



- 1 LCD Screen
- 2 Programmable Keys
- 3 Soft Keys
- 4 Navigation Keys/Select Button
- 5 Dial Pad
- 6 Fixed Function Keys
- 7 Handset (Optional cordless handset shown)
- 8 Speaker

### Fixed Function Keys

	Contacts		Goodbye
	Call History		Redial
	Voicemail		Hold
	Settings		Mute
	Volume		Speaker / Headset

6 programmable, multi-function, self-labeling keys allowing up to 18 specific functions  
4 intuitive state sensitive softkeys

### HOTDESK

- + Tap the softkey
- + Tap the softkey
- + Enter your extension number
- + Press # (pound)
- + Enter PIN (default is 1111)
- + Press # (pound)

### Please Note:

Your voice mailbox PIN # and Hotdesk PIN # are the same. Once you setup your mailbox and reset your voicemail PIN; your Hotdesk PIN will be changed as well.

### INTERNAL CALLS

- + Pick up the handset (optional)
- + Dial the extension number
- + Called party's phone will ring

### MAKING A CALL

- + Lift the Handset OR
- + Press (Speaker/Headset)
- + Dial 9 for an outside line
- + Dial the 10 digit telephone number

### ANSWERING A CALL

- + Lift the Handset OR
- + Press (Speaker/Headset)

### ENDING CALLS

- + Hang up or press (Goodbye)

### TRANSFER A CALL

While connected to a live call

- + Tap the softkey
- + Dial the desired number
- + Hang up OR wait for the called party to answer, announce the transfer, then hang up

### TRANSFER TO VOICEMAIL

While connected to the caller


- + Press
- + Dial the extension number
- + Hang up to complete transfer

## HOLD

*To place a call on Hold*


- + Press  (**Hold**)
- + Hang up or place another call

*To return to a call on Hold*

Tap the applicable **Line** Key with the flashing  (**Hold**) Icon.

## REDIAL


*To redial the most recently dialed number displayed on the Home screen*

- + Press the  hard key twice OR
- + Tap the  softkey


Pressing the  hard key once accesses the **Call History** application

## MUTE

*To Mute the microphone during a call*



- + Press  (**Mute**), the Mute light turns on

*To turn Mute off during a call*

- + Press  (**Mute**), the Mute light turns off

## CONFERENCE

*While connected to a 2-party call*

- + Tap  softkey
- + Dial the number of the next party
- + Wait for an answer
- + Tap  all parties are connected

*To leave a Conference*

- + Hang up or press  (**Goodbye**)

## ACD KEY

These features are only applicable to Agents in and ACD Call Group. When you hit the **ACD** key additional features will appear in your soft key display.

### Logout

Makes you unavailable to take an ACD call.

### Make Busy

Makes you unavailable to take an ACD call.

- Enter your Make Busy code
- Hit **Clear Busy** to turn off

### Help

Sends a help request to the supervisor, who can then listen in, or join the call.

### RECORD-A-CALL (If programmed on your system)





This feature uses your voicemail system to record your phone conversations.

*You may be required by law to inform the caller(s) you are recording the conversation*

*To start a recording while on a 2-party call*

- + Press the **Rec Call** feature key

## CONTROLS WHILE RECORDING

- + To Pause, tap the  softkey
- + To resume, tap the  softkey
- + To stop recording without saving, tap the  softkey
- + To stop and save a recording, tap the  softkey, or simply hang up

## CUSTOMIZE YOUR NEW PHONE!

*Simply program the buttons on your phone*

### 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.

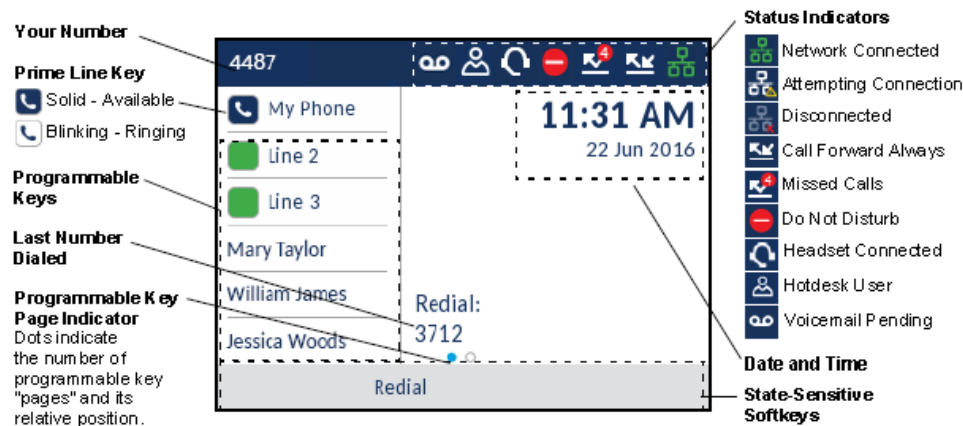
Note: Configuring a programmable key using the press-and-hold method is only available if enabled by your System Administrator.

### Programming a Speed Call key

1. Press and hold the applicable programmable key (for 4-5 seconds) until the Label Name field is displayed.
2. In the Label Name field, enter a label to apply to the key using the on-screen keyboard.
3. Tap the Number field and enter a number using the dialpad keys.
4. (Optional) Tap the Private check box to make the key a Private Speed Call key. When a Private Speed Call key is tapped, the call is considered private and caller ID information is not displayed in the phone's call history.
5. Tap the Save softkey to save the information to the key you selected.

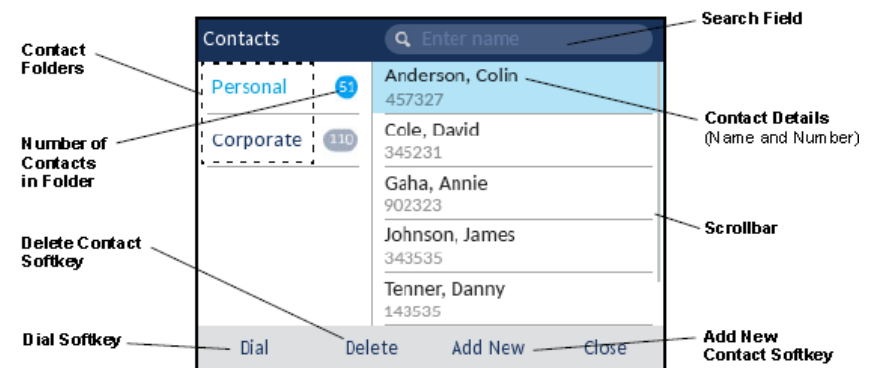
## HOME SCREEN

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.



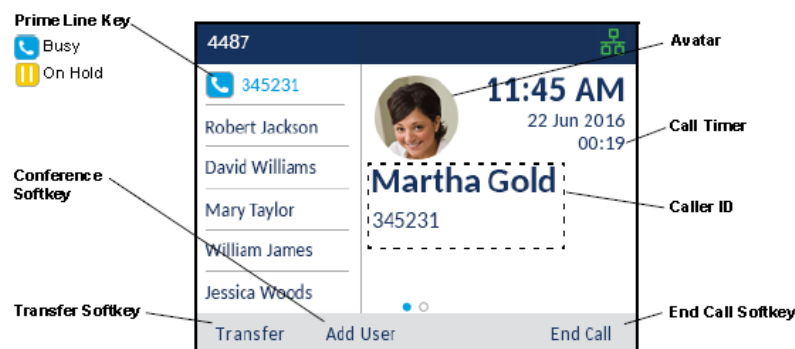
## CONTACTS SCREEN

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 contact folder as well as enhanced functionality allowing for interoperability with LDAP (corporate) directories.



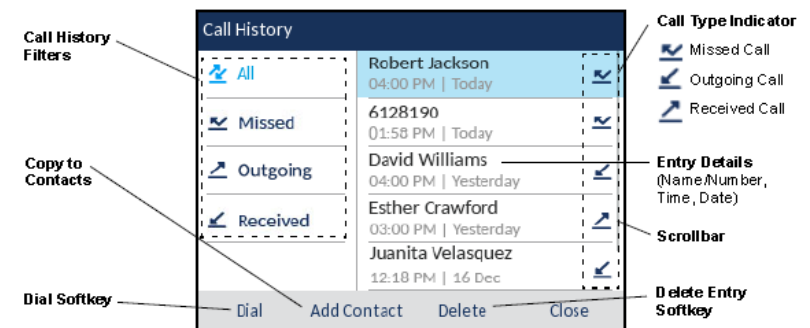
## CALL SCREEN

During an incoming, outgoing or 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 softkeys also change allowing you access to more call handling features.

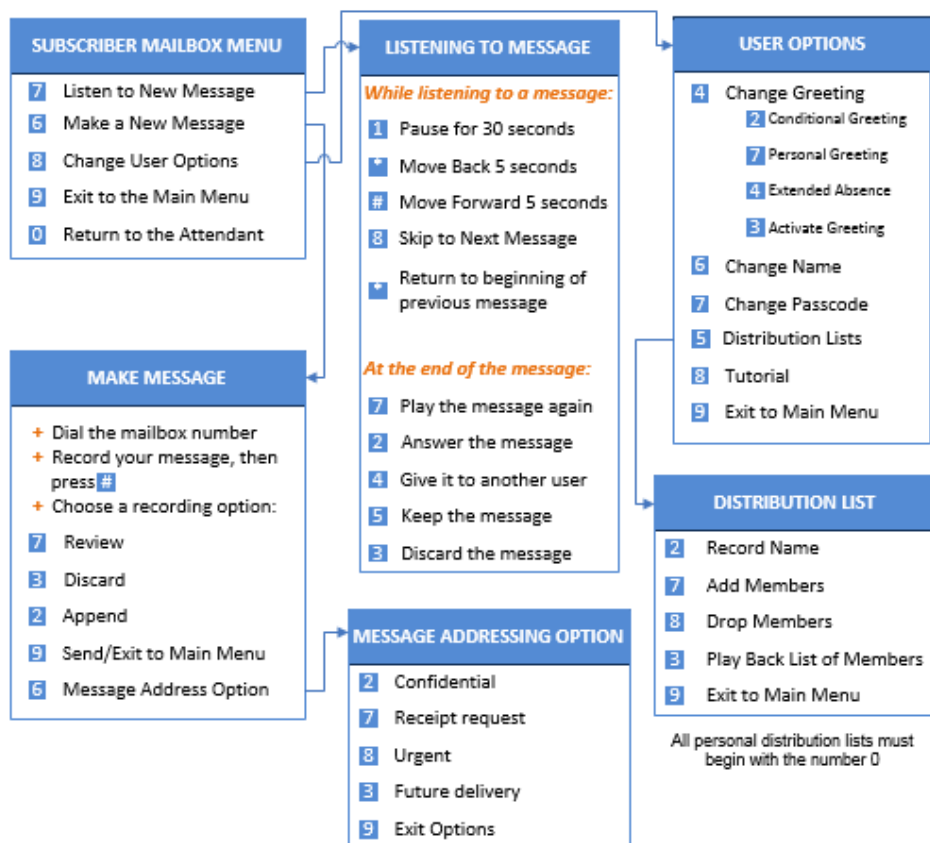


## CALL HISTORY

The Call History application is a stored log of your missed, outgoing and received calls. You can view details of all your outgoing, received, or missed calls. Your telephone logs the type of call, information regarding the remote party (name, number and avatar), and the time of the call.



## Voicemail Flowchart



You can undelete a message by pressing \* immediately after deleting the message.  
You will be unable to recover the deleted message after you disconnect the call

## SETTING UP YOUR MAILBOX

- + Press the voicemail key
- + Enter temporary passcode 1111

The voicemail system tutorial will walk you through setting up your mailbox, i.e.:

- + Change passcode
- + Record personal greeting
- + Record name

## ACCESSING YOUR MAILBOX

*When the message waiting light is on*

- + Lift the handset or press
- + Press the voicemail key
- + Enter passcode

*When the message waiting light is off*

- + Lift the handset or press
- + Press the voicemail key
- + Enter passcode

*Outside of office*

- + Dial your direct line or main number
- + When voicemail answers, press \*
- + Enter passcode

*From another desk*

- + Lift the handset or press
- + Press the voicemail key
- + Press \* when prompted for a passcode
- + Enter mailbox number then press #
- + When greeting starts, press \*
- + Enter passcode

## RECORD PERSONAL GREETING

- + Access your mailbox
- + Press 8 for User Options
- + Press 4 to change your greeting
- + Press 7 to record your greeting
- + Record your greeting then press #
- + Press 9 to save your greeting

When you hear "Greeting Saved" your active greeting is confirmed.

## WHILE LISTENING TO A MESSAGE

- + Press 1 to pause for 30 seconds
- + Press \* to move back 5 seconds
- + Press # to move forward 5 seconds
- + Press 8 to skip to the next message

## FORWARD A COPY OF A MESSAGE TO ANOTHER MAILBOX

*After listening to a message*

- + Press 4 to give the message
- + Enter mailbox number to give the message to
- + Press # to record a greeting that will be sent with the message
- + Press 9 to send the recording and exit to the main menu.

## SAMPLE GREETING

Hello, you have reached the voice mailbox for \_\_\_\_\_. I'm not available to take your call, please leave your name, number and a brief message. I'll return your call as soon as possible.

## SHORTCUTS

*While listening to a message*

- \* - Rewinds in 5 sec increments
- # - Fast forward in 5 sec increments
- 1 - Pause
- 7 - Resume
- 8# - Skip to the next message
- 8\* - Skip back to the previous message
- 84 - Replay the time stamp
- 1 - Skips personal greeting to begin recording immediately
- 9 - Send the recording