

Mitel MiVoice 6920 IP Phone Mitel 6920 IP Phone

ABOUT YOUR PHONE

Contacts

Displays a list of your contacts

Programmable Keys

6 programmable, multi-function, self-labeling keys allowing up to 18 functions

Softkeys

Four state-sensitive softkeys

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

Static Settings

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

Volume

Adjust the volume for the ringer, handset, speaker, and headset.

Navigation/Select

Multi-directional navigational keys that allow you to 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 the programmable keys.

Redial

Displays a list of your outgoing calls.

Hold

Places an active call on hold.

Mute

Mutes the microphone so that your caller cannot hear you

Speaker/Headset

Toggles the phones audio between speaker and headset

Note: 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.

Mitel MiVoice 6920 IP Phone Call Handling

The Basics

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

1. Place the handset on its cradle, tap the **End Call** softkey, or press the  key.

Answering a call

1. Lift the handset for handset operation or press the  key for handsfree operation.

Redialing

1. Tap the **Redial** softkey once or press the  key twice to call the last dialed number as displayed on the Home screen
-OR-
2. 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 tap the **Select** Button or **Dial** softkey to redial the selected number

Muting

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

Making a call using the Contacts application

1. Press the  key to access the Contacts application.
2. Navigate to the respective contacts folder, 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, highlight the phone number you want to call using the **Up** and **Down** navigation keys, and press the **Select** button or **Dial** softkey.

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.

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.

Mitel MiVoice 6920 IP Phone User Interface

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.

Date and Time: 10:59 AM, 23 Jun 2016

Your Number: 3712

Prime Line Key: My Phone (Solid - Means Available), Galaxy S6, Line 2, Line 3, James Smith, William James

Programmable Keys: Redial: 3612

Status Indicators: Network Connected, Attempting Connection, Disconnected, Headset Connected, Call Forward Always, Missed Calls, Do Not Disturb, Hotdesk User, Voicemail Pending

State-Sensitive Softkeys: Redial

Programmable Key Page Indicator: dots indicate the number of programmable key pages and its relative position

Call Screen

When on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar, name and 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: Add User

Transfer Softkey: Transfer

Avatar: Martha Gold

Call Timer: 00:18

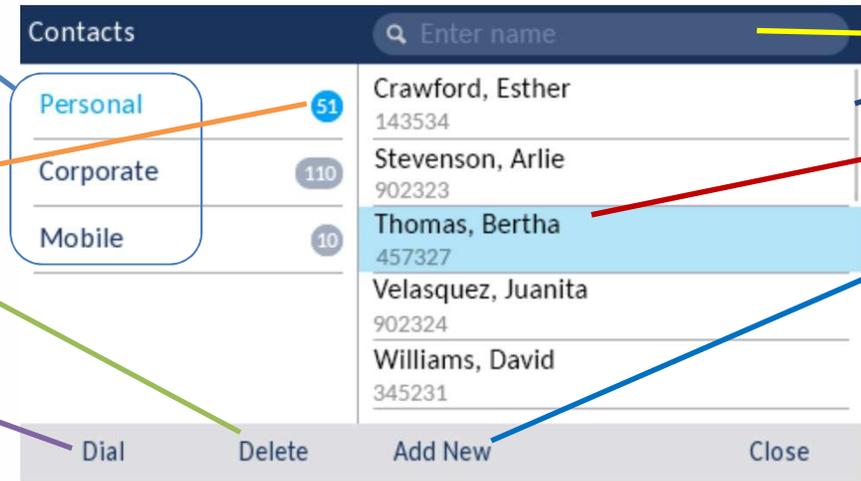
Caller ID: 345231

End Call Softkey: End Call

Mitel MiVoice 6920 IP Phone 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, interoperability with LDAP (corporate) directories.



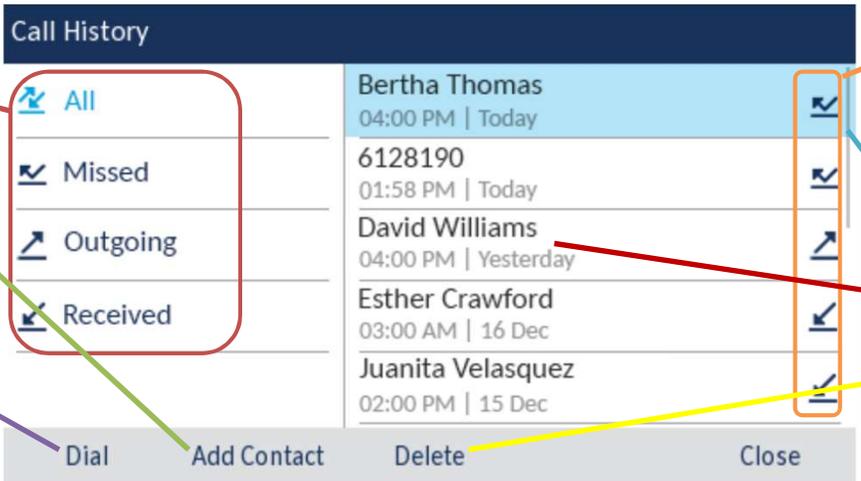
The screenshot shows the Contacts application interface. On the left, there are three folders: Personal (51 contacts), Corporate (110 contacts), and Mobile (10 contacts). The main area displays a list of contacts, with 'Thomas, Bertha' selected. At the bottom, there are four softkeys: Dial, Delete, Add New, and Close. A search field is located at the top right of the contact list.

Folder	Number of Contacts
Personal	51
Corporate	110
Mobile	10

Contact Name	Phone Number
Crawford, Esther	143534
Stevenson, Arlie	902323
Thomas, Bertha	457327
Velasquez, Juanita	902324
Williams, David	345231

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.



The screenshot shows the Call History application interface. On the left, there are four filters: All, Missed, Outgoing, and Received. The main area displays a list of call history entries. At the bottom, there are four softkeys: Dial, Add Contact, Delete, and Close. A scrollbar is visible on the right side of the call history list.

Filter
All
Missed
Outgoing
Received

Call Type	Contact Name	Phone Number	Time/Date
Missed Call	Bertha Thomas	6128190	04:00 PM Today
Outgoing Call	David Williams	04:00 PM	Yesterday
Received Call	Esther Crawford	03:00 AM	16 Dec
Received Call	Juanita Velasquez	02:00 PM	15 Dec

Mitel MiVoice 6920 IP Phone Personalization

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 four seconds.
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 a number using the dialpad keys.
 - **(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.
4. 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).

Change Your Ring Tones

1. Press the ⚙ settings key.
2. Navigate to and select the 🔊 Audio softkey
3. Select for **Internal** or **External**
4. Navigate to the tones and scroll through
5. Select the ring tone you like
6. Press the **Save** softkey
7. Press **Close** to exit