



# Mitel 6730/6731 SIP Phone for MX-ONE

[QUICK REFERENCE GUIDE](#)



LZT 103 103 E5

# Important User Information

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## Power Adapters

The phone can be powered either from a 48 V DC power adapter (sold separately) or via the network PoE according to IEEE 802.3af.

673: Powered either from a 48 V AC/DC power adapter or via PoE according to IEEE 802.3af

Recommended power adapters

- 50006814 (Universal)
- 50006824 (Europe)
- 50006822 (North America)



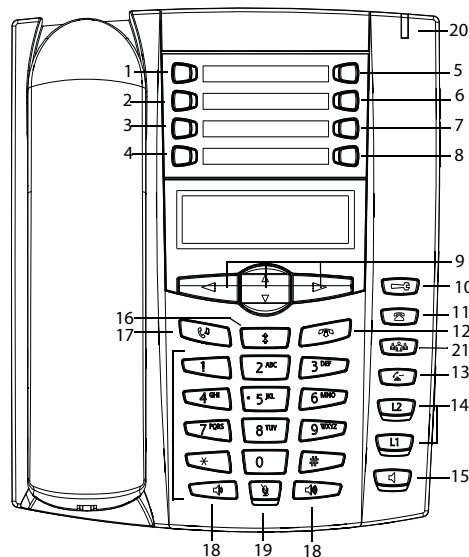
# Mitel 6730/6731

## Quick Reference Guide

This Quick Reference Guide includes short descriptions on how to use the basic features of the IP phone Mitel 6730/6731 when used with a MX-ONE system. More features and technical requirements are available in the User Guide.

The complete User Guide is available in electronic format on [www.mitel.com](http://www.mitel.com)

*Read the safety instructions before use!*



- 1 LogOn/LogOff key
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### Display screen

The screen comprises three information lines.

- In idle** The screen displays:
- The extension number
  - E.g. the user name, number of missed incoming calls, personal number profile, absence or diversion.
  - The date and time
- During a call** The screen displays:
- The correspondent's name and/or number
  - An icon showing the call status
  - The time since the start of the call
- In the menus** In the options menus, in the local directory, lists and during programming, the screen guides the <sup>5</sup> user in his or her choices and settings.

## Log On and Log Off

### Display Information

Navigating the menu: *To reach the options menu, press the following key:*



Press ▼ and ▲ to scroll the menu. Press ◀ to exit and ▶ to enter the option.

### Log On and Log Off

**Log on:** Press the **LogOn** key. Enter the extension number and press ▼ for Enter.

*If a PIN code is initiated in MX-ONE, there will be a Password prompt. Enter your PIN code as Password and press ▼ for Enter.*

*If you do not know your extension number or your PIN, contact your system administrator.*

• *If the log on is successful, the extension number (and name) of the user is shown in the display.*

**Log off:** Press the **LogOff** key. Scroll to choose if you want to keep the incoming- and outgoing calls lists. Press Enter.

• *If the log off is successful, the status display will indicate **No Service**.*

**Note:** *If you don't clear the lists, someone else that logs on with another extension number on your phone can see your call lists.*

### Change of PIN code

You can change the PIN code used for logging on to the telephony system.

Change the PIN code: Enter **\*74\*old PIN\*new PIN#**

*A text message on the display confirms if the change was successful.*


## Incoming Calls

### Answer Calls

Answer:



Handsfree mode:

Press handsfree key 

Answer a second incoming call:

*Press the flashing line key (requires that Free on second is activated).*

Free on second:

*The function **Free on Second** is activate as default.*

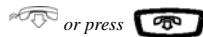
#### Deactivate Free on Second

1. Press **Services** shortcut key and select **Free on second** line.
2. Select **Deactivate**.

#### Activate Free on Second

1. Press **Services** shortcut key and select **Free on second** line.
2. Select **Activate**.

End call:



Reject call:

Press

Answer a call to a monitored extension (MNS key):

*The lamp by the MNS key flashes and one signal may be heard.*


*Press the MNS key to answer the call.*

### Picking up calls

You can answer a call from another phone:

## Incoming Calls

### Answer Calls (Continued)

Call pick-up:  **Extension number. Wait for a busy tone and 8**

France: **0**

New Zealand: **4**

Sweden: **6**

Group call pick-up:  **\*8#**

Finland and Sweden: **\*0#**

U.S.A. and Canada: **\*59#**

### Missed Calls

Check missed calls: *Press the Callers list key*



*Missed calls are indicated in the list by a phone symbol with the handset kept on.*

## Outgoing Calls


### Make Calls

To make a call in discreet mode (without loudspeaker), just lift the handset before or after dialling the number.

Internal calls:  **Extension number. Press Dial**

External calls:  **External access code + External number. Press Dial**

Dial by Contact (Local Directory): *see Local Directory*

Calling from the call lists: *Scroll to the record in the callers- or outgoing calls list +  or*



Dial by shortcut (Speed Dial): *Press the shortcut key*

Redial last external number: **\*\*\***

Finland and Sweden: **\*\*0**

### Callback

The busy extension calls back when free.

Order: *Press **6*** 

France, New Zealand and Sweden: **5**

Cancel all callbacks:  **#37# Press Dial**

Cancel single callback:  **#37\* extension number #**

U.S.A. and Canada: **\*6\***

### Call Waiting

A call waiting signal is sent to the busy number

Order: *Press **5**. If you hear a ring tone, keep the handset off hook.*

Sweden: **4**

France and New Zealand: **6**

Cancel call waiting: 

Call Waiting signal is indicated by CAW tones during an ongoing call.

Answer: *Hang up the ongoing call, and the phone will ring for the waiting call.*

### Intrusion

Intrude a busy extension to ask the party to hang up.

Activate: *Press **4***

France, New Zealand and Sweden: **8**

### Bypass

Bypass Diversion (e.g. Follow-me) on a specific extension.

Activate:  **\*60\* Desired number #**

U.S.A. and Canada: **\*1\*...**



## During Calls

### Put on Hold

Ongoing call: Press 


Resume a call: Press  again

### Inquiry

Ongoing call: Press , enter the number to the 3rd party, press  and wait for answer.




Switch between calls: Press the line key that holds the call you want to retrieve.

### Conference

Ongoing call: Press , enter the number to the 3rd party, press a free **Line** key and after answer press the **Conference** key

Repeat to add more participants.

### Transfer

Ongoing call: Press , enter the number to the 3rd party, press  and press  again (either before or after answer) to transfer the call.

### Encrypted call

Ongoing call: When a padlock is shown in the display, the speech is encrypted to and from the phone.

## Diversion

### Follow-me

#### Order Follow-me and External Follow-me

Order Follow-me: Press the **Diversion** key.

Select **Follow-me**. Enter the new answering position number and press **Done**.

A confirmation text is shown in the display. The lamp at the **Diversion** key is lit.

Order external Follow-me: Press the **Diversion** key.

Follow-me: Select **External Follow-me**. Enter the external access code and the number. Press **Done**.

A confirmation text is shown in the display. The lamp at the **Diversion** key is lit.

#### Cancel Follow-me and External Follow-me

When any kind of diversion is active, the lamp at the **Diversion** key is lit

Cancel Follow-me: Press the **Diversion** key.

The lamp is switched off.

Cancel External Follow-me: Press the **Diversion** key.

Follow-me: The lamp is switched off.

### Individual Do Not Disturb (DND)

You can activate this feature when you don't want to be disturbed. Then anyone trying to call you will get busy or will be forwarded to the diversion position if it is defined by the system administrator..

Activate: Press the **Diversion** key. Select **DND**. "Do Not Disturb" will be shown in the display and the Diversion key lamp is lit.

Deactivate: Press the **Diversion** key. The Diversion key lamp is turned off.



## Group Do Not Disturb

From an extension with a certain class of service it is possible to set do not disturb for a group of extensions. Calls to the extensions in the group will not be indicated.

Order group do not disturb:  \* **25**\*group number #

Press **Dial**.

Germany, South Africa, North America: \***28**\*group number#

Cancel:  # **25**\*group number #

Press **Dial**

Germany, South Africa, North America: #**28**\*group number#

## Divert

You can activate this feature when you want your calls to be forwarded to a predefined answering position. This feature is only available if the system administrator has enabled it.

Order divert *Press the **Diversion** key.*

*Select **Divert**. The telephone is diverted to the answering position defined by the system administrator.*

*A confirmation text is shown in the display. The lamp at the **Diversion** key is lit.*

Cancel Divert *Press the **Diversion** key.*

*The lamp is switched off.*

## Presence Information

Select absence reason with return date/time: *Press the **Diversion** key.*  
*Select **Presence**. Select the wanted reason for absence and enter time or date for return. Press **Set**.*

*A confirmation text is shown in the display. The lamp at the **Diversion** key is lit*

Select absence reason without return date/time: *Press the **Diversion** key.*  
*Select **Presence**. Select the wanted reason for absence. Press **Set**.*

*A confirmation text is shown in the display. The lamp at the **Diversion** key is lit.*

Cancel: *Press the **Diversion** key.*

*The lamp is switched off.*

## Personal Number

A number of answering positions can be defined in a personal number profile. Up to 5 profiles can be defined. You select the wanted profile from your telephone.

When somebody calls your normal office phone number the call will be announced on the telephones defined in your active profile.



The profiles can be defined by user via CMG Office Web or by the system administrator.

## Personal Number

- Order or change profile from own extension: *Press the programmable key for **Services**.*  
*Select **Profile**.*  
*Select the wanted profile from the list.*  
*#profile number is shown on the top row in the display, e.g. #1*
- Deactivate: *Press the programmable key for **Services**.*  
*Select **No Profile**.*  
*#profile number is removed from the top row in the display.*






## Advanced Features

### Account Code







- New external call:  *\*61\*Account code# external number.*  
*Norway and Finland: \*71\*...*
- Ongoing external call: *Press *  
*Press a free **Line** key and Dial **\* 61 \* Account code #** and wait for confirmation tone for valid code.*  
*Clear the line used for entering the account code.*  
*Press the **line** key that holds the call.*  
*Norway and Finland: \*71\*...*

## Authorization Code

### Common Authorization Code

- Dialing:  *\*72\* Authorization code #*  
*Press **Dial** and wait for verification tone. Dial external number.*  
*Canada and U.S.A.: \*6\*...*  
*Austria, Germany, The Netherlands: \*75\*...*
- Locking extension:  *\*73\* Authorization code #*  
*Press **Dial** *  
*Canada and U.S.A.: \*71\*...*
- Unlocking extension:  *#73\* Authorization code #*  
*Press **Dial** *

### Individual Authorization Code

- Dialing from own extension:  *\*75\* Authorization code #*  
*Press **Dial** and wait for verification tone. Dial external number.*  
*Austria, Germany, The Netherlands: \*72\*...*
- Dialing from other extension:  *\*75\* Authorization code #*  
*\*own extension number# Press **Dial** and wait for verification tone. Dial external number.*  
*Austria, Germany, The Netherlands: \*72\*...*
- Locking extension:  *\*76\*Authorization code #*  
*Press **Dial** *
- Unlocking extension:  *#76\*Authorization code #*  
*Press **Dial** *

### General Deactivation

- Deactivate all activated features: *#001#*  
*Press **Dial***  
*U.S.A. and Canada: \*0#*

## Boss Secretary

In this section, it is assumed that a personal number list 1 (profile 1) and a personal number list 2 (profile 2) are set up in MX-ONE. The Personal number list in profile 1 includes the number of the secretary and is used when the feature is active. Profile 2 has not the secretary's number included.

Abbreviations:

Extension number of the boss: <Boss num>

Extension number of the secretary: <Secr num>

Personal Number: PEN

Activate the Boss Secretary feature on the secretary's telephone. *Press the programmable key used as the PEN key.*

*The lamp at the PEN key is lit and the text **Service Requested** is shown in the display*

*On the phone of the boss the personal number list with the boss secretary feature#1 is shown in the display. The lamp at the PEN key is lit*

*The calls to the boss are announced on the secretary's telephone and the display shows **Via: <Boss num>***

Deactivate the Boss Secretary feature on the secretary's telephone. *Press the programmable key used as the PEN key.*

*The lamp at the PEN key is turned off and the text **Service Requested** is shown in the display.*

*On the phone of the boss the personal number profile without the boss secretary feature #2 is show in the display. The lamp at the PEN key is turned off.*

*The calls to the boss, are announced on the telephone of the boss*

## Boss Secretary(Continued)

Activate the Boss Secretary feature on the telephone of the boss. *Press the programmable key used as the PEN key.*

*The lamp at the PEN key is lit and the text **Service Requested** is shown in the display*

*In the display, the active personal number list #1 is shown.*

*On the secretary's telephone the lamp is lit at the PEN key*

*The calls to the boss, are announced on the secretary's telephone*

Deactivate the Boss Secretary feature on the telephone of the boss. *Press the programmable key used as the PEN key*

*The lamp at the PEN key is turned off and the text **Service Requested** is shown in the display*

*In the display, the personal number profile without the boss secretary feature #2 is shown*

*On the secretary's telephone the lamp is also switched off at the PEN key*

*The calls to the boss, are announced on the telephone of the boss*

## Monitoring of Extensions (MNS)


An other extensions can be monitored from a programmable key on your telephone. The monitoring keys are called MNS keys

Answer a call to the monitored extension. *The lamp at the MNS key is flashing. Press the key to answer the call.*

Answer a call to a monitored extension (MNS key), while you already have an ongoing call

*The lamp at the MNS key flashes and a short ring signal may be heard*

*Put the ongoing call (L1) on hold.*

Press 

*Press the MNS key to answer the call on L2*

### Shared Call Appearance (SCA)

The SCA feature allows a group of terminals to control the incoming and outgoing calls on a common line.

Your extension number can be represented on a SCA key on other extensions in your work group. Any member can answer calls to your SCA line and make outgoing calls on the SCA line.

A member that have an active call, can put the call on hold and it can be retrieved from any member in the group. This is a simple way to exchange/move calls between the members

Any member in the work group can initiate a conference by barge into an active SCA line. This feature is enabled by the system administrator.

If your phone is monitoring other members with SCA lines, these SCA lines are represented on shortcut keys

#### Lamp indications:

Main rule: Green light when it is your call. Red light when somebody else in the SCA group has the active call. This is valid for the L1 and L2 keys but when a SCA line is represented on a shortcut key, only red light can be shown. The table below describes the L1-L2 keys:

Steady green light:	<i>Active call. You are the owner of the call.</i>
Steady red light	<i>Active call. Somebody else in the SCA group is the owner of the call.</i>
Fast flashing green light:	<i>Incoming call. Anyone in the SCA group can answer the call.</i>
Slow flashing green light	<i>Parked call. You have parked the call from your terminal</i>

### Shared Call Appearance (SCA)

Slow flashing red light

*Parked call. Somebody else in the SCA group has parked the call.*

#### Traffic cases:


Answer an incoming call on a SCA line

*Press the **SCA** key that is flashing (green fast flashing).*

Make an outgoing call from a SCA line:

*Press the **SCA** key, enter the digits and press **Dial***

Park and retrieve the call

*The member that has the active call presses . The **SCA** key flashes slowly with green light.*

*Any member in the group can retrieve the call by pressing the **SCA** key that is flashing slowly with red light.*

Conferencing

*A member in the group wants to participate in an active call. The member presses the **SCA** key with the active call indicated with red steady light. (The feature has to be enabled by the system administrator).*

### Extra Directory Number (EDN)

The system administrator can assign one or several extra directory numbers (lines) to your telephone. The extra directory number is represented on a shortcut key

Make a call from a EDN line:

*Press the wanted **EDN** line or shortcut key. Enter the number, press **Dial**.*


Answer a call to an EDN line:


*Press the **EDN** key that is flashing.*

## Call Park Pool

You can park a call and transfer the call at a specific directory number (also called Call Park Pool) and any extension can pick up the call. If the call is not picked up within a few minutes, the call will recall your extension.

Transfer the call to the call park pool:

You have an active call. Press  to put the call on hold. Dial the number to the call park pool. Note the number (here called B-number) that shows up on the display.

Press  to transfer the call. Inform the person that shall take the call that he/she shall pickup the call on number (B-number).

Pick up a call that is parked in the call park pool

Dial the B-number that you received from your colleague. When you hear the busy tone press **8** to pick up the call


## Intercom

The system administrator can initiate an intercom connection on a shortcut key on your phone. When you press the key, a call is set up towards a predefined party and it is answered automatically.

Initiate an Intercom call: Press the **Intercom** key.

Answer an Intercom call The **Intercom** key is flashing, a ring signal is heard and the call is answered automatically.

You hear the other party in the speaker, but the other party cannot hear you and the mute key is lit.

You have to press the mute key  to let the other party hear you.

## Voice Mail

### Messages/Voice Mail

Call voice mail system **Press the Services key. Select** (e.g. record greeting **VoiceMail** announcement):

Listen to received messages: *The message waiting lamp is slowly blinking and an envelope is displayed when there is a pending message*


*Press the **MsgWaiting** key*



## Settings in the Telephone

### Shortcut Keys


Some shortcuts can be programmed by the user, while others require administrator rights. Shortcuts that the user can program are called Speed Dial keys, and are phone numbers and service codes.


Program a new shortcut: *Use the web interface*

Edit a shortcut:  **Options List > Preferences > Speed Dial Edit**  
*Press the key to edit and then edit number. Press **Save***

Delete shortcut:  **Options List > Preferences > Speed Dial Edit**  
*Press the key to delete and erase the number by  and **Save***

### Mute

Mute microphone during call: Press 

Silent ringing:  **Options List > Preferences > Tones > Ring Tone > Silent**

**Note:** The ring signal is switched off permanently

## Volume

Adjust the listening volume of the: *Press*



- Handset
- Headset
- Ringer
- Hands-free

## Display Language

Change display language:

 **Options List >**

**Preferences > Language > Screen Language**

*Enter \*08\*n# to inform the system about the language*

*Press Dial*

*n = language number. Contact the system administrator.*

Change keypad characters:

 **Options List >**

**Preferences > Language > Input Language**

## Time and Date

Set time format:

 **Options List >**

**Preferences > Time and Date > Time Format**

Set date format:

 **Options List >**

**Preferences > Time and Date > Date Format**

## Directories (Contacts)

### Corporate Directory

The system administrator will most likely choose to set Local- or Corporate directory on key 5 according to fig. p. 5.

Search for a contact: *In Corporate directory, you get prompted for "Name or Phone:". If you want to search only by last name, enter e.g. the first letter of the last name.*

*If you want to search only by first name, enter a comma (press 1 seven times) followed by e.g. the first letter of the first name.*


*If you want to search by full name, enter e.g. the first letter of the last name and then the first letter of the first name separated by a space (press \* twice).*

*Then press ▼ to search. The search result is shown in the form of a list of names. Scroll in the list to the wanted contact.*

Call from Corporate directory: *If the search found the contact, press ► to enter the contact. Scroll down to the phone number. Press ► to call.*




### Local Directory

The system administrator will most likely choose to set Local- or Corporate directory on key 5 according to fig. p. 5.

Exit the local directory *Local directory or* 



Search for a contact *In the local directory, scroll down to the first contact and press the first letter of the name you want to search.*

## Local Directory (Continued)

- Call from local directory: *In the local directory, scroll to the contact and press  or *
- Add a contact to local directory: *In the local directory, press Save key then follow instructions*
- Delete contact from local directory: *In the local directory, scroll to the contact and press Delete (twice)*
- Deleting all contacts from the local directory: *Local directory + Delete (twice)*
- Edit contact: *In the local directory, scroll to the contact and press  to erase.*

## Web Interface

### Using the Web Interface

- Log On: *Open a web browser on your PC and enter the phone's IP address in the address field. Enter*  
*userid: user*  
*password: blank is the default password*
- Find out the phone's IP address:  *Options List > Phone Status > IP & MAC address*  
*Enter the IP address into the address field in the web browser in your PC*
- Answer a call to a monitored extension (MNS key), while you already have an ongoing call: *The lamp at the MNS key flashes and a short ring signal may be heard*  
*Put the ongoing call (L1) on hold. Press *  
*Press the MNS key to answer the call on L2*

**FCC Statement (U.S.A.)**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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HAC (Hearing Aid Compatible)





