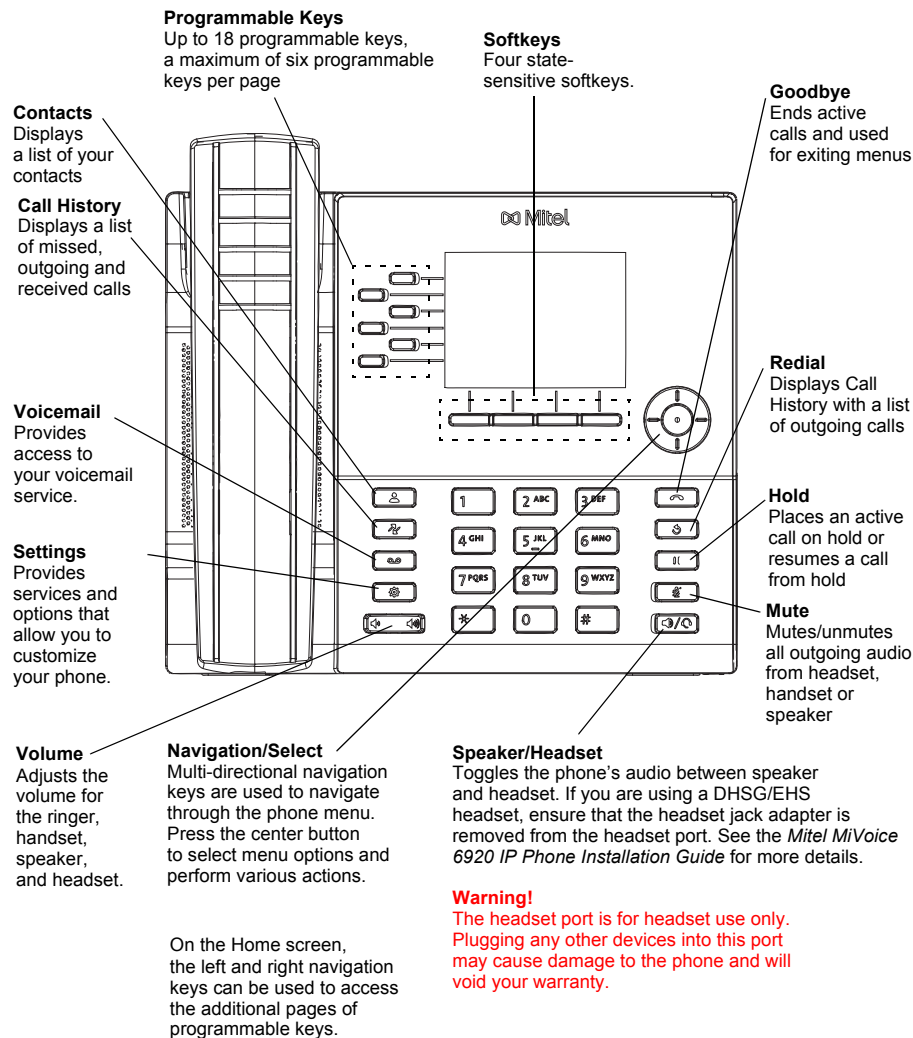


Quick Reference Guide

Mitel MiVoice 6920 IP Phone

Getting started



Basic call handling

Making a call

1. Lift the handset or press the 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 key.

Answering a call

Lift the handset 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 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 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 an active call on hold, press the key. A (hold) icon flashes on the respective **Line** key.
2. To resume the call, press the 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*.

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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.

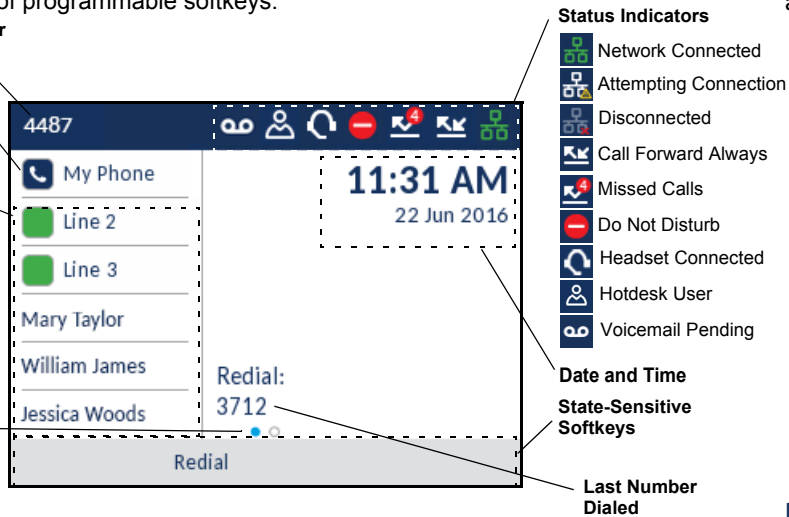
Your Directory Number

Prime Line Key

☎ Solid - Available
📞 Blinking - Ringing

Programmable Keys

Programmable Key Page Indicator
Dots indicate the number of programmable key pages and its relative position.



Call screen

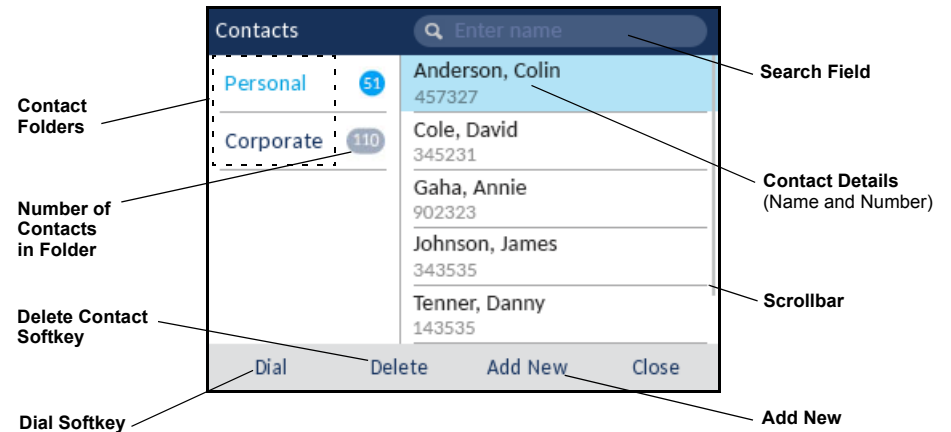
When on an active call, caller's avatar, name, number and call duration timer is displayed. The context-sensitive softkeys are updated with applicable call handling features.



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.


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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.

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.

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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.