Quick Reference Guide

Mitel MiVoice 6920 IP Phone

Getting started

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.

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.

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.

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.
**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.

### 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 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 field is displayed.
2. In the Label 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.