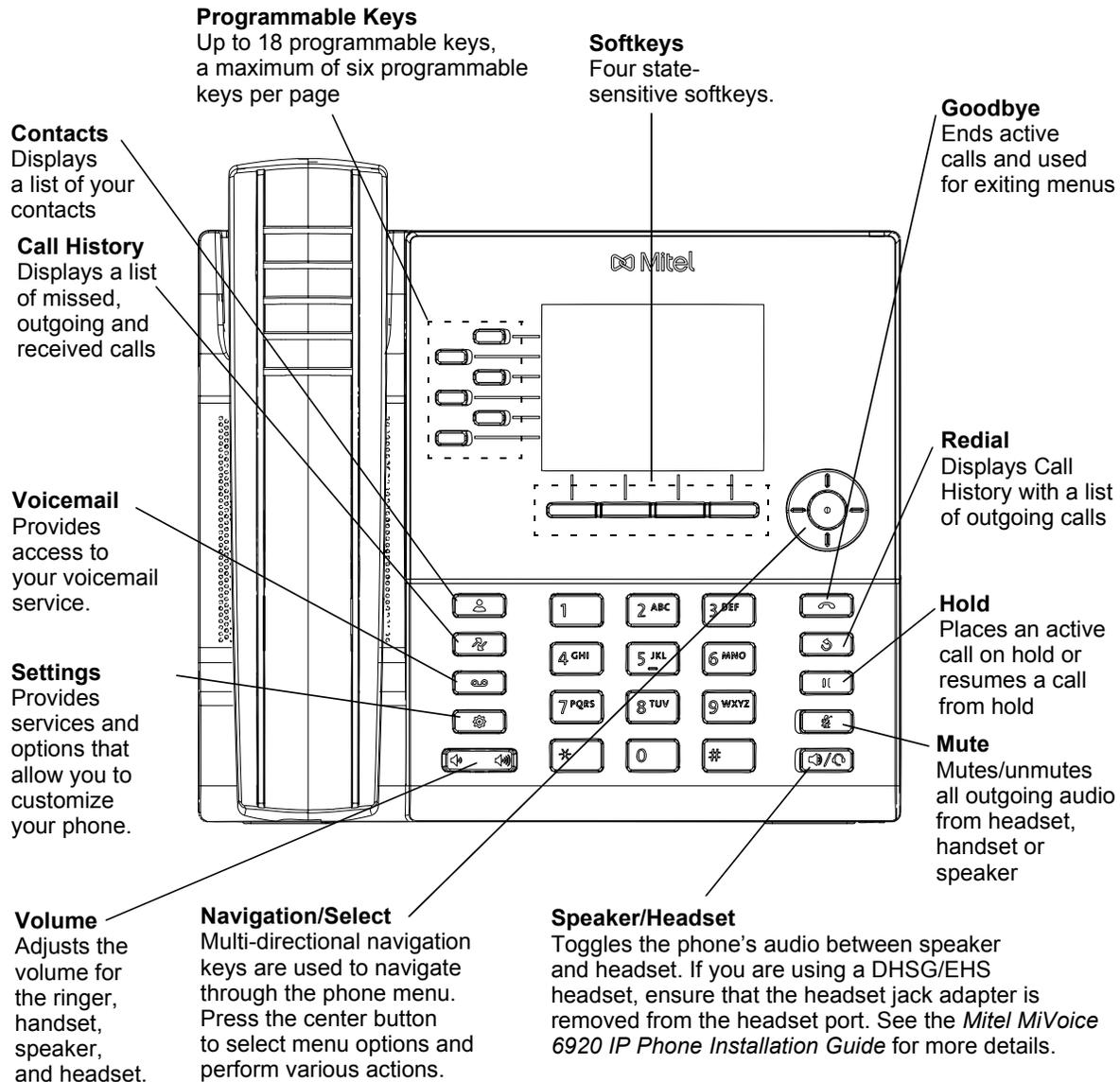




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Mitel Model 6920



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 your warranty.

On the Home screen, the left and right navigation keys can be used to access the additional pages of programmable keys.

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*.

Quick Reference Guide

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.



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

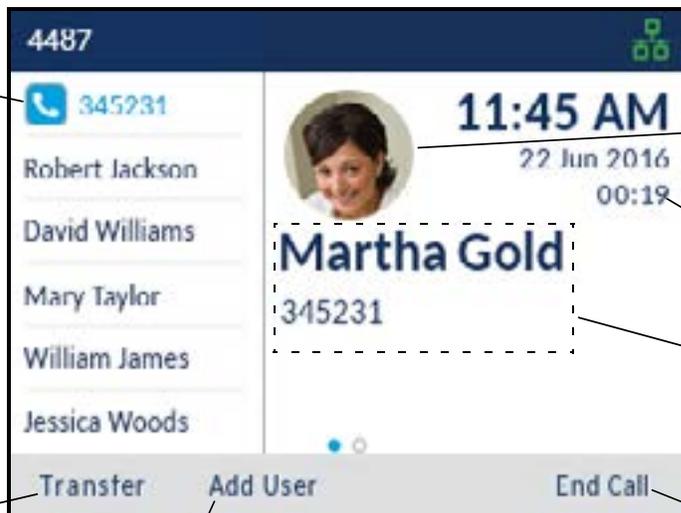
Last Number Dialed

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.

Prime Line Key

- Busy
- On Hold



Avatar

Call Timer

Caller ID

End Call Softkey

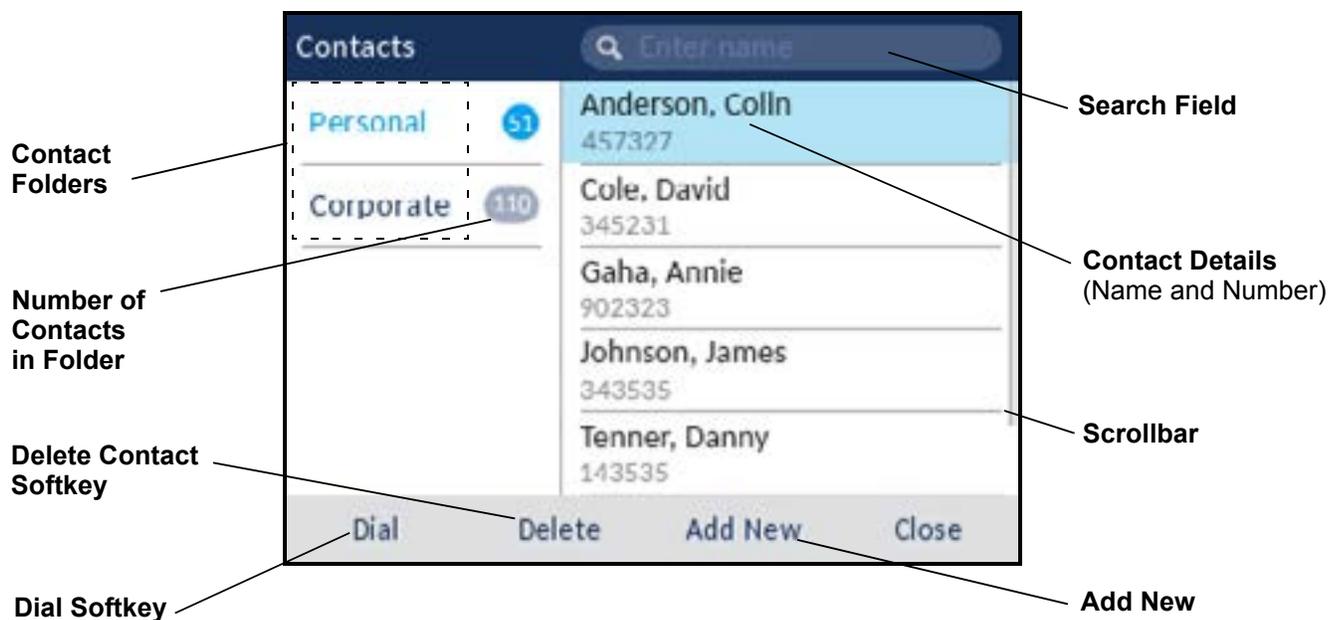
Transfer Softkey

Conference Softkey

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.

Quick Reference Guide

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.

Voicemail

When voicemail functionality is enabled, the MWI LED on the Mitel MiVoice 6920 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

Visual voicemail

Visual voicemail enables access to voicemail system and displays a count of all, new

and recorded voicemail messages.

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



Enabling visual voicemail

1. Press the  (**Settings**) key on the phone to access the **Settings** menu.
2. Navigate to **Voicemail** using the left navigation key and then press the **Select** softkey
3. Press the **Select** softkey to select the **key opens Voicemail App** checkbox.
4. Press the **Save softkey**.

Note: For security reasons, the password can be enabled only from the user login screen.

Note: For additional visual voicemail functions, refer to the *Mitel MiVoice 6920 IP Phone User Guide*.

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.

Quick Reference Guide

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.

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 0-5 seconds) until the **Label Name** field is displayed.
2. In the **Label Name** field, enter a label 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.
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** softkey to save the information to the key you selected.

Note: Other features such as Phone Lock, Call Forward Always, Do Not Disturb, and Account Code keys can be programmed using the press-and-hold method (if enabled by your System Administrator). For more information, please refer to the *Mitel MiVoice 6920 IP Phone User Guide*.

The Smarter Phone System

| Features and Description | St ¹ | Pr ² | Sa ³ |
|--|-----------------|-----------------|-----------------|
| <p>Call Forwarding: Allows you to forward all of your incoming calls to an alternate number, without ringing the subscriber phone first.</p> | ✓ | ✓ | |
| <p>Call Hold, Call Parking and Call Transfer: <i>Call Hold</i> enables you to place a call on hold privately on your phone. <i>Call Parking</i> allows you to park the call so that it can be picked up from another phone. <i>Call Transfer</i> permits any call that is in progress to be transferred to another extension with or without an introduction.</p> | ✓ | ✓ | |
| <p>Intercom: Bi-directional hands-free extension-to-extension communication at the touch of a button</p> | ✓ | ✓ | |
| <p>Music On Hold: The Music On Hold feature allows you to play music to your callers while they are on hold. It comes preprogrammed with royalty-free music. You have the option to upload your own play list in .mp3 or .wav format as well as the option to play an online internet stream. Of course, any audio message can be recorded/changed/used. note: Original or Royalty Free music is encouraged.</p> | ✓ | ✓ | |
| <p>Time Rules: With <i>Time Rules</i> you will program your phone system to receive every incoming call appropriately, day or night, business day or holiday and route it accordingly. Additionally, custom rules can be applied to any extension or number on the system.</p> | ✓ | ✓ | |
| <p>Basic Paging: Easily broadcast a message to any number of extensions at once. Paging groups are managed through the management portal.</p> | ✓ | ✓ | |
| <p>Call Recording / Call Blocking: The system administrator can enable/disable the <i>Call Recording</i> feature by extension, by queue, or ring group. Any extension on the system also has the ability to record a call manually; the full call can be recorded. Recordings can be accessed through the CDR reporting tool and/or emailed to the email address configured on that extension.</p> | | ✓ | |

1. ST: Standard features pre-packaged with any system.
2. PR: Premium feature pack; greater features applicable to any standard solution.
3. SA: Standalone feature.

The Smarter Phone System

| Features and Description | St ¹ | Pr ² | Sa ³ |
|---|-----------------|-----------------|-----------------|
| <p>Call Recordings: View and listen to all calls by date and time that have a <i>Call Recording</i> associated with them. All call recordings can be accessed via this easy to use search tool or by email when configured.</p> | | ✓ | |
| <p>Find Me Follow Me: <i>Find Me Follow Me</i> lets you look for a user by calling a succession of extensions while keeping the incoming call on hold. This feature is useful for after hours or as a replacement for voicemail. Upon answering the call, the recipient is advised of the call, and is given the option to accept or reject. When the call is rejected or not answered within the specified time, the system will try the next number. Typically, the last extension is a voicemail box.</p> | | ✓ | |
| <p>Parking Lots: Instead of putting calls on hold, park them in a common <i>Parking Lot</i>. This makes it easier to pickup calls at locations other than the current one.</p> | | ✓ | |
| <p>Ring Groups: A <i>Ring Group</i> allows multiple phones to ring as a single extension number. A range of options are available to customize its functionality to your specific business needs.</p> | | ✓ | |
| <p>Roaming Extensions: <i>Roaming Extension</i> allows any extension number to log into and out of any phone on the system. Once an extension is logged into a phone, its specific configuration is downloaded with the ability to place and receive calls from that phone. This feature is useful for shared workstations environments or for users with multiple workstations.</p> | | ✓ | |
| <p>Virtual Extensions: A <i>Virtual Extension</i> is a way for you to assign external telephone numbers (e.g. cell phone, land line) as a local extension in the system. Once added, calls can be routed to that location. It can also function as a Speed Dial.</p> | | ✓ | |
| <p>Voicemail: Users can access <i>Voicemail</i> from their phone or remote locations. <i>Voicemail</i> messages can be saved, deleted, or forwarded to another mailbox.</p> | | ✓ | |

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The Smarter Phone System

| Features and Description | St ¹ | Pr ² | Sa ³ |
|--|-----------------|-----------------|-----------------|
| Voicemail to Email: Voicemail messages can also be delivered by email so that they can be listened to through your inbox or cell phone. | | ✓ | |
| Inbound Call Blocking: Block unwanted incoming calls based on caller ID information. | | | ✓ |
| Meet-Me Conference Bridge: Bridging functionality is used to connect multiple people into a single conference call. It supports moderator and participant entrances into the bridge. Some of the features included are: announce user count on the entry, listen only mode (where only the moderator can speak), live status of current participants, and access to remove participant(s) from the conference. | | | ✓ |
| Enhanced Paging: If you have a paging App from a previous system, you just need an ALGO to make this work. <i>Enhanced Paging</i> is managed through the management portal. | | | ✓ |
| Virtual Fax Machine: The <i>Virtual Fax Machine</i> provides the ability for incoming faxes to be sent directly to the specified email addresses in the form of PDF. | | | ✓ |

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