



Mitel 6940W

MEVO Training Document

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Mitel 6940

Contacts:

Displays a list of your contacts.

Call History:

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

Voicemail:

Provides access to your voicemail service.

Settings:

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

Volume:

Adjust the volume of the ringer, handset, speaker and headset.

Programmable Keys

Up to **96** programmable keys, a maximum of **16** programmable keys per page

Goodbye:

Ends the active call and used for exiting menus.

Redial:

Displays Call History with a list of outgoing calls.

Hold:

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

Mute:

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

Speaker/Headset:

Toggles the phone's audio between speaker and headset.

LCD Touchscreen:

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



Basic Call Handling

1.) Making a Call

- Handset: Lift the handset and dial the number.
- Tap a program speed dial button
- Hands-Free (Speaker/Headset): Press the Speaker or Headset Key and dial.

2.) Answering a Call

- Handset: Lift the handset when the phone rings.
- Hands-Free: Press the speaker or Headset Key to answer without picking up the handset.
- Touchscreen: Tap the **Answer** softkey that appears at the bottom of the LCD screen.
- Headset: If using the headset, press the **Answer** button on the headset itself.

Currently, there are no dedicated hard or soft keys for multiple lines. The only current workaround to switch lines involves placing the caller on hold, answering via speaker, and hanging up the handset, which automatically moves the active call to the speakerphone.

3.) Ending a Call

- Replace the handset, or press the softkey labeled **End Call** or the **Goodbye** hardkey to disconnect.

4.) Hold and Resume

- Press the **Hold** button to put an active call on hold - the line's icon flashes.
- To resume, press the same Line key or select the held call on screen.

Automatic Hold: If you have multiple calls and you switch between them (by selecting a different line key), the phone automatically places the current call on hold. To switch back, tap the original line key (indicated by a flashing hold icon).

Other Incoming Call Options: while the phone is ringing, you may also see these softkey options on the screen:

- To VM: Send the caller directly to your voicemail.
- Ignore: Terminates the call and sends a busy signal to the caller.
- Silence: Mutes the audible ringer for that specific call while letting it continue to ring silently.

5.) Mute

- Press the **Mute** key during a call to mute your microphone (handset/headset/speaker).
- Press it again to unmute

- If the call you initiated is busy and not answered you can request a call back by tapping the call me back soft key button and hang up and your phone will ring when the called party is available.

Basic Functions & Features

9-1-1 Transfer

- Press the 911 transfer soft key and choose the destination. The caller will hear 3 beeps, announce the transfer to the answering agency, and then hang up the handset.
- Hang up outbound - if you chose the wrong agency to transfer to, push the hang up outbound softkey to cancel the transfer. The caller will remain on the line.
- 911 transfer without a speed dial - press the exit softkey, then press the transfer softkey; this will put the caller on hold, then dial the 10-digit phone number and press the transfer softkey again; this will result in a **BLIND TRANSFER**.

Conference A Call

- Conference - exit, press conference to put call on hold, dial phone number and press soft dial key, after party answers, press softkey conference again to join callers.
- Drop - select the caller you want off the call and press the drop softkey.
- Leave - pressing the leave softkey removes the dispatcher from the conference.

Note: You can only conference yourself and two additional parties.

ANI/ALI Screens & MAP Feature

ANI/ALI Screens

Wireline Spill

The Display:

- Callback phone number
- Name
- Address
 - Also Softkeys for 911 Xfer, Map, 911 Details, Callback and Exit

Wireless Spill

The Display:

- Callback phone number
- Wireless caller information
- Phase I or Phase II
- Latitude and Longitude
 - Also Softkeys for 911 Xfer, Map, 911 Details, Callback and Exit

NSI Wireless Spill (9-1-1 Only Phones)

The Display:

- The NSI phone number (prefix is 11) cannot be called back
- Tower Location (Latitude and Longitude)

ANI/ALI Soft Keys

911 Xfer - Brings up the 911 transfer list

Map - Will open a geographical map and show the location of the call.

911 Details - Shows ESN, Police, Fire, EMS info as well as Lat and Long, etc

Rebid - Press the Rebid Softkey to rebid a wireless call. This can be done every 10-20 seconds for a better location.

Note: it does take an aprox 6 seconds or less when selecting the mapping function or bidding for a more accurate location.

Call Back - Press the Callback softkey to call back if you are disconnected (this button does not work for NSI or 911 only phones)

Exit - Closes screen

MAP Feature

How to Display a Map and Map Tools

- While on an active call, press the MAP Softkey
 - The call will rebid - *Note this does take 6 seconds or less. While in process a spinning wheel is visual in the upper right corner of the screen.*
- The map will display after the rebid
 - Zoom Out, Zoom In and Rebid are located below the map display

- Press each softkey function to get the desired result of zoom in, zoom out or rebid. Each function will display an updated map
- The exit softkey will close the map if pressed and takes you back to the ANI/ALI Screen

9-1-1 History and Recording Playback

The MEVO features a 911 call history, allowing for the playback of call recordings. Please note that the phone can store a maximum of 30 calls and their recordings at any given time. As new calls are logged, the oldest calls will automatically drop off once the 30-call limit is reached. If you require a recording for review that is no longer available on the phone, please contact INdigital.

9-1-1 History

My Calls or All Calls

- Press the 911 History softkey
- Select My Calls (specific to the current MEVO of use) or All Calls (All MEVO positions) - The calls will be listed
- Press the blue icon in front of the call you want to view from the list. The ANI/ALI screen for that call will display

Call Back from 9-1-1 History

- Press the 911 History softkey
- Select My Calls (specific to the current MEVO of use) or All Calls (All MEVO positions) - The calls will be listed
- Press the blue icon in front of the call you want to view from the list. The ANI/ALI screen for that call will display
- Press the **Call Back** softkey along the bottom of the screen to call back the number selected.

(IRR Recording) Playback

- Press the 911 History softkey
- Select My Calls (specific to the current MEVO of use) or All Calls (All MEVO positions) - The calls will be listed

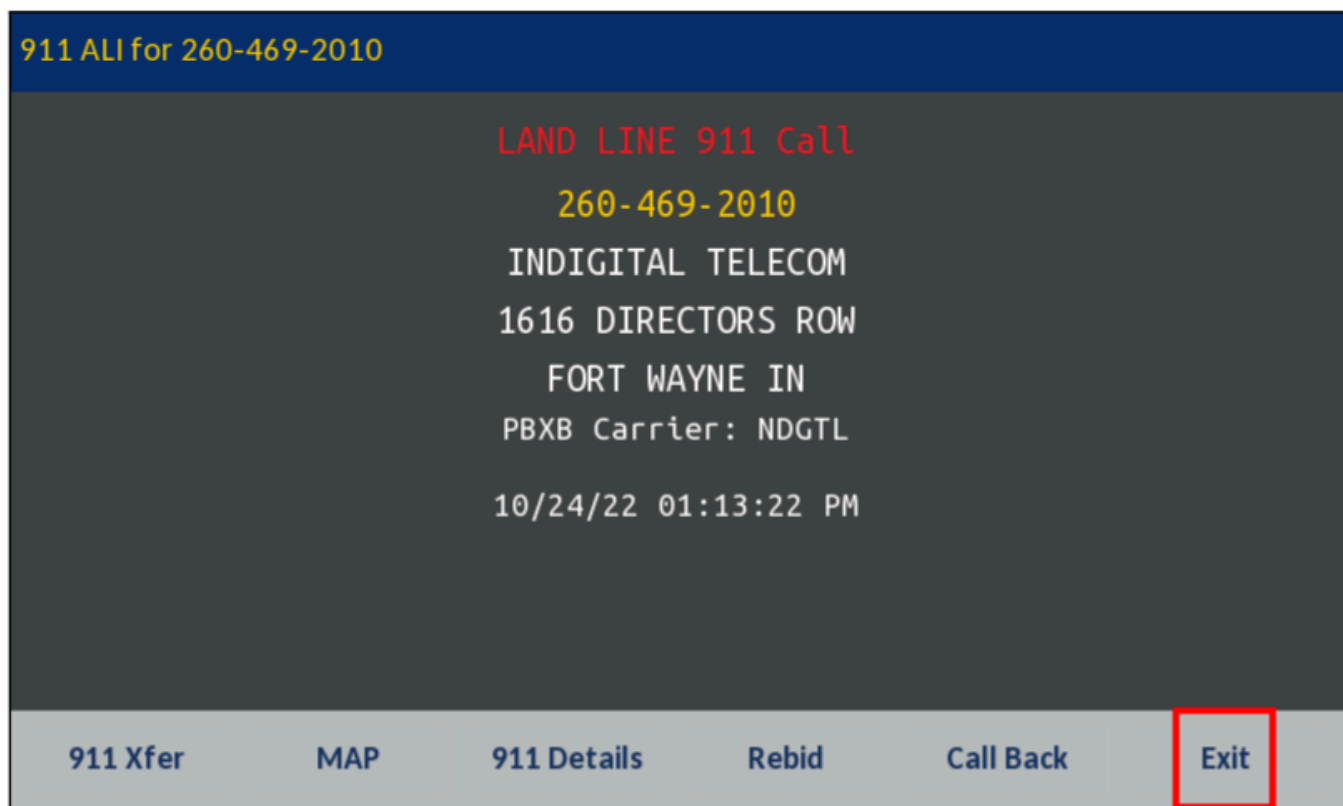
- Press the blue icon in front of the call you want to view from the list. The ANI/ALI screen for that call will display
- Press the **Playback** softkey along the bottom of the screen to play back the recording for the call selected.
- Press the **DROP** softkey to exit the recording and the screen.

MEVO Station to Station Transfer

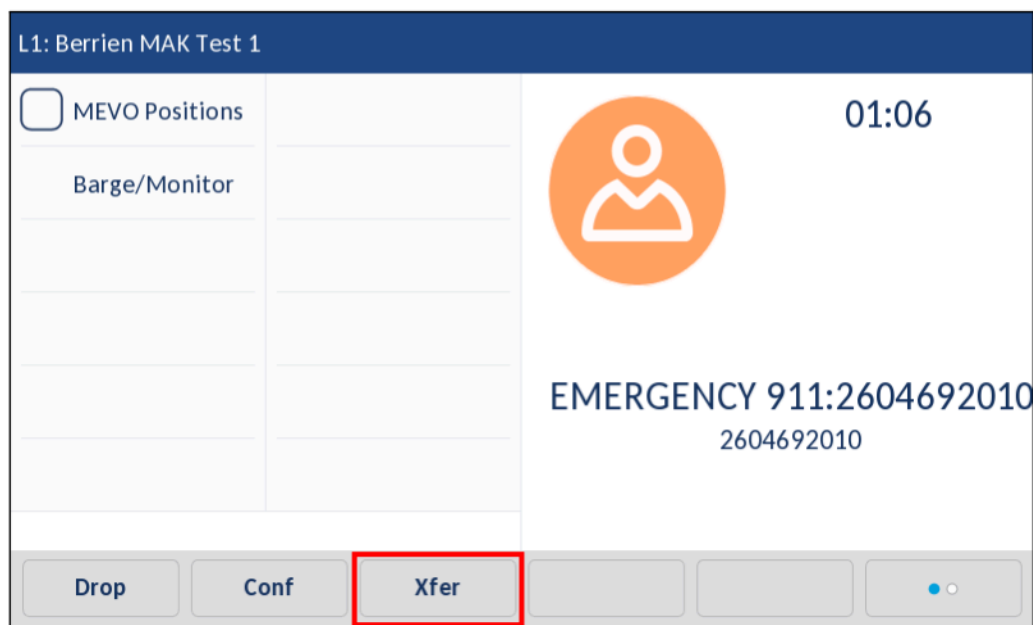
Available upon request, a custom speed dial/transfer menu may be configured for any MEVO Station to facilitate transfers between MEVO Stations in the same center and/or a MEVO Anywhere Kit.

How to Transfer from Station to Station

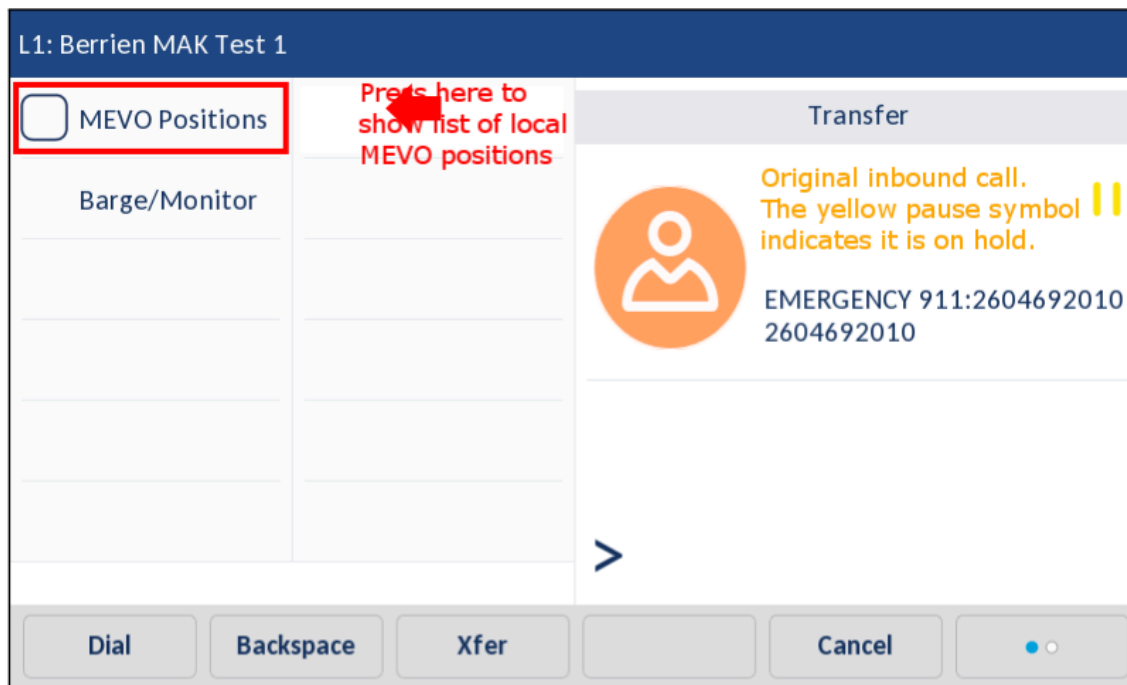
Once a call is received and answered, first touch the “Exit” softkey on the ALI display screen (this will **NOT** drop the call).



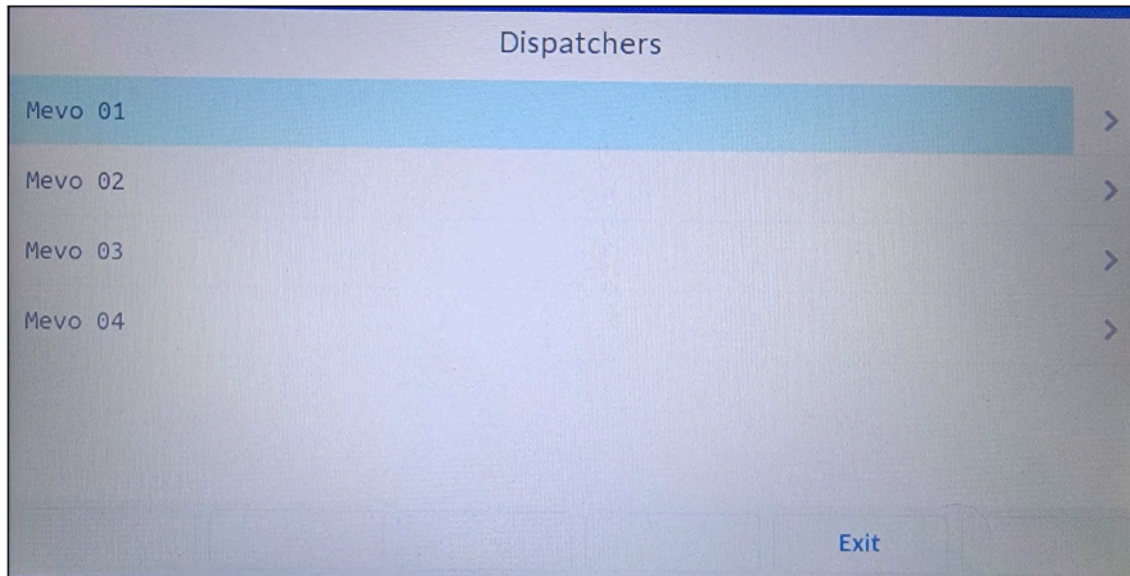
Once the ALI screen is closed, an Xfer softkey will be visible in the bottom row. Press this on the touchscreen to place the current call on hold and begin the transfer process.



The call, now on hold, will be displayed on the right with the word Transfer above it. Press the MEVO Positions softkey to display the list of local MEVO stations.



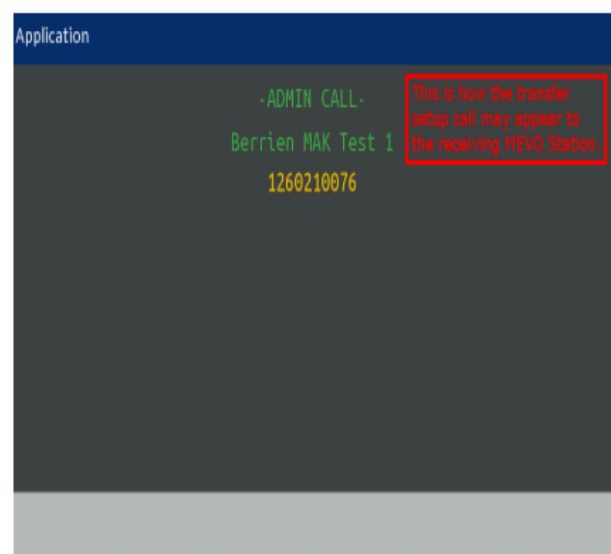
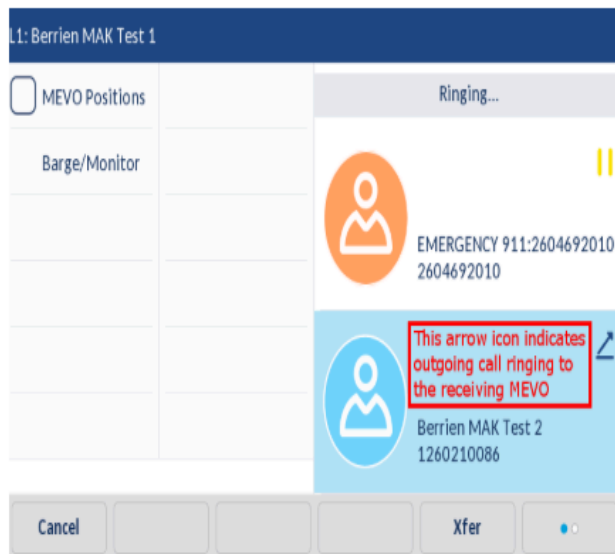
Once the list of Local MEVO Stations is displayed, press the station you wish to transfer to and press the arrow softkey to the far right of the station name.



An outgoing call will be placed to the receiving station, which will present as an Admin call displaying the name and extension of the station initiating the transfer. They may pick up the handset or press the appropriate L1/L2 Softkey to answer the call. The Cancel button may be pressed while the call is ringing in the event that the wrong station was selected (the original call will remain on hold and may be picked back up or re-transferred).

1. Original MEVO Station initiating the transfer:

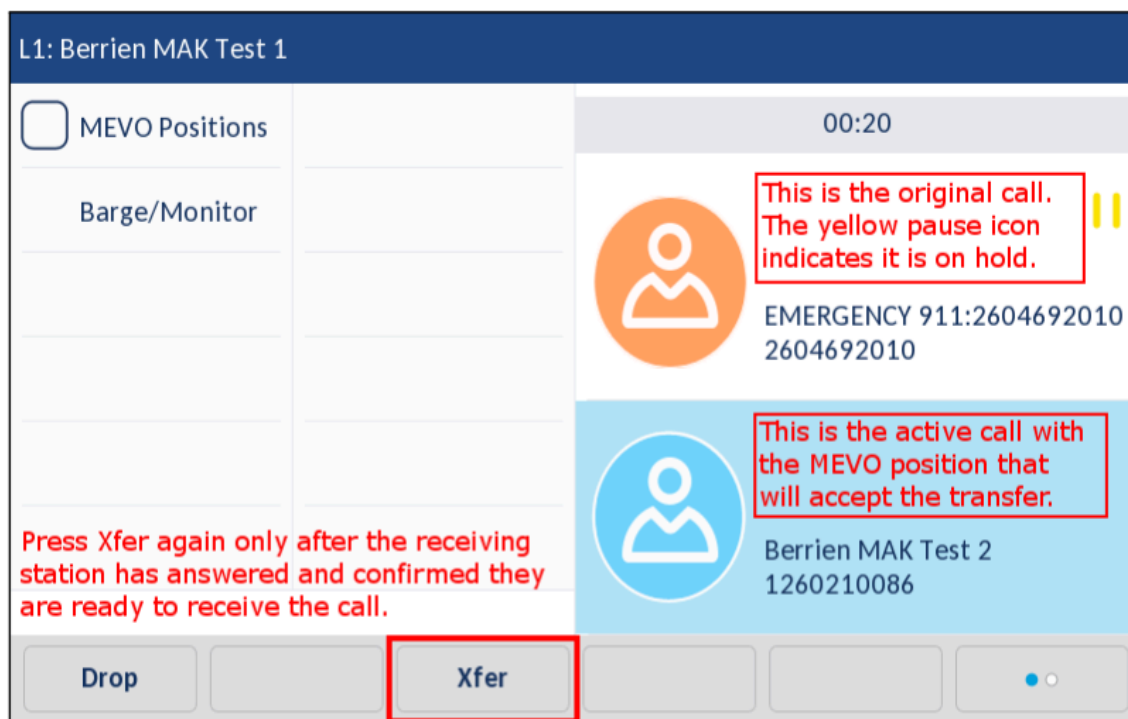
2. MEVO Station receiving the transfer:



Once the receiving MEVO Station has answered, the screen on the sending station will appear as below. After confirming that the receiving station is ready to accept the call, press the Xfer button again on the original station to complete the transfer. The incoming call will be released from hold and connected to the receiving station.

If the receiving station is unable to take the transfer, either party may press the “Drop” softkey to cancel the transfer.

The Incoming call remains on hold on the original station and may then be picked back up or transferred again to another MEVO position.



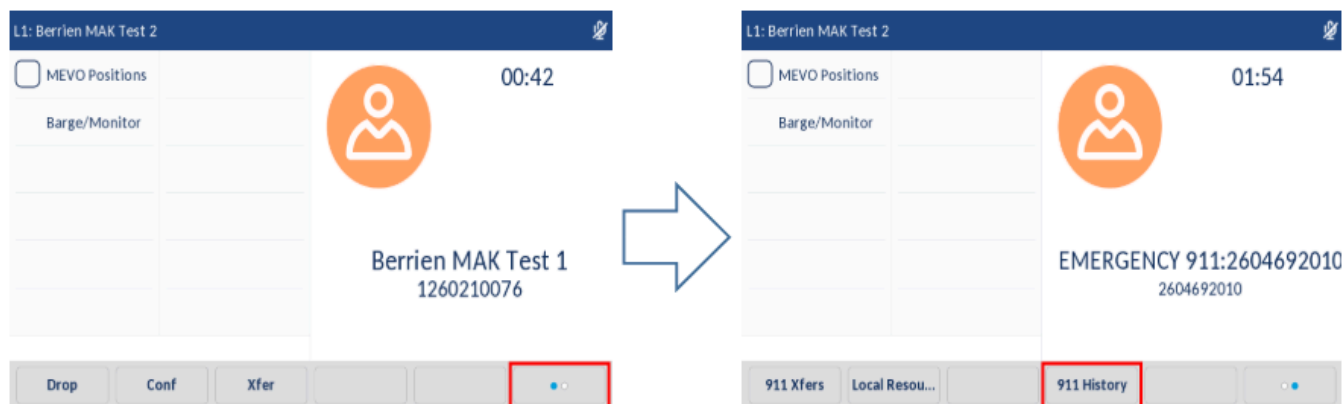
Once the transfer has been completed, the original MEVO station will return to its normal, idle background.

The station that accepted the transfer will initially still show the name and extension of the station that initiated the transfer.

Retrieving ANI/ALI from a Transferred Call

ANI Retrieval

When a transferred call is up, a softkey with two circles will be visible in the lower right corner of the touch screen. Press this once. The call ID display will refresh to show the actual ANI of the transferred call.



ALI Retrieval

To retrieve the ALI information, you must press the 911 History softkey, where you will be presented with one of two possible screens, depending on whether the station has directly received a 911 call previously or not.

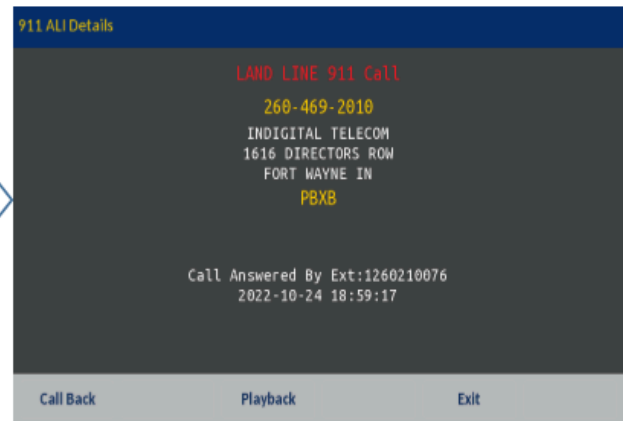
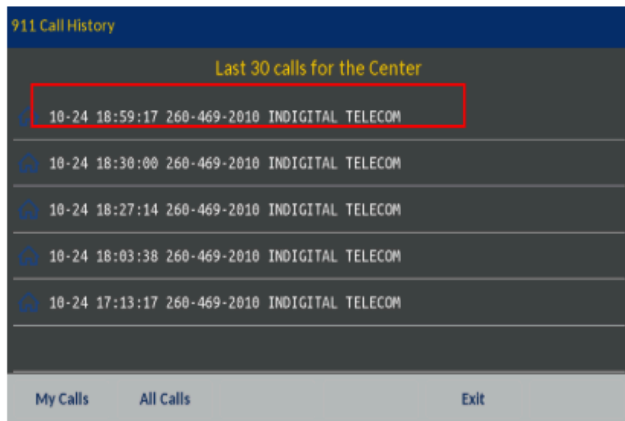
- 1.) If the display reads **“No calls found...”** press **“Last 30 calls for the Center”**
- 2.) If the display shows a list of previous calls for the station, press the **“All Calls”** softkey at the bottom of the screen.

*1. If station has **not** received a direct 911 call previously:*

*2. If station **has** received a direct 911 call previously:*



Select the original call from the list, which should be at or near the top, and match the ANI of the refreshed caller ID. The ANI/ALI record for the call will then be displayed.



Barge/Monitor Feature

'Barge/Monitor' is a softkey located on the MEVO screen. This feature allows all dispatchers the ability to listen in or take over a call that is being handled by another dispatcher on another MEVO phone.

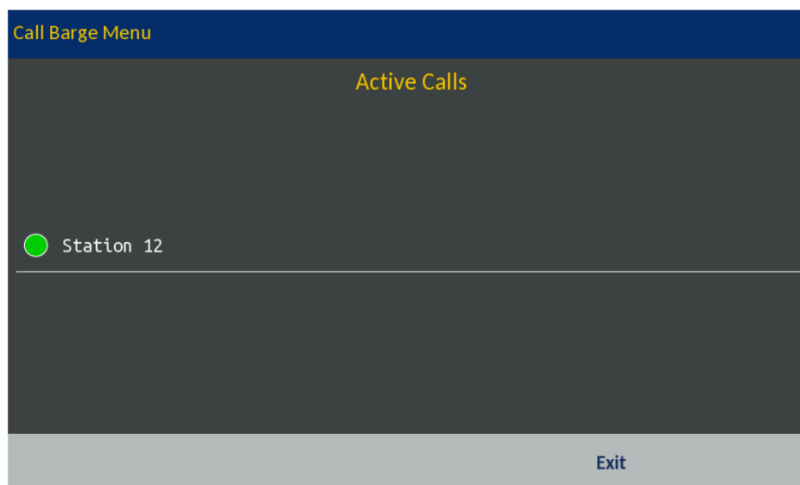
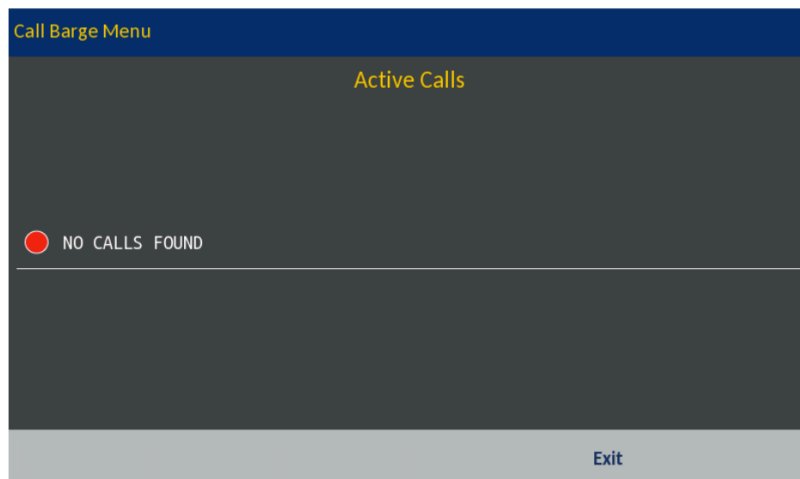


How to Use Barge/Monitor

- From any position, click the softkey labeled Barge/Monitor

Note: You must keep the handset on the cradle to perform this function until the phone rings and then you can pick up the handset to monitor or barge.

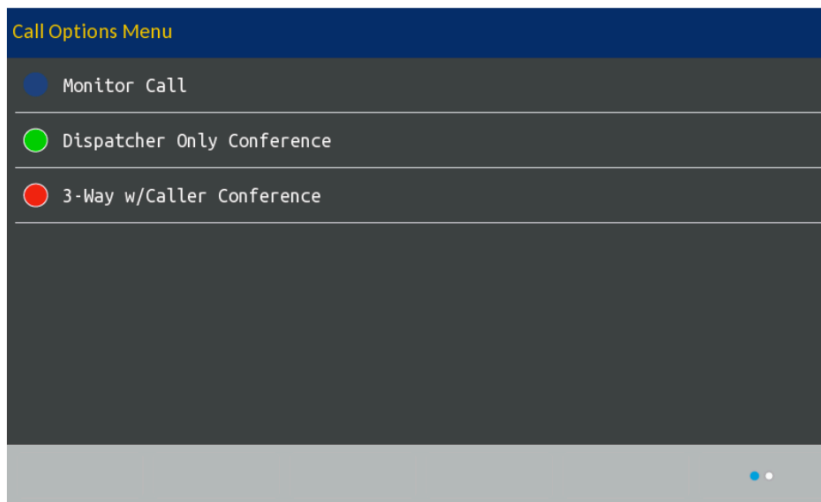
- If NO ACTIVE CALLS: the screen will display “NoCalls Found”.
- If ACTIVE CALLS: the screen will display a list of the position(s) where the calls are being handled.
- If you decide you do not need to Barge/Monitor, simply press the exit softkey to go back to the main screen.
- From any position, click the softkey labeled Barge/Monitor.



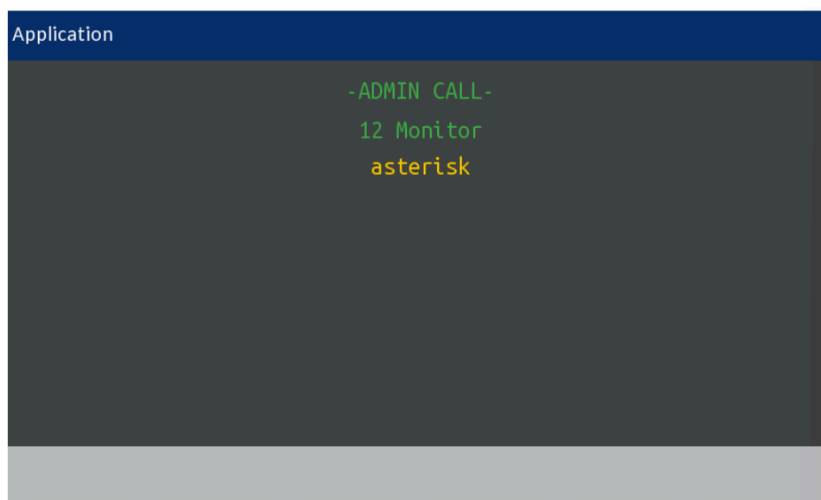
Select the call you wish to monitor or barge by pressing the call on the list.

A Call Option Menu will open. You can select the following options:

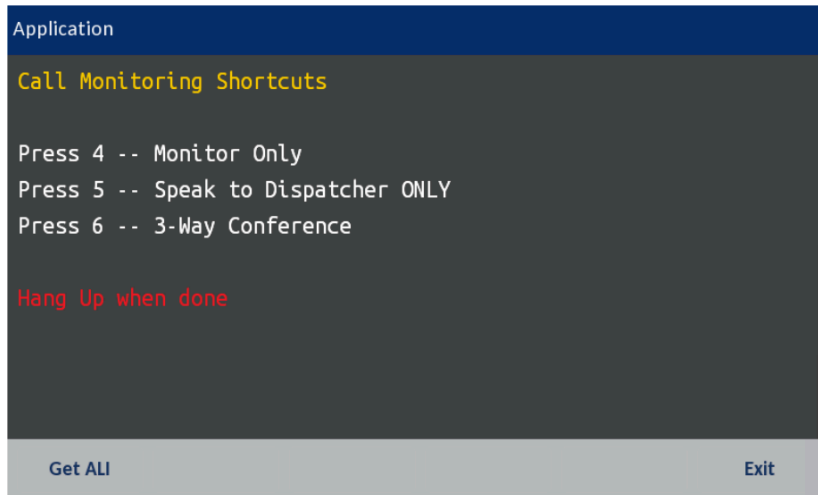
- **Monitor Call** - Select to just listen in. You are muted to both the dispatcher and caller.
- **Dispatcher Only Conference** - Allows you to speak with the dispatcher handling the call; the caller will not hear you speaking, but will continue to hear the dispatcher handling their call.
- **3-Way w/Caller Conference** - You, the dispatcher, and the caller will all be in a 3-way conversation, and all participants will hear each other.



- Pressing one of the options will cause the supervising position to ring as if there were an incoming call. It will display “-ADMIN CALL-”, with the position and mode that were selected, and “asterisk” as seen below.



- Picking up your handset will join you to the active call and allow you to change your Barge mode by pressing the Call Monitoring Shortcuts on the MEVO Phone's keypad. Press the "Get ALI" softkey to display any ALI information associated with the active call (if available). **Hanging up will end call supervision without interrupting the ongoing call.**



Shortcut Screen Disappeared

- The Call Monitoring Shortcuts screen may timeout and disappear from the screen after a minute but call supervision will still be active.
- Even with the shortcut menu not visible, **(4) Monitor Only (5) Speak to Dispatcher Only (6) 3-Way Conference** on the keypad will still switch between the respective modes.
- If the screen has timed out and you still need to retrieve ALI information or view the shortcuts, hang up and initiate a new supervision session by pressing the Barge/Monitor key once more and follow the previously mentioned instructions.

Reroute Functionality

This feature allows you to move calls from your CPE to the backup MEVO phone system. **If 911 needs to be rerouted to the MEVO phones, the following steps only need to be completed on one of the MEVO phones in your center.**

Reroute 9-1-1 (CPE Down)

Scenario - CPE has gone down and cannot receive new calls; 911 calls need to be moved to the MEVO and will no longer ring on your CPE.

- Press the REROUTE 911 softkey on the MEVO screen

- A warning appears for the operator to confirm the reroute of 911 calls
 - Press YES to continue
 - Press NO to exit
- Type in a 6 digit password (_____) and press the DONE softkey.
 - If the screen times out and closes, repeat the previous steps.
Note: the following options will be displayed at the bottom of the screen; CPE, MEVO Backup, MAK Kit or Abandon.
- Press the option for **Backup MEVO**
 - You will receive a successful message stating the 911 calls have been redirected.
 - There will also be a message to place a test 911 call to verify-**always place a test call**

Reroute 9-1-1 **Abandon PSAP**

Scenario - Need to abandon the PSAP due to an emergency situation such as a bomb threat, fire, flood, etc. (You are no longer safe in your center and leaving the facility)

- Press the REROUTE 911 softkey on the MEVO screen
- A warning appears for the operator to confirm the reroute of 911 calls
 - Press YES to continue
 - Press NO to exit
- Type in a 6 digit password (_____) and press the DONE softkey.
 - If the screen times out and closes, repeat the previous steps.
*Note: the following options will be displayed at the bottom of the screen; **Primary CPE, Backup MEVO and Abandon PSAP**. If you have a **MAK Kit** this option will appear also at the bottom of the screen.*
- Press the option **Abandon PSAP**
 - You will receive a successful message stating the 911 calls have been redirected.
 - There will also be a message to place a test 911 call to verify **always place a test call!**

Confirm Reroute was Successful

- Press the REROUTE 911 softkey on the MEVO Screen.
- A warning appears for the operator to confirm the reroute of 911 calls.
 - Press the STATUS softkey
- Current route will display (Backup MEVO or Abandon PSAP or Primary CPE)

Reroute Call Back to CPE

- Press the REROUTE 911 softkey on the MEVO screen
- A warning appears for the operator to confirm the reroute of 911 calls
 - Press YES to continue
 - Press NO to exit
- Type in a 6 digit password (_____) and press the DONE softkey.
 - If the screen times out and closes, repeat the previous steps.
Note: the following options will be displayed at the bottom of the screen; CPE, MEVO Backup, MAK Kit or Abandon.
- Press the Primary **CPE softkey**
 - You will receive a successful message stating the 911 calls have been redirected.
 - There will also be a message to place a test 911 call to verify **always place a test call!**

Reroute Admin (non-emergency)

This is for Admin Integration customers, the Reroute Admin Feature allows you to reroute Admin calls to MEVO, and the following procedures only need to be completed on a single MEVO phone.

Reroute Admin to MEVO “Night Mode”

- Press the REROUTE Admin softkey on the MEVO Screen.
- You will be prompted for a password.
 - Type password followed by pound (#) sign.
 - Password: **12345#**
 - A recording will state “night mode” and admin calls are now routed to the MEVO phones.
 - Place an admin test call to be sure calls are routing properly.

Reroute Admin back to CPE “Day Mode”

- Press the REROUTE Admin softkey on the MEVO Screen.
- You will be prompted for a password
 - Type password followed by pound (#) sign.
 - Password: **12345#**
 - A recording will state “day mode” and admin calls are now routed back to your CPE.
 - Place an admin test call to be sure calls are routing properly.

Always make sure to contact INdigital and, if applicable, your PBX vendor, if you need to change the way your calls are routed. Anytime you reroute calls, **ALWAYS complete a test call** to confirm the reroute was successful. In an abandoned PSAP scenario, be sure that when it is safe to return to your PSAP that you reroute your calls back to your Primary CPE.

Texty OTP - Texty One Time Passcode

Applicable for Texty users: Texty requires a dual authentication passcode when logging in for the first time after an 8-hour period. In the past, a FOB was used at every position to retrieve this OTP. Now it will be retrieved from the MEVO phones.

How to Retrieve the OTP for Texty

- Press the Texty OTP softkey on the MEVO phone
 - The Texty OTP numbers are displayed on the screen in the upper left hand corner
- Type the given passcode into the Texty application
- Texty should now open and be ready for use

OTP Alternative

Each agency will have at least one FOB as an alternative method of logging into Texty to be used in the event that the OTP can not be retrieved from the MEVO phone.