Quick Reference Guide

Mitel MiVoice 6920 IP Phone

Getting started

Making a call
1. Lift the handset or press the 3/0 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 0 key.

Answering a call
Lift the handset or press the 3/0 key for handsfree operation.

Redialing
Press the Redial softkey once or the 0 key twice to call the last dialed number as displayed on the Home screen or
Press the 0 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 Speak key while on an active call to mute the microphone for your handset, headset, or speaker. Press the Mute key again to unmute the audio.

Holding and resuming
1. To place an active call on hold, press the 0 key. A (hold) icon flashes on the respective Line key.
2. To resume the call, press the 00 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.
Quick Reference Guide

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.

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.

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.

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.

© Copyright 2017, Mitel Networks Corporation. All Rights Reserved.
The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks. Mitel's Power Over Ethernet (PoE) Powered Device (PD) products are covered by one or more of the U.S. patents (and any foreign patent counterparts thereto) identified at Mitel's website: www.mitel.com/patents. For more information on the PD patents that are licensed, please refer to www.cmspatents.com.
**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 **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.
Quick Reference Guide

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.