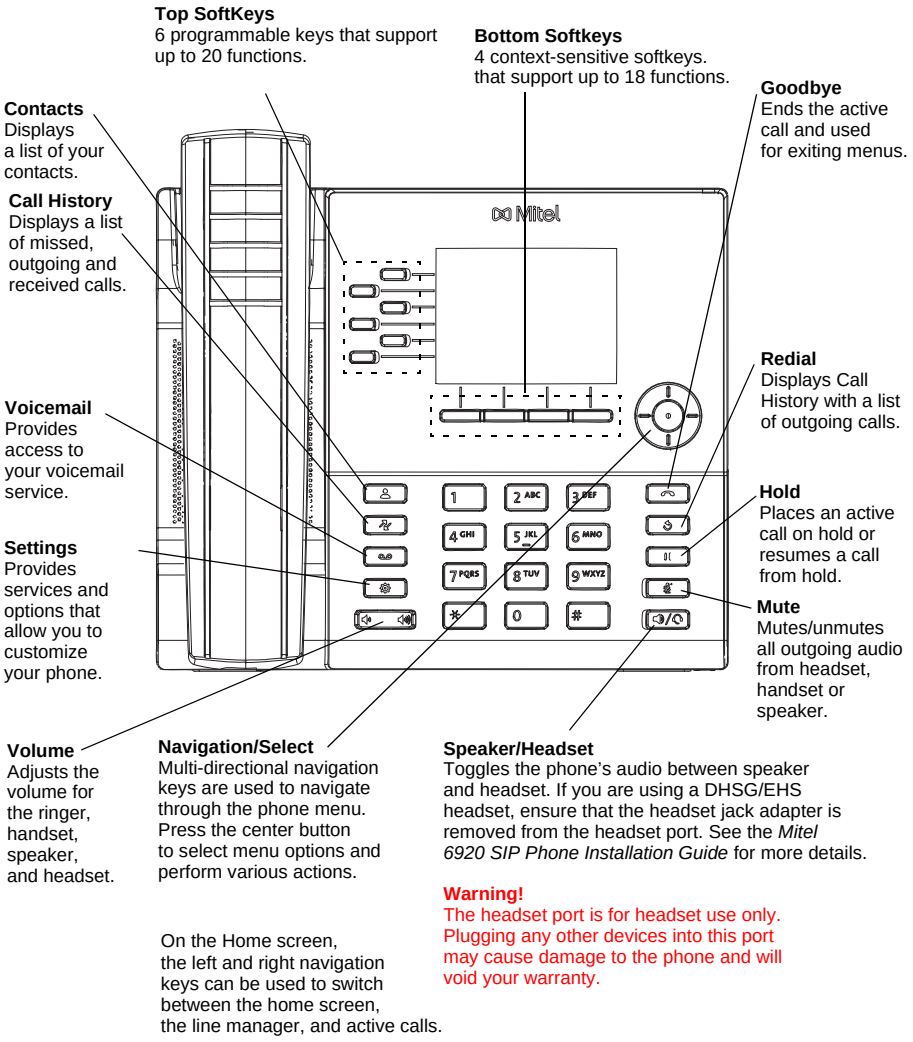
Quick Reference Guide

Mitel 6920 SIP Phone

Getting started



Basic call handling

Making a call

1. Lift the handset or press the key, and at the dial tone, enter the number.
2. Press the **Line** / **Call** appearance button and at the dial tone, enter the number.

Ending or ignoring a call

Place the handset back in its cradle, press the **Ignore** softkey, or press the key.

Answering a call

Lift the handset, press the **Answer** softkey or press the key for handsfree operation.

Redialing

Press the **Redial** softkey once or the key twice to call the last dialed number

or

Press the key once to access the Call History application that displays a list of recently dialed numbers. Use the up and down navigation keys to scroll through the entries and select a number. Press either the **Select** button or **Dial** softkey to redial the selected number.

Muting or unmuting a call

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 a call

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 6920 SIP Phone User Guide*.

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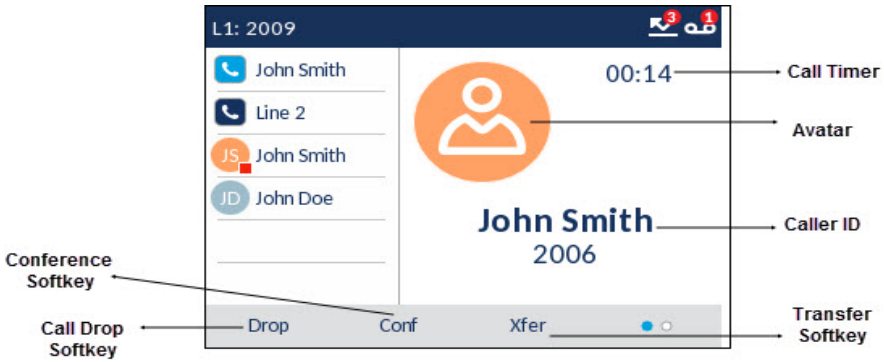
User Interface (UI) overview

Home screen

The Home (default) screen is displayed when the phone is in the idle state. The Home screen displays the current line, status indicators, status messages, the date and time, and a list of configurable top and bottom softkeys.

Call screen

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



Applications

Directory

The Directory application stores personal phone book and directory. The Mitel 6920 SIP phone supports a localized personal directory as well as enhanced functionality allowing for interoperability with LDAP (corporate) directories.

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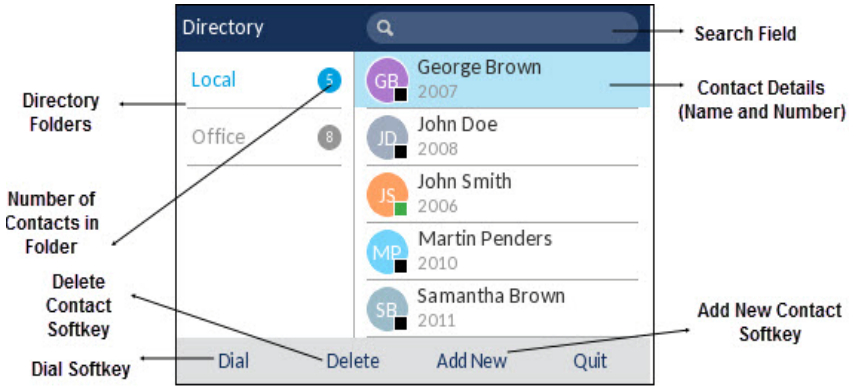

Making a call using the Directory

1. Press the key to access the **Directory**.
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 the **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 the **Dial** softkey.

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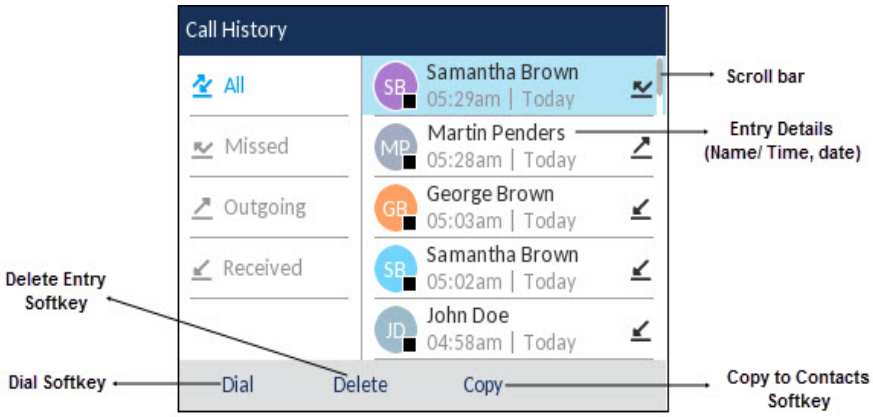
Call History

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 details for an entry, 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 **Copy** 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 6920 SIP phone 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.

Note: Voicemail functionality must be configured by your System Administrator.

Advanced call handling

The Mitel 6920 SIP Phone provides a method for transferring calls through the **Transfer** softkey.

Call Transferring

1. Ensure you are on active call with the party you wish to transfer.
2. Press the **Xfer** softkey.The active call is placed on hold.
3. Enter the transfer recipient's number and press the **Transfer** softkey.

3-Way Conferencing

1. Ensure you are on active call with one of the contacts with whom you want to create a conference.
2. Press the **Conf** softkey. The active call is placed on hold.
3. Enter the conference target's number and press the **Dial** softkey.
4. Wait for an answer and then press the **Conf** softkey to complete the 3-way conference call.

Speed Dial configuration

A **Speed Dial** key allows you to dial a specified number with one key press. **Speed Dial** keys can be useful as they can be programmed to dial directly to an internal or external number. You can also transfer calls to or create conference calls using your **Speed Dial** keys instead of dialing manually.

Note: Configuring a speed dial key using the press-and-hold method is only available if enabled by your System Administrator.

Configuring a Speed Dial key

1. Press and hold the non-configured softkey, dialpad key, or expansion module key (for approximately 3 seconds) until the **Speed Dial Edit** screen is displayed.
2. In the **Label** field, enter a description 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.

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4. Press the **Save** softkey to save the speed dial information to the key you selected.

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