



FOCUSED • EXPERTISE • RESULTS

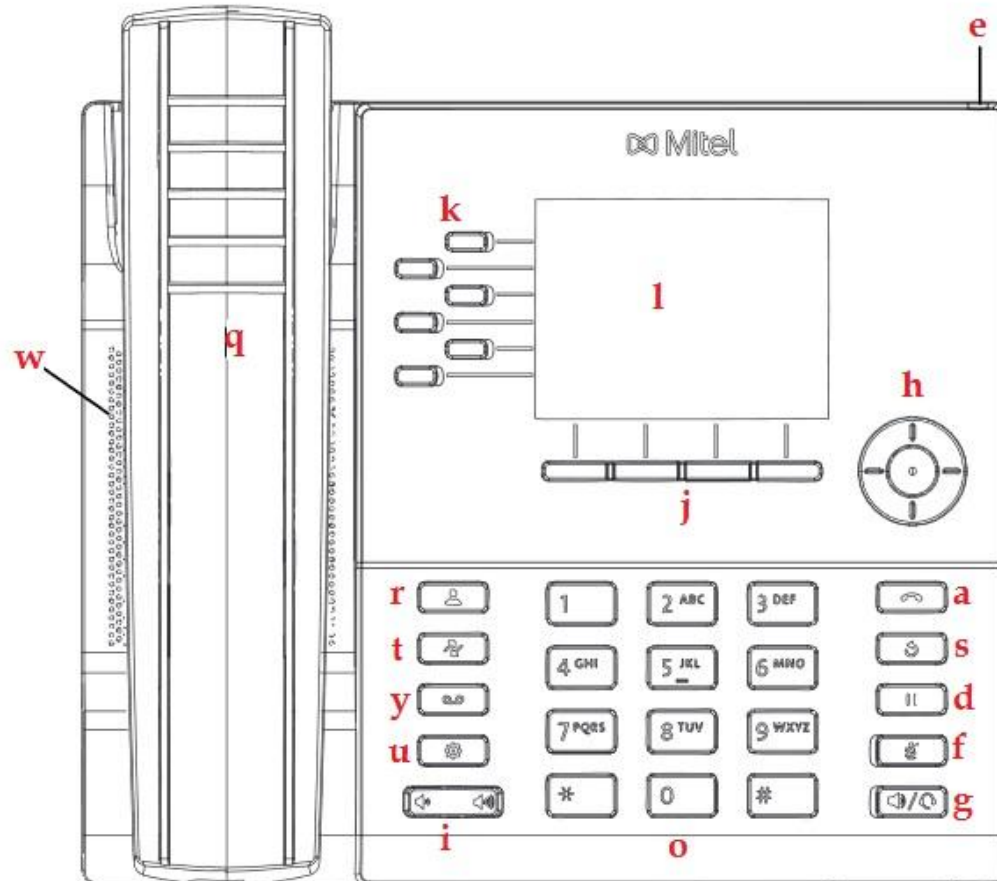
Mitel 6920 Phone User Training

Phone Features







- ▶ 3.5-inch color display
- ▶ Crystal clear HD audio
- ▶ 18 programmable personal keys
- ▶ 4 Context sensitive soft keys
- ▶ High quality full-duplex speakerphone
- ▶ Corded speech optimized handset
- ▶ USB port for headsets and accessories



Phone Description



q	Handset	a	Goodbye Key
w	Speaker	s	Redial Key
e	Message Waiting Indicator (MWI)	d	Hold Key
r	Contacts Key	f	Mute Key
t	Call History Key	g	Speaker/Headset Key
y	Voicemail Key	h	Navigation Keys/Select Button
u	Settings Key	j	State-Sensitive Softkeys
i	Volume Control	k	Programmable Keys
o	Dialpad	l	LCD Screen

-  End Call
-  Speaker/Headset
-  Redial
-  Mute
-  Hold
-  Contacts
-  Call History
-  Setting
-  Voicemail
-  Volume Control

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.

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

Depending on the programming designed by your system administrator, there are 3 pages of 6 programmable keys for access to Lines, Speed Dials and features

Making & Answering Calls

Making a Call

Lift the handset OR

Press 

Dial the Extension number OR

Dial 1 + area code + telephone number
for external calls.

Answering a Call

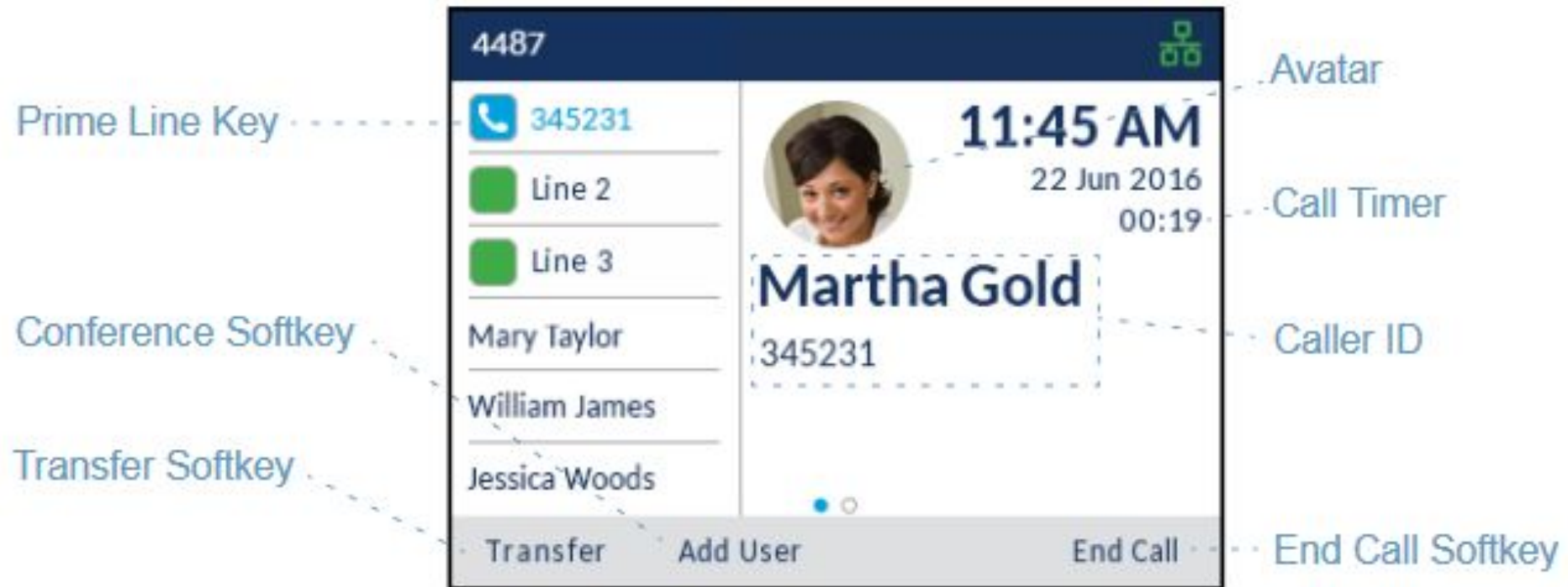
Lift the handset OR

Press , and begin speaking.

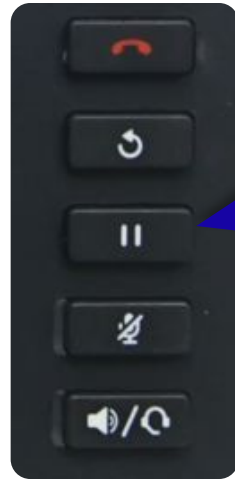


Call Screen

When on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar/picture, name and/or number, and call duration timer. The softkeys also change allowing you access to more call handling features including transfer, add user (*conference calling*) and End Call.



Using the Hold Button



**Hold
Button**

Place a Call on Hold

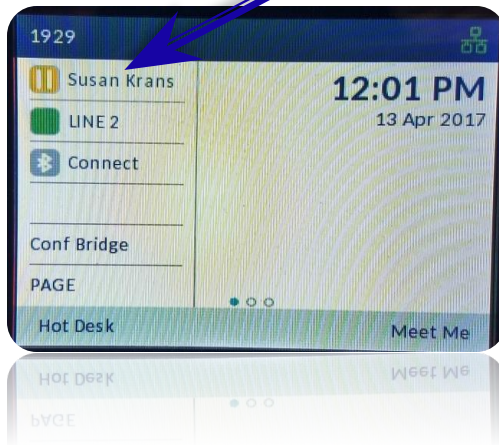
Press  (Pause Button)

The  icon flashes on the applicable line key

Replace the handset if necessary.

**The hold function is used when you need to put a call on hold for yourself, not another user.*

Call on Hold



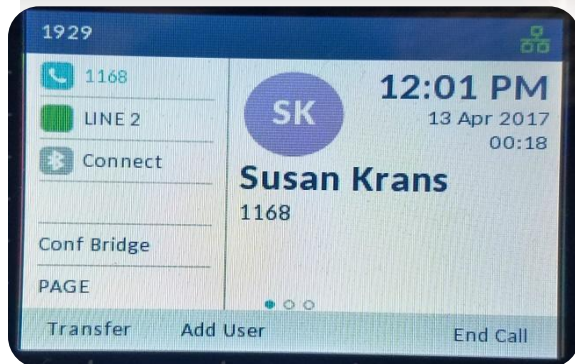
Retrieve a Call from Hold

Press the applicable line key displaying the  icon

Transferring a Call



Transfer Softkey



Transfer Softkey

Transfer a Call (Unannounced)

1. Press the **Transfer** Softkey
(the active call is placed on hold)
2. Dial the extension number.
3. Press the **Transfer** softkey OR hang up the handset to complete an unattended call transfer

Transfer a Call (Announced)

1. Press the **Transfer** Softkey
(the active call is placed on hold)
2. Dial the extension number.
3. Wait for an answer, announce the call, and then press the **Transfer** softkey OR hang up the handset to complete an attended transfer.

Transferring a Call Directly to Voicemail



To Transfer a Call Directly into a Users Voicemail Box

1. Press the **Voicemail** Button
(the active call is placed on hold)
2. Dial the extension number.
3. Hang Up

Conference Calling



Add User Softkey



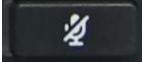
Join Calls Softkey

1. Ensure you are on an 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 extension number OR outside phone number.
4. Wait for an answer, speak to the current caller to notify them of the added parties 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.

Mute & Redial

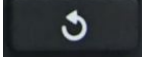



Muting

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.

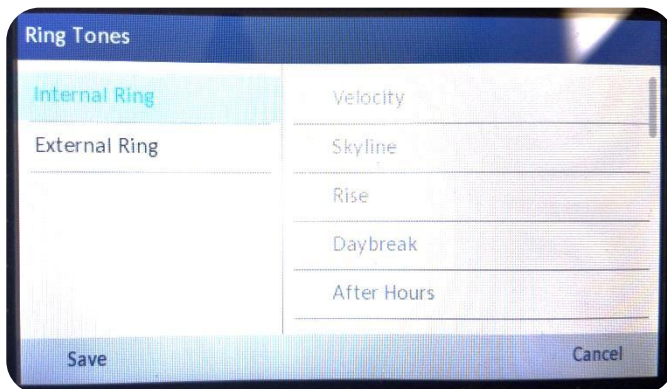
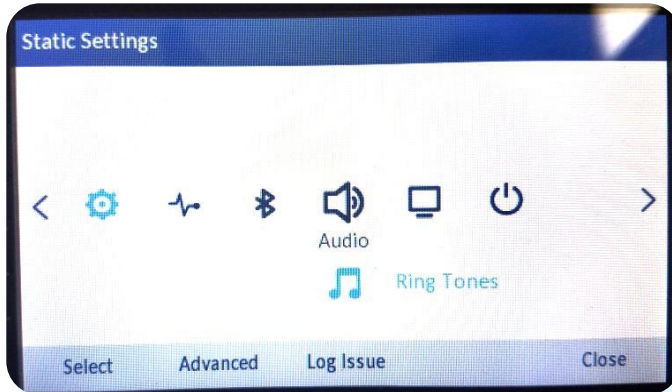
Redialing


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.

Changing Ringtones

There are a total of 20 (10 modern and 10 classic) distinct ring tones available for selection. Two different ring tones can be configured; for incoming calls from internal extension and for incoming calls from external numbers.



1. Press the  Settings key on the phone to enter the Static Settings menu.
2. Navigate to the **Audio > Ring Tones** setting and press the **Select** softkey.
3. With the **Internal Ring** setting highlighted press the right navigation key to move to Internal Ring selection column.
4. Use the up and down navigation keys to scroll through the list and choose the applicable ring tone.
5. Press the left navigation key and then the down navigation key to highlight the External Ring setting.
6. With the **External Ring** setting highlighted press the right navigation key to move to External Ring selection column.
7. Use the up and down navigation keys to scroll through the list and choose the applicable ring tone.
8. Press the **Save** softkey to save your changes.