

PHONE USER GUIDE – MITEL 6920

Placing an Internal Call

- Lift handset
- Dial extension or press a speed dial

Placing an External Call

- Lift handset
- Dial access code 9 + number

Answering a Call

- Lift handset OR
- Press headset or speaker button

Placing a Call on Hold

- While on a call press 
- Line key will flash

Note: A held call will ring back after 1 minute

Retrieving a Held Call

- Press  OR **Pick Up** OR the flashing line key

Redial

- Press  twice to call back the last number dialed

Changing Availability State

- Press **State**
- Choose the desired state and press **Save**

Park

- Press the Park Button
- Dial in an extension to Park the call
- To retrieve the Parked Call, press unpark and dial the extension

Transferring a Call

Blind Transfer

- While on a call, press **Transfer**
- Dial 9 + number or press a speed dial or dial an extension
- Press **Transfer**
- Hang up

Consult Transfer

- While on a call, press **Transfer**
- Dial 9 + number or press a speed dial or dial an extension
- Wait for an answer, then announce the call
- Hang up to complete the transfer

Transfer to Voicemail

- Press **Transfer**
- Dial an extension or press a speed dial
- Press 
- Press **To VM**

Conference Calls

- While on a call, press **Conference**
- Dial 6+ number or press a speed dial or dial an extension
- Press **Conference** again and all parties will be connected

Note: You can hang up the call and the other two parties will still be connected, or you can press drop to drop the highlighted caller

Message Waiting Light

Located in the Top Right-Hand Corner of the phone, when you have a voicemail, this will be lit up red

Hot-Desking

Allows you to assign another phone as your phone

Logging In

- Press 
- Press **Assign**
- Enter Extension
- Enter Voicemail Password
- Press **Enter**

SoftKeys

The softkeys are the buttons located directly below the LCD display that control Speed dial, voicemail features, and conference

Softkeys on LCD Screen

Pick Up – Allows you to pick up a ringing extension from your phone

UnPark – Picks up a call from Park

Pick up- pick up another ringing extension or parked call

Conference - Initiates/completes a conference

State- Changes your availability, sends calls to voicemail

Answer-Answers incoming call

Ignore-Ignores incoming call but continues to ring the phone

Transfer-Transfer to another party

ToVM- Send an incoming to call your mailbox with out ringing the full time

Silence-Call Continues to ring silently until voicemail picks up

Drop- Hangs up on the highlighted caller

Conference- Conference multiple calls together

Park- System wide hold that can be picked up from any phone

HardKeys

-  - Directory
-  - Call History
-  - Voice mail
-  - Settings- Change Ringtone, program buttons, enable headsets
-  - Volume down and up
-  - End Call
-  - Redial
-  - Hold
-  - Mute
-  - Speaker / Headset, flips back and forth between to two

Headset

- Press 
- Enter your Voicemail pin
- Choose **Audio Mode**
- Press Select
- Select headset
- Press **OK**
- Press **Exit**

Programming Buttons

Any button on your phone that does not have a designated feature or line appearance may be programmed as a speed dial

Programming

- Press 
 - Enter your Voicemail pin
 - Choose **Program Keys Edit**
 - Press Select
 - Select Top Softkeys
 - Press Select
 - Scroll to the Key you want to program
 - Enter a Label
 - Enter a phone number (Include 9 for external numbers)
 - Choose Dial number for a Speed dial
 - Press **Save**
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LOFFLER