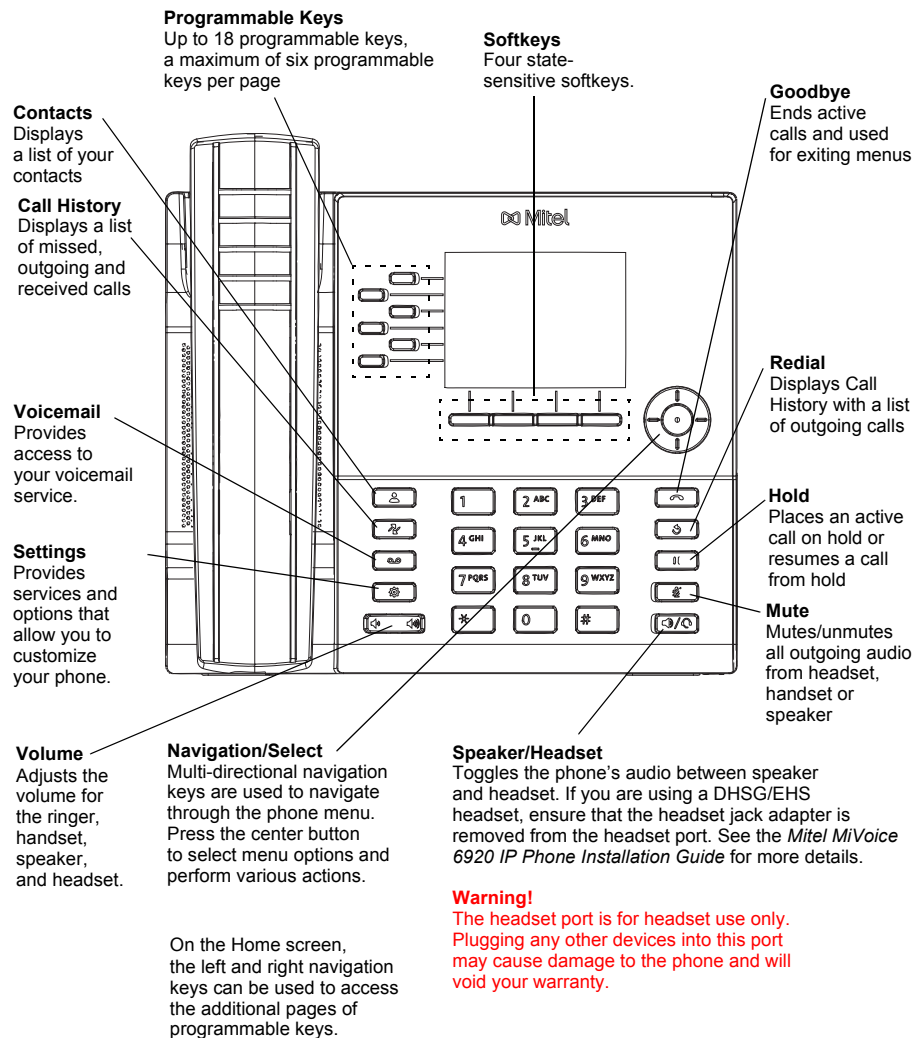


# Quick Reference Guide

## Mitel MiVoice 6920 IP Phone

### Getting started



### Basic call handling

#### Making a call

1. Lift the handset or press the key, and dial the number.
2. Press the **Line** programmable key and dial the number.



#### Ending a call

Place the handset back in its cradle, press the **End Call** softkey, or press the key.

#### Answering a call

Lift the handset or press the key for handsfree operation.

#### Redialing

Press the **Redial** softkey once or the key twice to call the last dialed number as displayed on the Home screen

or

Press the key once to access the Call History application with a list of recently dialed numbers. Use the up and down navigation keys to scroll through the entries and either press the **Select** button or **Dial** softkey to redial the selected number.

#### Muting

Press the key while on an active call to mute the microphone for your handset, headset, or speaker. Press the key again to unmute the audio.

#### Holding and resuming

1. To place an active call on hold, press the key. A (hold) icon flashes on the respective **Line** key.
2. To resume the call, press the key again or press the respective **Line** key.

**Note:** For details on all the available features and options, refer to the *Mitel MiVoice 6920 IP Phone User Guide*.

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## User Interface (UI) overview

### Home screen

The Home (default) screen is displayed when the phone is in the idle state. The Home screen displays status indicators, user directory number, avatar, last dialed number, time, date and list of programmable softkeys.

Your Directory Number

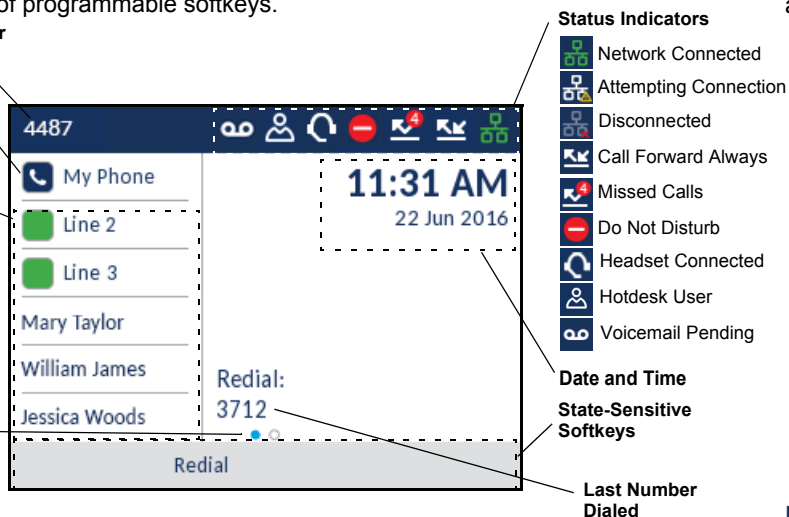
Prime Line Key

- Solid - Available
- Blinking - Ringing

Programmable Keys

Programmable Key Page Indicator

Dots indicate the number of programmable key pages and its relative position.



Status Indicators

- Network Connected
- Attempting Connection
- Disconnected
- Call Forward Always
- Missed Calls
- Do Not Disturb
- Headset Connected
- Hotdesk User
- Voicemail Pending

Date and Time

State-Sensitive Softkeys

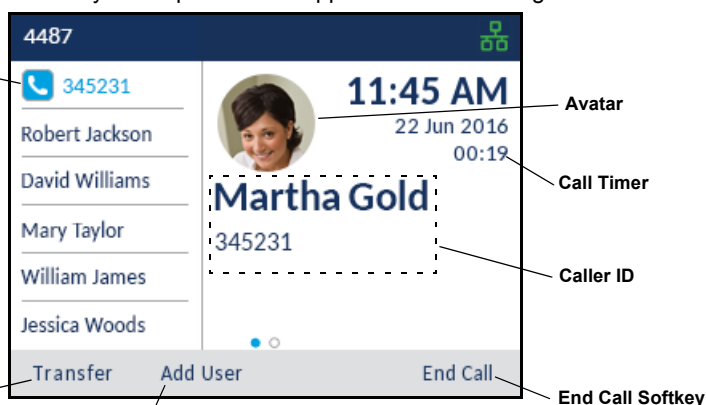
Last Number Dialed

### Call screen

When on an active call, caller's avatar, name, number and call duration timer is displayed. The context-sensitive softkeys are updated with applicable call handling features.

Prime Line Key

- Busy
- On Hold



Avatar

Call Timer

Caller ID

End Call Softkey

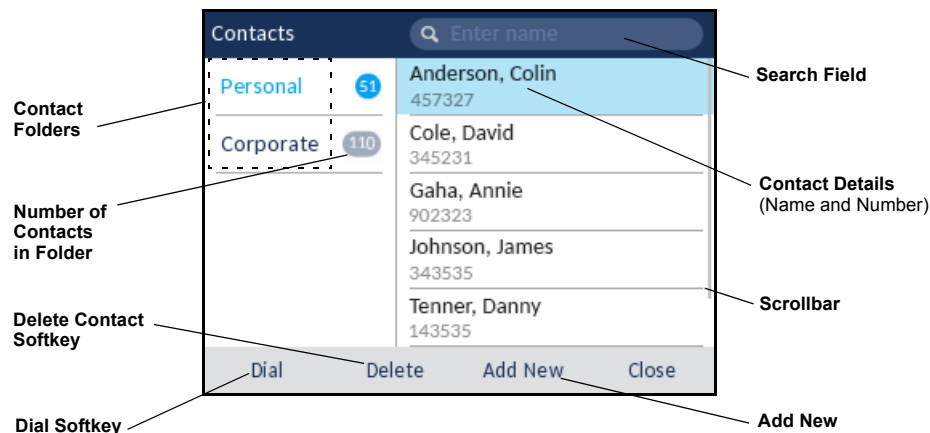
Transfer Softkey

Conference Softkey

## Applications

### Contacts

The Contacts application stores personal phone book and directory. The Mitel MiVoice 6920 IP Phone supports a localized Personal directory as well as enhanced functionality allowing for interoperability with LDAP (corporate) directories.



Search Field

Contact Details (Name and Number)

Scrollbar

Add New


Contact Folders

Number of Contacts in Folder

Delete Contact Softkey

Dial Softkey

### Making a call using the Contacts application

- Press the  key to access the Contacts application.
- Navigate to the respective contacts folder and scroll through the contacts by using the navigation keys or Enter characters using the keypad and press the **Search** softkey to use the search feature.
- When the applicable contact is highlighted, press the **Select** button or **Dial** softkey to place a call using the entry's default phone number or To place a call to a different phone number defined for the entry (for example, a mobile number), press the right navigation key, highlight the phone number you want to call using the up or down navigation keys, and press the **Select** button or **Dial** softkey.


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## Call History


The Call History application displays a list of your missed, outgoing and received calls. You can view, delete and dial out to call history entries as well as copy entries to your Contacts application.



## Using the Call History application

1. Press the  key to access the Call History application.
2. Scroll through the lists by using the navigation keys. To view additional entry details, press the **Right** navigation key when the entry is highlighted.
3. Press the **Select** button or **Dial** softkey to place a call to the respective entry or  
Press the **Add Contact** softkey to copy the entry to your Contacts application or  
Press the **Delete** softkey to delete the entry from your Call History.

## Voicemail

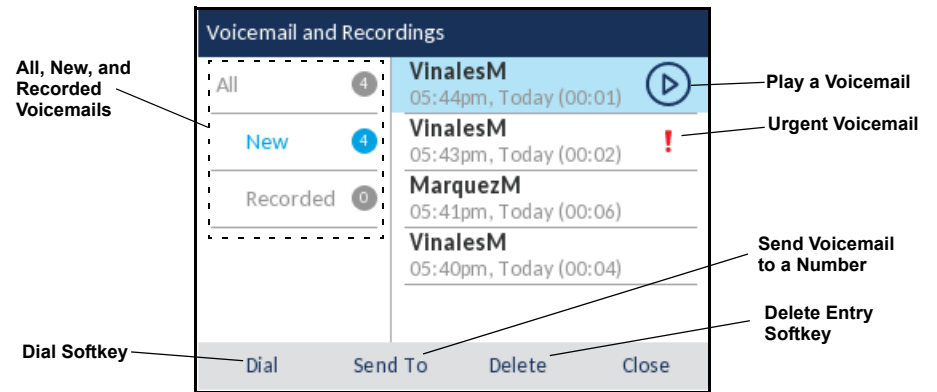
When voicemail functionality is enabled, the MWI LED on the Mitel MiVoice 6920 flashes red and the  (Voicemail) icon displays on the status bar indicating that voicemail messages are available. You can access your voicemail service by pressing the **Voicemail** key

## Visual voicemail


Visual voicemail enables access to voicemail system and displays a count of all, new

and recorded voicemail messages.

**Note:** Voicemail and visual voicemail functionality must be configured by your System Administrator.



## Enabling visual voicemail

1. Press the  (**Settings**) key on the phone to access the **Settings** menu.
2. Navigate to **Voicemail** using the left navigation key and then press the **Select** softkey
3. Press the **Select** softkey to select the **key opens Voicemail App** checkbox.
4. Press the **Save** softkey.

**Note:** For security reasons, the password can be enabled only from the user login screen.

**Note:** For additional visual voicemail functions, refer to the *Mitel MiVoice 6920 IP Phone User Guide*.

## Advanced call handling

The Mitel MiVoice 6920 IP Phone provides a method for transferring calls through the **Transfer** softkey.

## Transferring a call

1. Ensure you are on active call with the party you wish to transfer.
2. Press the **Transfer** softkey.

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The active call is placed on hold.

3. Enter the transfer recipient's number and press the **Transfer** softkey.

## Creating a multi-party conference call

1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
2. Press the **Add User** softkey. The active call is placed on hold.
3. Enter the conference target's number.
4. Wait for an answer, consult, and then press the **Join Calls** softkey to create the three-way conference call.
5. Repeat steps 2 to 4 to add an additional party (maximum of seven participants) to the conference.

## Speed Call programmable key configuration

A **Speed Call** key allows you to dial a specified number with one key press. **Speed Call** keys can be useful as they can be programmed to dial directly to an internal or external number or quickly access features that use feature access codes. You can also transfer calls to or create conference calls using your **Speed Call** keys in place of dialing out manually.

**Note:** Configuring a programmable key using the press-and-hold method is only available if enabled by your System Administrator.

## Programming a Speed Call key

1. Press and hold the applicable programmable key (for 0-5 seconds) until the **Label Name** field is displayed.
2. In the **Label Name** field, enter a label to apply to the key.

**Note:** 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 and enter the number using the dialpad keys.
4. (Optional) Press the down navigation key to move to the **Private** checkbox and press the **Select** button to make the key a Private Speed Call key. When a Private Speed Call key is pressed, the call is considered private and caller ID information is not displayed in the phone's call history.
5. Press the **Save** softkey to save the information to the key you selected.

**Note:** Other features such as Phone Lock, Call Forward Always, Do Not Disturb, and Account Code keys can be programmed using the press-and-hold method (if enabled by your System Administrator). For more information, please refer to the *Mitel MiVoice 6920 IP Phone User Guide*.