Quick Reference Guide

Mitel MiVoice 6920 IP Phone

Getting started

Programmable Keys
Six programmable, multi-function self-labeling keys allowing up to 18 functions.

Softkeys
Four state-sensitive softkeys.

Contacts
Displays a list of your contacts

Goodbye
Ends an active call. Also exits lists (such as the Call History) and menus (such as the Static Settings menu) without saving changes.

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

Voicemail
Provides access to your voicemail service.

Redial
Displays a list of your outgoing calls.

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

Hold
Places an active call on hold.

Mute
Mutes the microphone so that your caller cannot hear you.

Volume
Adjusts the volume for the ringer, handset, speaker, and headset.

Navigation/Select
Multi-directional navigation keys that allow you navigate through the phone's UI. Pressing the center **Select** button sets options and performs various actions such as dialing out from Contacts or Call History.

On the Home screen, the left and right navigation keys can be used to access the additional pages of programmable keys.

Speaker/Headset
Toggles the phone's audio between speaker and headset. If you are using a DHSG/EHS headset, ensure that the headset jack adapter is removed from the headset port. See the *Mitel MiVoice 6920 IP Phone Installation Guide* for more details.

Warning!
The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

Basic call handling

Making a call

1. Lift the handset or press the [🔊/🎧] key.
2. If required, dial the prefix for external calls using the keypad.
3. Dial the number.

Ending a call

Place the handset on its cradle, press the **End Call** softkey, or press the [☎] key.

Answering a call

Lift the handset for handset operation 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 a list of recently dialed numbers. Use the **Up** and **Down** navigation keys to scroll through the entries and 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 a call on hold, press the [⏸] key when connected to the call. A ⏸ (hold) icon flashes on the applicable **Line** key.
2. To resume the call, press the applicable **Line** key.

Note: For details on all the available features and options please refer to the *Mitel MiVoice 6920 IP Phone User Guide*.
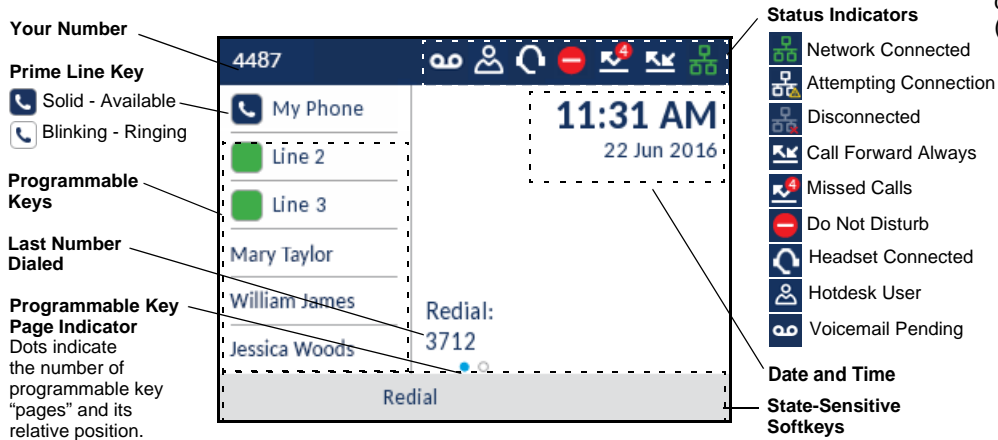
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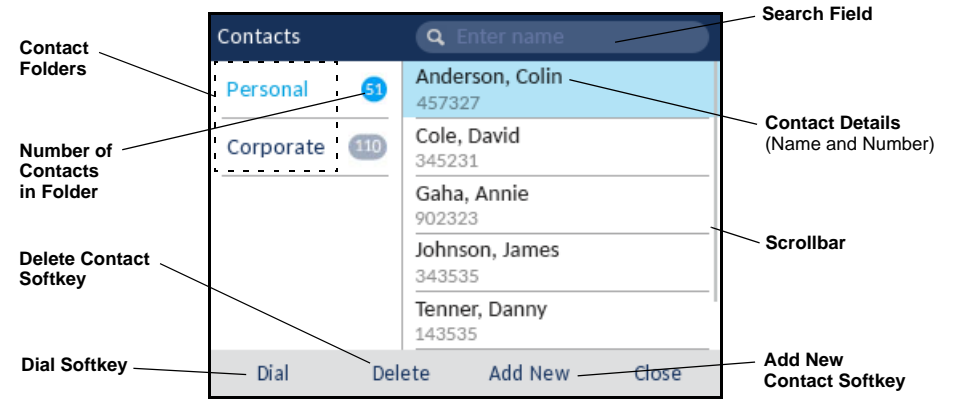
User Interface (UI) overview

Home screen

The Home screen displays the date and time along with the last dialed number. It is the default screen displayed when the phone is in an idle state.

Your Number

Prime Line Key
- Solid - Available
- Blinking - Ringing

Programmable Keys

Last Number Dialed

Programmable Key Page Indicator
Dots indicate the number of programmable key "pages" and its relative position.

4487 — My Phone — Line 2 — Line 3 — Mary Taylor — William James — Jessica Woods — 11:31 AM — 22 Jun 2016 — Redial: 3712 — Redial

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

Call screen

When on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar, name, number, and call duration timer. The context-sensitive softkeys also change allowing you access to more call handling features.

Prime Line Key
- Busy
- On Hold

Conference Softkey

Transfer Softkey

4487 — 345231 — Robert Jackson — David Williams — Mary Taylor — William James — Jessica Woods — 11:45 AM — 22 Jun 2016 — 00:19 — Martha Gold — 345231 — Transfer — Add User — End Call

Avatar

Call Timer

Caller ID

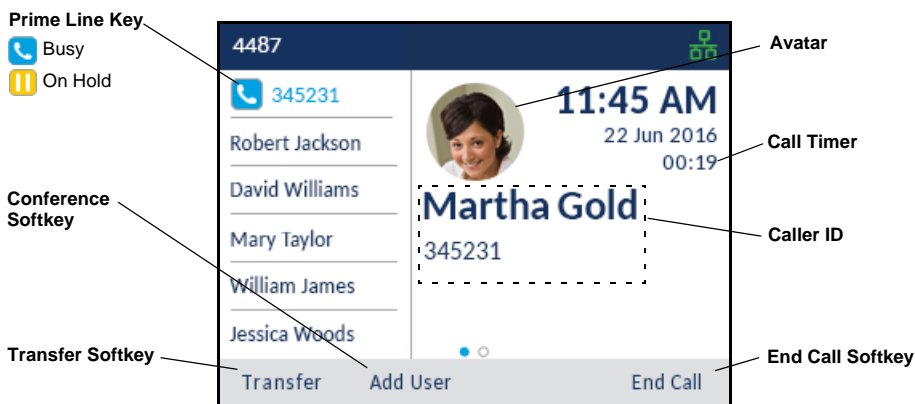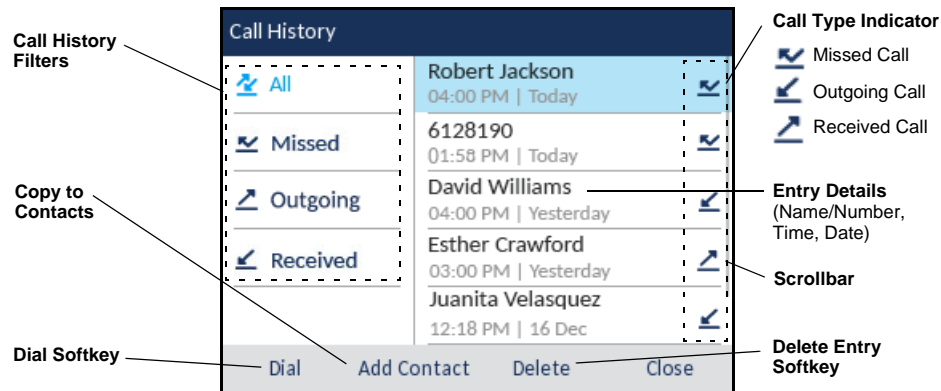**End Call Softkey**

Applications

Contacts

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

Contact Folders

Number of Contacts in Folder

Delete Contact Softkey

Dial Softkey

Contacts — Enter name — Personal 51 — Corporate 110 — Anderson, Colin 457327 — Cole, David 345231 — Gaha, Annie 902323 — Johnson, James 343535 — Tenner, Danny 143535 — Dial — Delete — Add New — Close

Search Field

Contact Details (Name and Number)

Scrollbar

Add New Contact Softkey

Making a call using the Contacts application

1. Press the [⊙] key to access the Contacts application.

2. 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.

3. 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 is a stored log 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.

Call History Filters

Copy to Contacts

Dial Softkey

Call History		Call Type Indicator
⤴ All	Robert Jackson 04:00 PM | Today ⤵	⤵ Missed Call
⤵ Missed	6128190 01:58 PM | Today ⤵	⤴ Outgoing Call
⤴ Outgoing	David Williams 04:00 PM | Yesterday ⤴	⤴ Received Call
⤴ Received	Esther Crawford 03:00 PM | Yesterday ⤴	**Entry Details** (Name/Number, Time, Date)
	Juanita Velasquez 12:18 PM | 16 Dec ⤴	**Scrollbar**
Dial	Add Contact	Delete	Close	**Delete Entry Softkey**

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.

Advanced call handling

The Mitel MiVoice 6920 IP Phone provides convenient methods for transferring calls and establishing conference calls.

Transferring a call

1. Ensure you are on active call with the party you wish to transfer.

2. Press the **Transfer** softkey.
   The active call is placed on hold.

3. Enter the transfer recipient's number.

4. Press the **Transfer** softkey or hang up the handset to complete an unattended call transfer
   or
   Wait for an answer, consult, and then press the **Transfer** softkey or hang up the handset to complete an attended transfer.

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 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 4 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*.

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