

Handset
Handset with speaker and microphone

Bottom Softkeys
4 context sensitive softkeys that support up to 18 functions

Contacts
Displays a list of your contacts

Call History
Displays a list of missed, outgoing and received calls

Voicemail
Provides access to your voicemail service

Settings
Provides services and options for you to customize your phone

Top Softkeys
6 programmable keys that support up to 20 functions

Navigation/Select
Multipdirectional navigation keys used to navigate through the phones menu. Press the center button to select menu options and perform various actions

Goodbye
Ends the active call and used for exiting menus

Redial
Displays call history with a list of outgoing calls

Hold
Places an active call on hold or resumes a call on hold

Mute
Initiates a call transfer


Speaker/Headset
Toggles the phones audio between speaker and headset

Volume Control Key
Adjusts volume for the ringer, handset, speakerphone or headset




Handling Calls



Making Calls

- o Lift the handset or press the  key, and at the dial tone enter the phone number.
- o OR Press the **Line/Call** appearance button and at the dial tone, enter the phone number.



Answering Calls

- o Lift the handset off the cradle, press the **Answer** softkey or press the  for handsfree operation



Redialing

- o Press the redial softkey once or the  key twice to call the last dialed number
- o 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

- o 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

- o To place an active call on hold, press the  key. A  icon will flash on the respective **Line** key.
- o To resume the call, press the key again or press the respective **Line** key.


Ending Calls

- o Place the handset back in the cradle or press the **ignore** softkey, or press the  key

Do Not Disturb

- o Press the programmed DND key, which will display a  (DND) icon in the status bar, and the DND key will turn red. To disable DND, simply press the programmed DND key again. This action will remove the (DND) icon from the status bar, and the DND key will return to its normal color.



Call Forwarding

- o Press the  key on the phone to access the Settings menu
- o Navigate to the Call Forward setting and select it using the **Select** button or **Select** softkey.
- o Use the dial pad keys to enter forwarding numbers for the following call forward states:
 - Always:** Forwards all incoming calls immediately to the specified number.
 - Busy Internal:** Forwards internal phone calls immediately when your line is busy.
 - Busy External:** Forwards external phone calls immediately when your line is busy.
 - No Answer Internal:** Forwards internal phone calls after several rings if you don't answer.
 - No Answer External:** Forwards external phone calls after several rings if you don't answer.
- o Use the navigation keys to move to the checkbox next to the call forward mode you want to enable and press the **Select** button to activate it.
- o Repeat steps 3 and 4 for all the call forward modes you want to enable.


Transferring Calls

- o Ensure you are on an active call with the party you wish to transfer
- o Press the **Xfer** Softkey. The active Call is placed on hold.
- o Enter the transfer recipient's number and press the **Transfer** Softkey.

Voicemail

- o When Voicemail function is enabled, the MWI LED on the Mitel 6920 SIP Phone flashes red, and the  icon displays on the status bar indicating that Voicemail messages are available.
- o You can access your Voicemail service by pressing the **Voicemail**  Key


Call History

- o Press the  key to access the **Call History** application
- o Scroll through the list by using the navigation keys. To view additional details for an entry, press the **Right** navigation key when the entry is highlighted.
- o Press the **Select** button or **Dial** softkey to place a call to the respective entry.
- o OR press the **Copy** Softkey to copy the entry to your contacts application
- o OR press the **Delete** Softkey to delete the entry from your Call History.

Conference Calls

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

Phone Directory

- o Press the  key to access the **Directory**.
- o Navigate to the respective contacts folder and scroll through the contacts by using the navigation keys.
- o OR Enter characters by using the keypad and press the **Search** key to use the search feature.
- o 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.
- o OR to place a call to a different phone number defined for the entry, press the right navigation key, highlight the phone number you want to call using the up and down navigation keys, and press the **Select** button or the **Dial** Softkey.