



Contacts
Displays a list of your contacts.

Call History
Displays a list of the last 50 missed, dialed & answered calls.

Voicemail
Provides access to your voicemail service.

Static Settings
Provides services & options that allow you to customize your phone. (Change ring pitch, teleworking, call forwarding, etc.)

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

Programmable Keys
Six programmable, multi-function self-labeling keys allowing up to 18 functions

Soft-keys
Four state-sensitive soft-keys

Goodbye Key
Ends an active call, exits lists (such as; call history, static settings) without saving changes.

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 phone's audio between speaker and headset. If your using a DHSG/EHS, headset, ensure that the headset jack adapter is removed from the headset port.


Navigation/Select Key
Multi-directional navigation keys that allow you to navigate through the phone's user interface. 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 programmable keys.

Warning!
The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void the warranty.

Basic Call Handling

Making an Internal Call

1. Lift handset or press the  speaker key.
2. Dial the extension number.

Making an External Call

1. Lift handset or press the  speaker key.
2. Dial _____, plus the area code followed by the phone number.


Ending a Call

Place handset on its cradle, press the End Call soft-key or press the  Goodbye Key.


Answering a Call

Lift the handset for handset operation or press the key for hands-free operation.


Redial

Press the  Redial soft-key once or the key twice to call the last dialed number as displayed on the Home screen.



Or

Press the  Redial 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 soft-key to redial the selected number.

Mute

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

Hold and Resuming

1. To place a call on hold, press the  Hold 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: Calls holding will ring back automatically after 5 minutes.

Remote Retrieval for a Call Holding on another extension

To pick-up a call on another internal phone, press *7 plus the extension number where the call is holding.

Advanced Call Handling

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 Right navigation key when the entry is highlighted.
 3. Press the Select button or Dial soft-key to place a call to the respective entry
- OR** Press the Add Contact soft-key to copy the entry to your Contacts application
- OR** Press the Delete soft-key to delete the entry from your Call History.

Transferring a call

1. Ensure you are on active call with the party you wish to transfer.
 2. Press the Transfer soft-key.
 - The active call is placed on hold.
 3. Enter the transfer recipient's number.
 4. Press the Transfer soft-key or hang up the handset to complete an unattended call transfer
- OR** Wait for an answer, consult, and then press the Transfer soft-key or hang up the handset to complete an attended transfer.

Creating a 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** soft-key. 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 soft-key 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 four seconds.
2. In the Label Name field, enter a label to apply to the key.

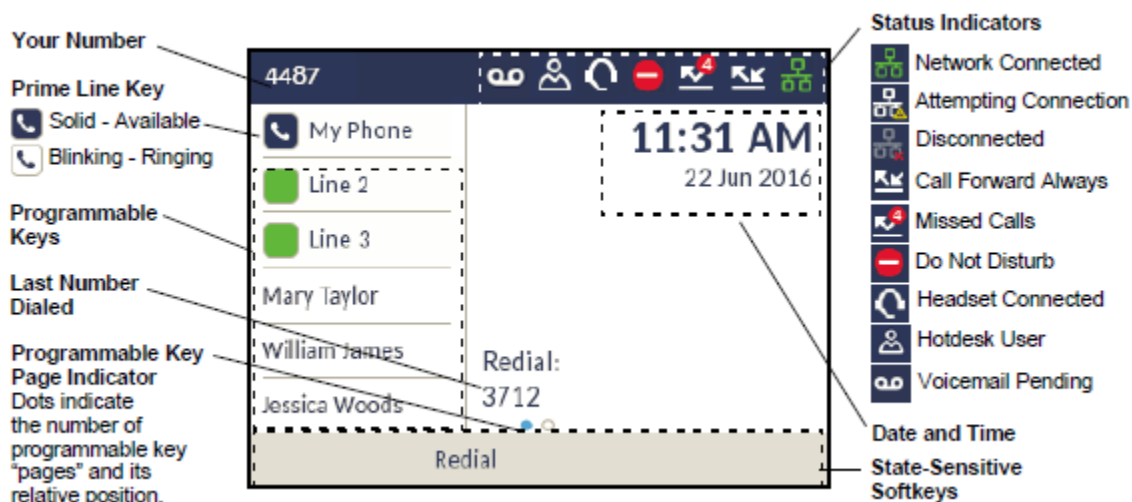
Note: Use the ABC 4 soft-key to specify uppercase letters or lowercase letters when entering the label.

3. Press the down navigation key to move to the Number field and enter the number using the dial-pad 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 soft-key to save the information to the key you selected.

User Interface 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

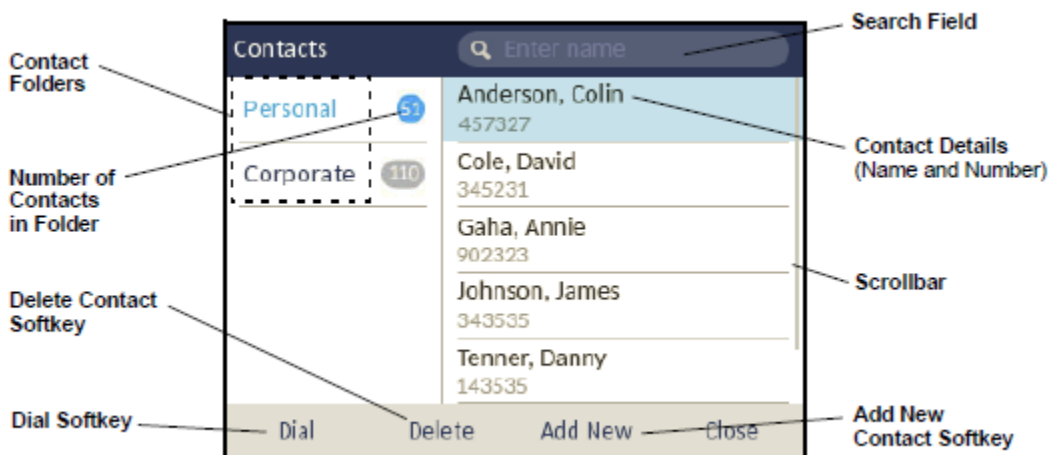
When on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar, name, number, and call duration timer. The context-sensitive soft-keys also change allowing you access to more call handling features.



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 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 soft-key to use the search feature.

3. When the applicable contact is highlighted, press the Select button or Dial soft-key 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 soft-key.

Mitel's 6930 Feature Teacher | On-line Training Resource

[http://training.mitel.com/cw/WebSite/techTraining/OnlineTutorials/Mitel%2069](http://training.mitel.com/cw/WebSite/techTraining/OnlineTutorials/Mitel%206900%20Series%20FeatureTeacher%20output/story_html5.html)

[00 Series FeatureTeacher output/story_html5.html](http://training.mitel.com/cw/WebSite/techTraining/OnlineTutorials/Mitel%206900%20Series%20FeatureTeacher%20output/story_html5.html)

