MiVoice 6725ip
Microsoft® Lync™ Phone

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MiVoice 6725ip Microsoft® Lync™ Phone Work Smart User Guide

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MIVOICE 6725IP WORK SMART USER GUIDE

MIVOICE 6725IP ESSENTIALS

Welcome to the new world of the MiVoice 6725ip Phone with Lync™ communications software. With Lync, you have voice communication capabilities not available with your traditional desk phone. For example, with Lync, you can view call logs, join meetings, and make Voice over Internet Protocol (VoIP) calls. In short, you can do everything that you can do today with your regular phone and more.

Lync for the MiVoice 6725ip phone is designed to be used by information workers. For more information and technical details about the MiVoice 6725ip phone, see the Mitel website at www.mitel.com/product-service/mivoice-6725-lync-phone.

In this guide, you will learn how to use the MiVoice 6725ip to:

*   Make a Call

*   View a Contact Card

*   Receive a Call

*   Change Your Status

*   Use Call Controls

*   View Call Logs

*   Check Voice Mail

*   Manage Multiple Calls

*   Escalate a Call to a Conference Call

*   Transfer a Call

*   Join a Meeting from the Calendar

*   Access Phone Settings and Help

MAKE A CALL

In addition to the standard way of making a phone call (by picking up the handset and dialing), you can make calls as follows:
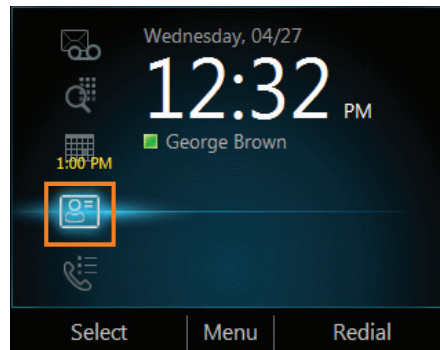
Notes:

1. If the phone is locked, unlock it by selecting the **Lock** icon, and then selecting **Unlock**.

2. Press and hold the 0 key to dial a plus (i.e. +) sign when making international calls.

TO MAKE A CALL FROM THE CONTACTS SCREEN ON YOUR PHONE

1. From your phone's **Home** screen, select the **Contacts** icon, and then select the contact group the user is in.

2. Use the up and down arrow buttons on the phone to select the contact, and then select **Call**.
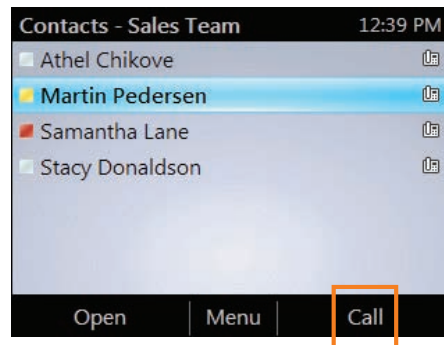
TO MAKE A CALL BY SEARCHING FOR A CONTACT FROM THE KEYPAD

1. Press the numbers on the phone keypad that correspond to the contact's name or phone extension. For example, to find "Tony Smith" press 8669*76484, where "*" is the space between the first and last name.

2. When you find the contact you want to call, select **Call**.

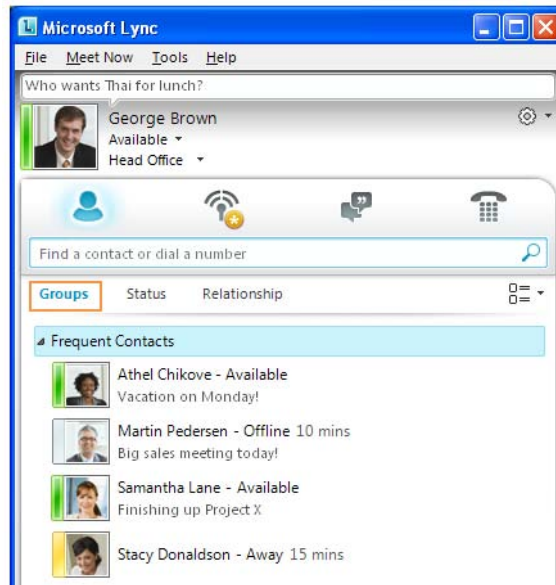## TO MAKE A CALL FROM LYNC ON YOUR COMPUTER

⚠️ **IMPORTANT:THE USB CABLE CONNECTING THE PHONE TO YOUR COMPUTER MUST BE PLUGGED IN.**
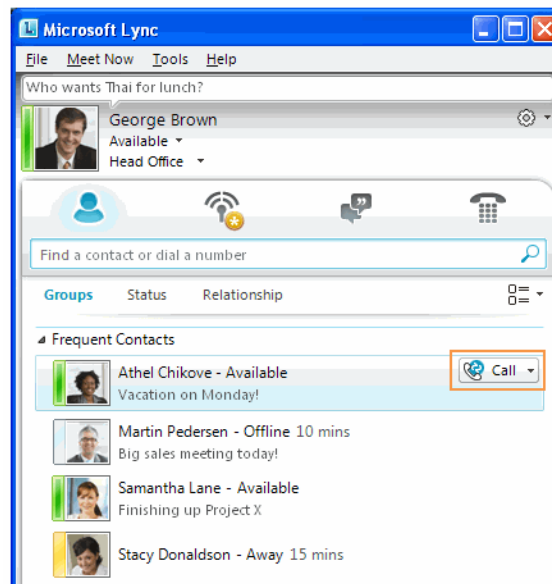
1. Open Lync, and, in the Lync main window, click **Group**, and then click the group that the contact is in.

📝 **Note:** Depending on what version of Lync you're using, your screen might look slightly different from the Lync screens in this guide.

2. Click the **Call** button next to the contact that you want to call.
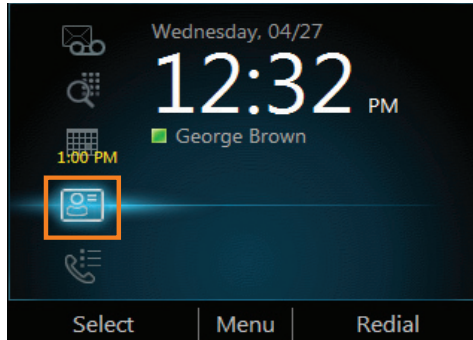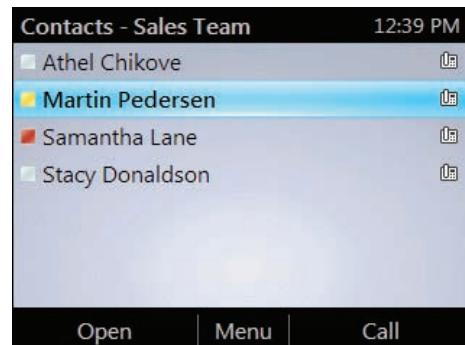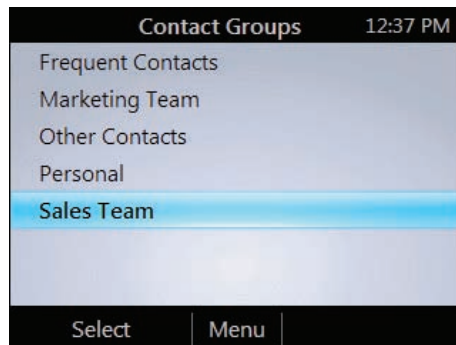
VIEW A CONTACT CARD

A contact card provides details about a contact's availability and presence. Depending on the access level that a contact grants you, you can see the contact's phone numbers, schedule information, the phone number of the most recent call, and a personal note if the contact has written one.

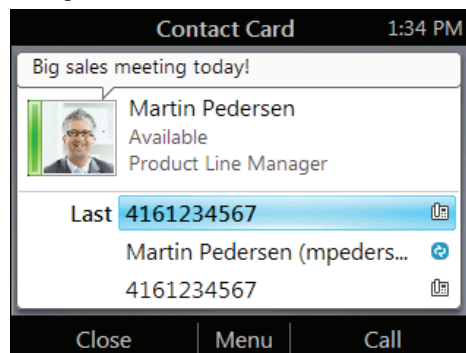## TO VIEW A CONTACT CARD

1. From your phone's **Home** screen, select the **Contacts** icon.

2. From the **Contact Groups** screen, select the group your contact is in, and then select a contact name.

**3.** When you finish viewing the contact card, select **Close**.

RECEIVE A CALL OR REDIRECT TO VOICE MAIL

In addition to answering a call, you can also redirect the call to your voice mail.

TO RECEIVE A CALL OR REDIRECT A CALL TO VOICE MAIL

From the **Incoming call** screen, perform one of the following:

- To answer a call, either select **Answer**, or pick up the handset.

- To send the caller directly to your voice mail, select **To Voice Mail.**
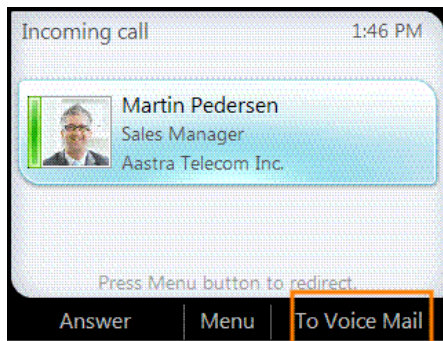
CHANGE YOUR STATUS

Your presence status is determined by your calendar and activity. For example, when you're in a scheduled meeting or on a call, your status shows as Busy. If you don't use your computer for a certain period of time (as determined by the Status options in Lync), your status changes to Away.

You can also change your status manually. This might be handy if, for example, you and a colleague start an impromptu meeting in your office or you have a deadline and don't want to be disturbed.

The same status displays in Lync on your computer and in Lync on your phone, and you can change your status from either place.

TO CHANGE YOUR STATUS

1. From your phone's **Home** screen, select **Menu**, and then select **My Status**.

2. On the **My Status** screen, perform one of the following:
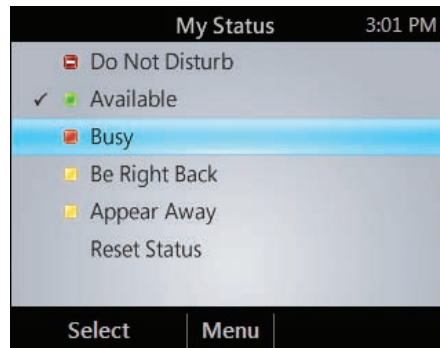
- • If you don't want to any interruptions, select **Do Not Disturb**.

- • If you want others to feel free to contact you, select **Available**.

- • If you want to let others know you're in a meeting, on a call, or otherwise engaged, select **Busy**.

- • If you're stepping away just for a few moments, select **Be Right Back**.

- • If you want it to look like you're unavailable, select **Away**.

- • If you want Lync to reset your status based on your calendar and activity, select **Reset Status**.

Note: The check mark indicates your current status.

USE CALL CONTROLS

Use the buttons on the phone to enable and disable the speakerphone or headset, adjust the loudspeaker or headset volume, or mute the microphone or speaker.
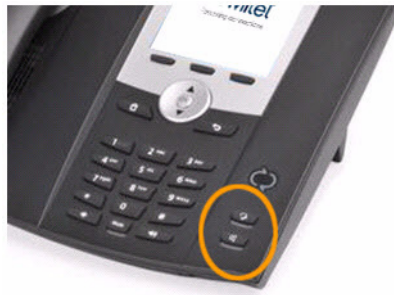
Notes:

1. You can receive audio through the handset, loudspeaker, or headset only when you have a USB cable connecting your phone to your computer.

2. If you adjust the loudspeaker volume during an audio session, the volume setting is retained for all subsequent calls.
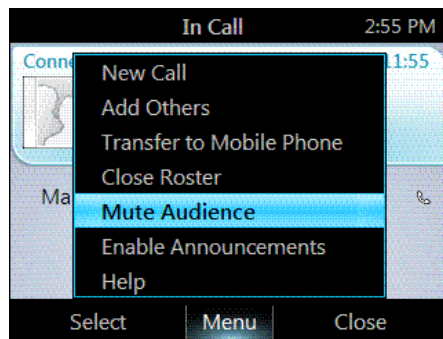
TO USE CALL CONTROL

- To hang-up an active call on the loudspeaker, press the **Speakerphone** key.

- To hang-up an active call on the headset, press the **Headset** key.

TO MUTE EVERYONE EXCEPT YOURSELF

- When you are in a conference call, from the **In Call** screen, select **Menu**, and then select **Mute Audience**.
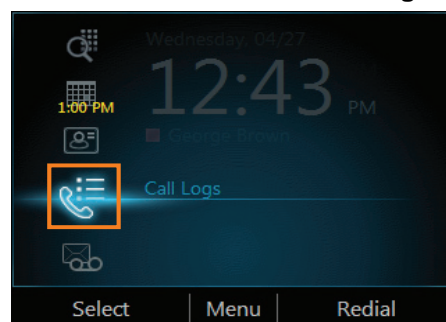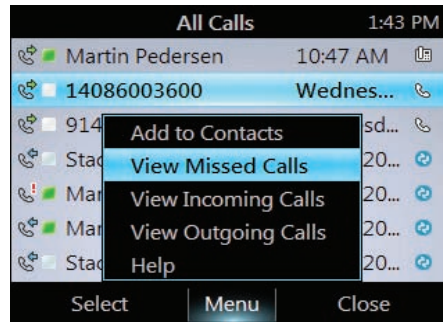

VIEW CALL LOGS

The **Call Logs** screen displays a history of incoming, outgoing, and missed calls on your phone.

TO VIEW CALL LOGS

1. From your phone's **Home** screen, select the **Call Logs** icon.

**2.** From the **All Calls** screen, select **Menu** to sort the calls.

CHECK VOICE MAIL

If your organization has enabled voice mail, you can access your voice mail to check messages or to change your voice-mail greeting.

TO CHECK YOUR VOICE MAIL

• Select the **Voice Mail** icon from your phone's **Home** screen. If you have unheard voice-mail messages, the **Voice Mail** icon displays a number indicating the number of voice-mail messages, and a red light comes on at the upper right corner of your phone.

The **Voice Mail** screen displays the phone number, message date, and time of the call. For contacts listed in your personal contacts or corporate directory, the name and contact card of the sender also displays.
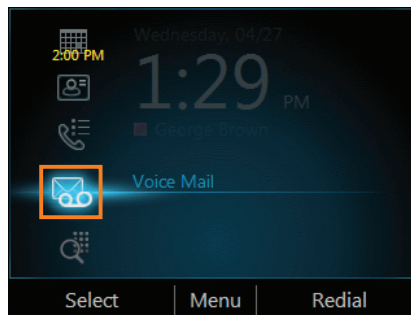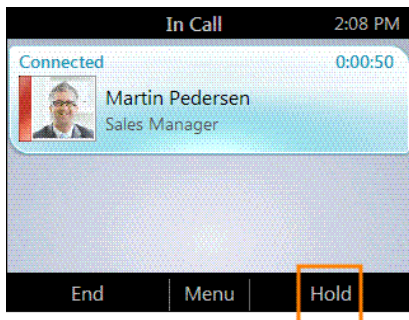

Note: You can also press and hold the 1 key on the phone to access your voice mail.

MANAGE MULTIPLE CALLS

When you are in a call, you will see several call controls that you can use to manage multiple calls.
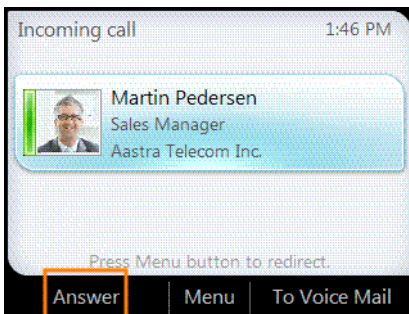
TO PLACE A CALL ON HOLD

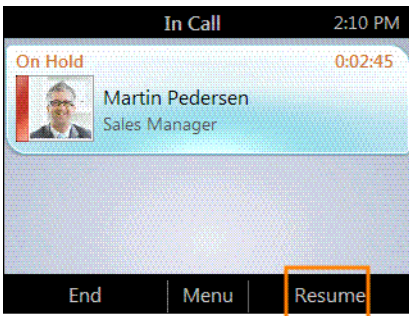- From the In **Call** screen, select **Hold**.

TO ANSWER A SECOND CALL

- When you are in a active call, from the **Incoming call** screen, select **Answer**. Your active call is placed on hold and your second call is answered.
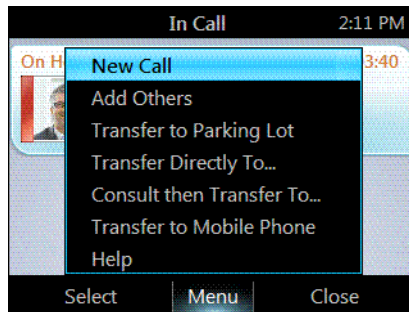

TO SWITCH BETWEEN CALLS

1. Press the **Home** button on the phone, and then select **Active Call**.

2. From the **In Call** screen, use the up and down arrow buttons to select the call that you want to activate, and then select **Resume**.

TO MAKE A NEW CALL AND PUT THE ACTIVE CALL ON HOLD

1. From the **In Call** screen, select **Menu**, and then select **New Call**. Your active call is put on hold.

2. Enter a phone number or select a contact, and then select **Call.**

TO END A CALL

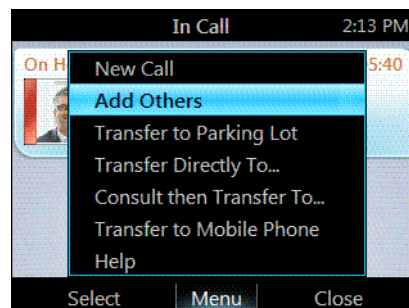- From the **In Call** screen, select **End**.

ESCALATE A CALL TO A CONFERENCE CALL

You can start a conference call during a phone call and add more participants.

TO ESCALATE A CALL TO A CONFERENCE CALL

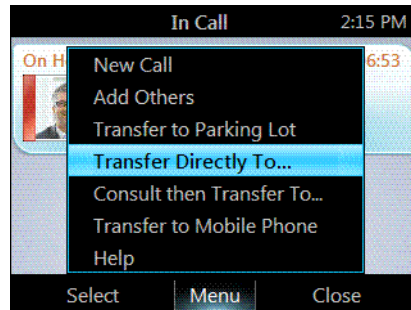1. From the **In Call** screen, select **Menu**, and then select **Add Others**.

2. To add a participant, enter a phone number or select a contact, and then select **Add**. To add more participants repeat these steps.

TRANSFER A CALL

You can transfer calls directly to someone else, to a Parking Lot, or to your mobile phone.
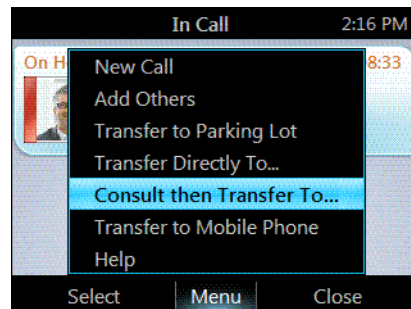
TO TRANSFER A CALL TO SOMEONE ELSE

1. From the **In Call** screen, select **Menu**, and then select **Transfer Directly To.**

2. Enter a phone number or select a contact, and then select **Call**.

TO CONSULT SOMEONE BEFORE TRANSFERRING A CALL

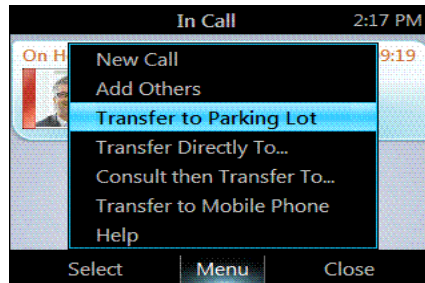1. From the **In Call** screen, select **Menu**, and then select **Consult then Transfer To**.

2. Enter a number or select a contact, and, when the contact accepts, select **Complete Transfer**.

TO TRANSFER A CALL TO A PARKING LOT

📝 **Note:** If your system is set up for it, you can park a call. This places the call on hold so that another party can retrieve it.

1. From the **In Call** screen, select **Menu**, and then select **Transfer to Parking Lot**. The call will be placed on hold.
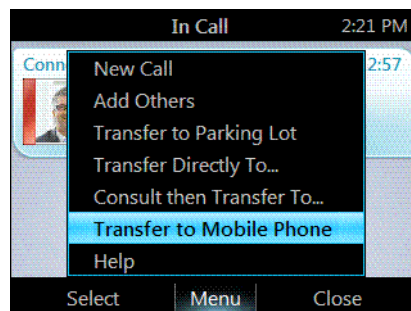

A notification appears, displaying a number to call in order to retrieve the call.

2. Contact the team that you want to answer the call, and give them the number from the notification.

TO TRANSFER A CALL TO A MOBILE PHONE

• From the **In Call** screen, select **Menu**, and then select **Transfer to Mobile Phone**.
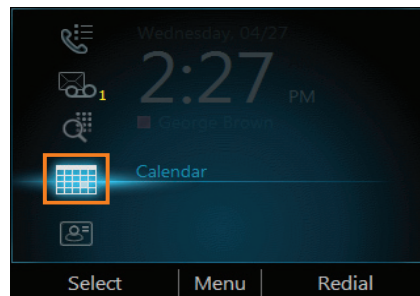
JOIN A MEETING FROM THE CALENDAR

Your calendar displays Microsoft® Outlook® appointments for the current day. You can join a meeting by using your phone.
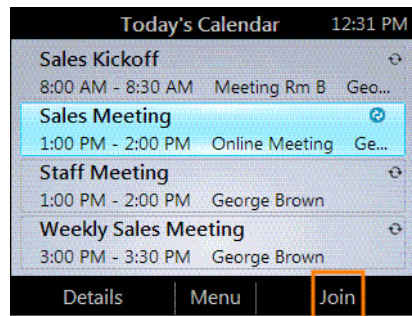
Note: You can join only Lync Meetings that have been created by using Microsoft Outlook.

TO JOIN A MEETING

1. From your phone's **Home** screen, select the **Calendar** icon.

2. From the **Today's Calendar** screen, choose the meeting that you want to join, and select **Join**.

ACCESS PHONE SETTINGS AND HELP

You can access Help and configure the following settings on your phone:

- Volume

- Brightness

- Logging

- Desk Phone Location

- Make Test Call

- Ringtones

- Phone-Unlock PIN

- Time Zone

- Date Format

- Time Format

- Language

- High Contrast

- Text Telephony (TTY)

- Malicious Call Trace

- Problem Reports Upload (Office 365 users only)

- Remote Log Access

Note: Some of the settings are configurable by the support team and may not be available on your phone.
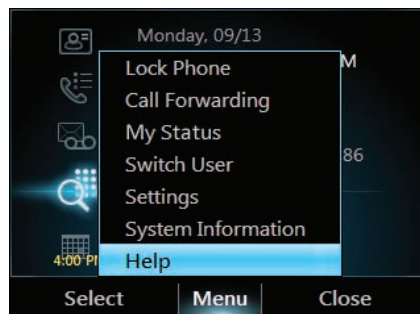
TO ACCESS THE SETTINGS MENU

1.   From your phone's **Home** screen, select **Menu**, and then select **Settings**.
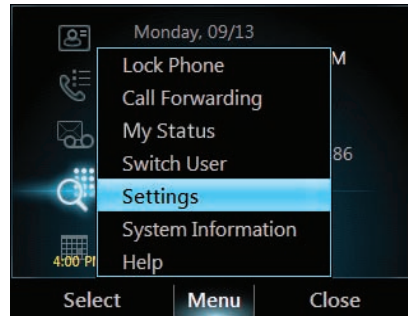
2.   From the **Settings** screen, select the setting you want to change.

TO ACCESS THE GENERAL HELP FOR THE PHONE

•   From your phone's **Home** screen, select **Menu**, and then select **Help**.

TO ACCESS CONTEXT-SENSITIVE HELP FOR A SPECIFIC SCREEN

•   From the screen that you are in, select **Menu** and then select **Help**.