

Mitel 6920 IP Handset Guide

Your Mitel handset quick reference guide booklet.



Phone Diagram



- | | |
|----------------------|-------------------------|
| 1. Handpiece | 9. D-PAD |
| 2. Profile Key | 10. Softkeys |
| 3. History Key | 11. End Call Key |
| 4. Voicemail Key | 12. Recall Key |
| 5. Settings Key | 13. Hold Key |
| 6. Volume Rocker Key | 14. Mute Key |
| 7. LCD Display | 15. Speaker/Headset Key |
| 8. Programmable Keys | 16. Dial Pad |

Basic Handset Use


Making a call

Lift the handpiece or press the  key and dial the number.

or

Press the **Line** Programmable Key and dial the number.


Ending calls

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


Answering a call

Lift the handpiece or press the  key for handsfree operation.



Redialling

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



or

Press the  key once to access the Call History application with a list of recently dialled 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 handpiece, headset, or speaker. Press the  key again to unmute the audio.

Holding and resuming

To place an active call on hold, press the  key. A  (Hold) icon flashes on the respective **Line** key.

To resume the call, press the  key again or press the respective **Line** key.

User Interface 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 points to the number 3712 at the top left.

Last Number Dialed points to the redial information: Redial: 3612.

Status Indicators points to the top right status bar containing icons for Network Connected, Network Connecting, Disconnected, Bluetooth Enabled, Headset Connected, Mobile Connected, Call Forward Always, Missed Calls, Do Not Disturb, Hotdesk User, and Voicemail Pending.

Programmable Keys points to the bottom bar containing a Redial button.

Call screen points to the central area showing the caller's name (Martha Gold) and number (345231).

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.

Avatar points to the caller's profile picture.

Call Timer points to the call duration timer (00:18).

Caller ID points to the caller's name (Martha Gold) and number (345231).

End Call Softkey points to the End Call button in the bottom bar.

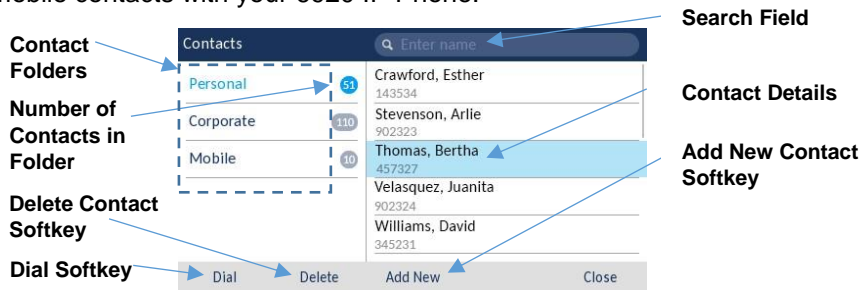
Conference Softkey points to the Transfer button in the bottom bar.

Transfer Softkey points to the Add User button in the bottom bar.

Applications

Contacts

The Contacts application stores personal phone book and directory information. The Mitel MiVoice 6920 IP Phone supports a localised Personal directory, interoperability with LDAP (corporate) directories, and enhanced MobileLink functionality, which allows you to sync your mobile contacts with your 6920 IP Phone.



Making a call using the contacts applications

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 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 entries 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.

Call history

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

Call History Filters

Copy to Contacts

Dial Softkey

Call Type Indicators

- Missed Call
- Received Call
- Outgoing Call

Entry Details

Delete Entry Softkey


Call Type	Contact	Time	Date
My Phone	Marc Marquez	01:01am	Today
Missed			
Outgoing	Livio Suppi	10:33pm	Yesterday
Received	258	12:26pm	14 Mar 2017
My Mobile	Jorge Lorenzo	11:02am	14 Mar 2017
Missed	2504 (2)	10:52am	13 Mar 2017

Softkeys: Dial, Add Contact, Delete, Close

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.

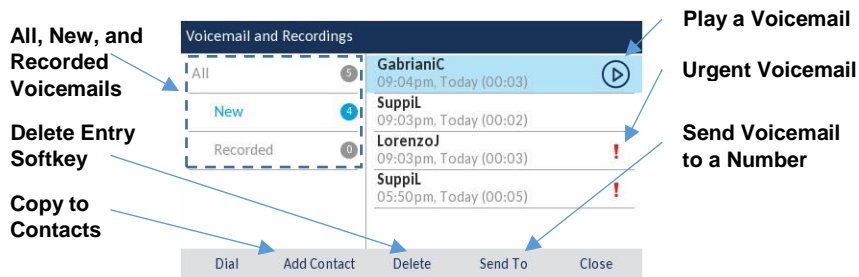
Voice mail

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 **Voice mail** 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 NT Connect installer.



Enabling visual voicemail

1. Press the  (**Settings**) key on the phone to access the **Static Settings** menu.
2. Navigate to **Voice mail** 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

Advanced Call Handling

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

Transferring calls

1. Ensure you are on active call with the party you wish to transfer.
2. Press the **Transfer** softkey. The 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 dialling 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.
3. Press the down navigation key to move to the **Number** field and enter the number using the dial pad 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, Mobile Line, and Account Code keys can be programmed using the press-and-hold method (if enabled by your NT Connect Installer)

