display

Bluetooth

Mobile Integration and USB charging point Programmable soft keys

Speech optimised corded handset

Support for optional cordless handset

Enhanced full-duplex speakerphone

Highly customisable via optional accessories

6940



Designed for executive users who demand a lot from their phone, the power of touch is combined with flagship functionality.

7" (800 x 480 pixel) colour LCD touch display

Bluetooth 4.1

Mobile Integration and charging point

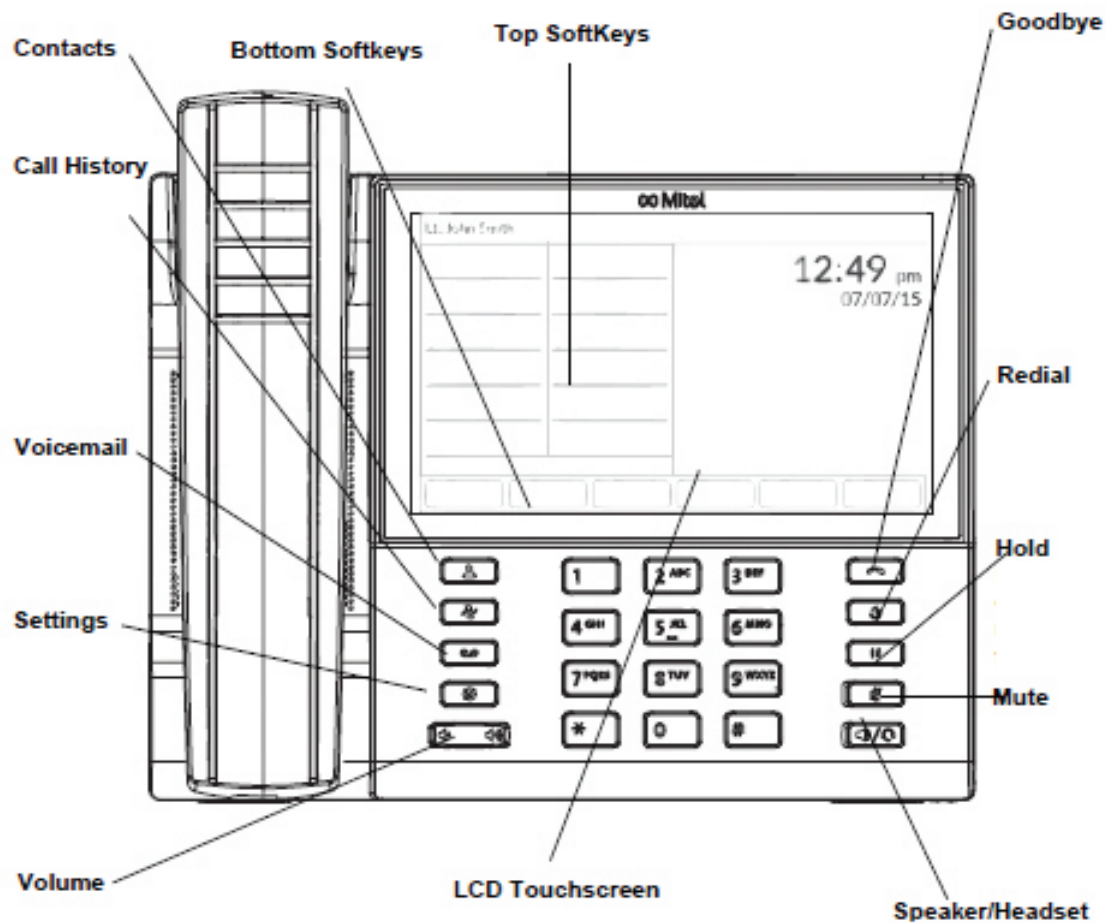
Cordless BT speech optimised handset

Enhanced full-duplex speakerphone

Programmable soft keys

Highly customisable via optional add-on accessories

Using your new handset



(Note, only 6940 handsets have touchscreen functionality)

MAKING A CALL

Calls can be made with the receiver lifted or left in the cradle (speakerphone mode);

For external calls, dial 9 followed by the external number.

For internal calls, dial the internal user's extension number.

ANSWERING A CALL

Lift the receiver or press the speakerphone key.

ENDING A CALL

Place the receiver back in the cradle, or press the red hang up key (Goodbye key).

TRANSFERRING A CALL

While on a call, press a user speed dial key. You will be presented with immediate and announced transfer options.

PICKUP ANOTHER RINGING CALL

When you see a call coming in, press the extension that's ringing and you will be given the option to pickup the call.

FORWARD CALLS

Press the Forward key, choose a forward type, then enter the forward destination. To disable, press the forward button again.

MUTE MICROPHONE

Press the Mute key. Callers will hear silence until the button is pressed again.

HOLD CALL

Press the Hold key. Callers will hear the system music on hold (if programmed). To retrieve the call press the relevant Line key.

CALL HISTORY

Press the call history key. Choose from Missed, Outgoing, or Received call lists. Select entry and press Dial.

3-WAY CONFERENCE

Whilst on a call, press Conf key, dial next party or use a speed dial.
Press Conf again to start conference.

VOICEMAIL

To access your mailbox press the voicemail key, enter your passcode and follow prompts to listen to any new messages.

When in your mailbox, choose option 4 to enter the greetings menu and record your personal greeting. *(Remember to make active by pressing # after recording).*

DIRECTORY

Press the Directory key, choose a Local, Intercom (internal users), System Speed Dial (Stored on Phone System) or Mobile contact, then press Dial or lift the receiver.

ADD/EDIT A DIRECTORY CONTACT

To add a new Local contact press Directory key, press 'Add New' and enter Name, Number and Ringtone selection.

ADD A SPEED DIAL KEY

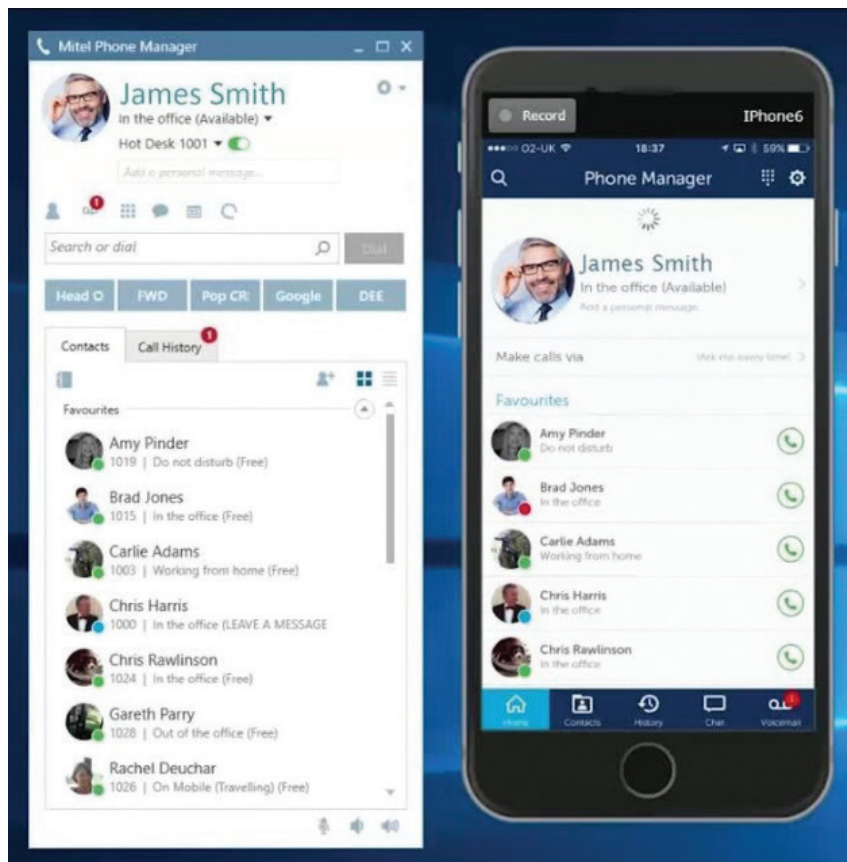
Press and hold a spare (blank) key on one of the 4 pages of keys. Enter name and number, then click Save.

PAIR A MOBILE DEVICE

Press the Settings key, select Bluetooth, then select an Available or Paired device.

Once paired, mobile calls can be answered on the desk phone by pressing the Mobile key.

Using phone manager



The Phone Manager PC application allows you to control your desk phone from your PC. You can make calls using speed dials, by searching personal and company directories, or by using the highlight and dial feature.

Internal user status is shown using coloured markers (Green idle, Red busy).

The Phone Manager mobile application allows you to make and receive calls whilst out of the office, as if you were using your desk phone. The application connects and makes calls using any available 3G/4G or Wi-Fi connection.

MAKING A CALL

Either double click an internal user speed dial, search for a contact in the search box of the contacts tab or search within the call history tab. Alternatively, highlight a number on the internet, within an email or within a CRM system and double click the phone manager icon on the right side of your screen.

RECEIVING A CALL

Lift handset receiver, or click answer call button in the phone manager pop up window.

CALL FEATURES

When you are on a call you will be presented with Hold, Transfer, Conference and Mute buttons in the Phone Manager pop up window. To transfer a call click transfer, double click a contact or enter a number and then click the complete button whilst the call is ringing (blind transfer) or once it is answered (announced transfer).

ADDING A CONTACT

Click the add contact button, enter name and number, then select either Personal (visible only to you) or Global (visible to everyone) directory option. Click Save. The contact can now be found in the Contact/History search box.

Troubleshooting

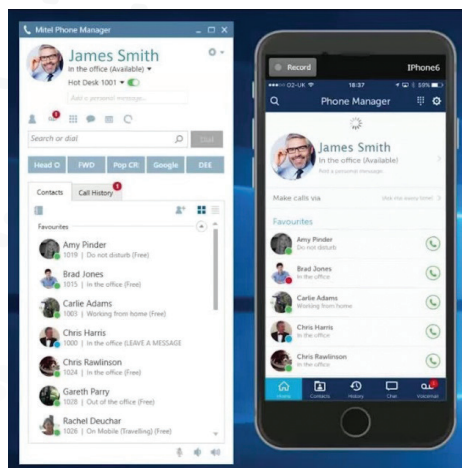
SINGLE HANDSET

Should a single handset stop behaving normally please remove the network cable from the rear of the handset (screen will go off) and then re-insert after 10 seconds. Should the handset not be working within 5 minutes please call our service desk.



PHONE MANAGER DESKTOP

If a single user is experiencing issues with Phone Manager Desktop please close the application by right clicking on the taskbar icon and select "close window". Re-open Phone Manager using the desktop shortcut and should the issue remain please call us for further assistance.



How to 'Re-pair' a 69XX handset

- 1 Press settings cog, and select the Bluetooth option.
- 2 Turn the Bluetooth off in the top right corner.
- 3 Turn the handset off by pressing the red side of the button on the side of the receiver.
- 4 Put the receiver back in the cradle to turn back on.
- 5 Go back into the Bluetooth section and re-enable Bluetooth.
- 6 After a few seconds the receiver should show in paired devices.

Still experiencing issues?

Get in touch with a member of the FutureTel team today and we will be more than happy to help resolve your problem.

Call us on: 0330 838 4000

OR

Use our online ticketing system: futuretel.co.uk/support-ticket

Important Notice

From time to time Microsoft release Windows updates and these occasionally have a temporary negative effect on the stability of the Phone Manager software, both on PC's and on 6900 handsets that have Phone Manager features built in.

Should all users receive a "Loading Contacts" or "Failed Creating Session" error in the PC application, or a "Server Offline" message on a 6900 handset please contact us and we will restart the Phone Manager server to resolve.

Please note that these issues are out of our control, for security reasons we allow all critical windows updates to install automatically on the server and we cannot control the effect these updates have on installed software.

Want peace of mind when your property is left unattended?



Commercial surveillance cameras are renowned as being one of the most effective deterrents a business can deploy to keep crime, intrusion and vandalism away from your business.

Benefits of CCTV

- **Security**

CCTV cameras help to prevent theft and vandalism to your property by acting as a deterrent to potential offenders.

- **Loss Prevention**

Installing CCTV could help to prevent substantial financial loss for your business from fraudulent insurance claims & more.

- **Health & Safety in the Workplace**

CCTV can help to identify instances of violence or abuse towards staff, or identify the cause of an accident which causes injury.

- **Monitoring Activities**

CCTV systems are able to keep track of what is happening at the premises where they are installed.

- **Decision Making**

Easily settle disputes, whether it's between family, employee feuds or staff and customers by referring to CCTV footage.

- **Insurance Savings**

When evaluating your insurance policy, the security of your property plays a huge impact on the amount of money you will pay.

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