

MiVoice 6920 IP Phone

User Guide for MiCloud Connect

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About This Guide

This guide explains how to use the basic features of your Mitel MiVoice 6920 IP Phone in MiCloud Connect.

Documentation

- *Mitel MiVoice 6920 IP Phone Quick Reference Guide* – Contains call handling instructions, an overview of the user interface (UI) and details on UI navigation, as well as information on other important features. The Quick Reference Guide can be downloaded from <https://oneview.mitel.com/s/article/6920-IP-Phone-Documentation>.
- *Mitel MiVoice 6920 IP Phone Installation Guide* – Contains installation and set-up instructions, general features and functions, and basic options list customization. The Installation Guide can be downloaded from <https://oneview.mitel.com/s/article/6920-IP-Phone-Documentation>.

Supporting Documentation

To access phone and system-specific documentation, see <https://oneview.mitel.com/s/article/Mitel-Connect-Portal-User-Guide-TOC>.

Phone Features

Feature highlights include:

- 3.5" QVGA (320x240) color TFT LCD display with brightness controls
- Built-in-two-port, 10/100/1000 Gigabit Ethernet switch - lets you share a connection with your computer
- USB 2.0 port (100mA maximum)
- 12 top softkeys and 5 context-sensitive bottom softkeys
- Wideband handset
- Enhanced wideband, full-duplex speakerphone for handsfree calls
- Extensive support for peripherals and modules: USB, S720 Bluetooth Speaker, DHSG/EHS Handset, and wired analog headset, Mitel M695 Programmable Key (PKM) Module (button box), and Mitel Wireless LAN Adapter
- AC power adapter (sold separately)

*Availability of feature depends on your phone system or service provider.

Installation and Setup

Please refer to the *6920 IP Phone Installation Guide* included with your phone for basic installation and physical setup information.

Tips for Your Comfort and Safety

Do Not Cradle the Handset

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset.

Protect Your Hearing

Your 6920 IP phone has a control for adjusting the volume of the handset, headset, and speakerphone. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjust the Viewing Angle

The stand for your 6920 IP phone supports two viewing angles (30° and 60°). Adjust the stand to suit your viewing preference. For instructions on how to adjust the stand, see the *6920 IP Phone Installation Guide*.

Overview of the 6920 IP Phone

Welcome to your IP phone!

Figure 1 provides an overview of the Mitel MiVoice 6920 IP Phone components. Figure 2 on page 4 shows the ports on the back of the phone.

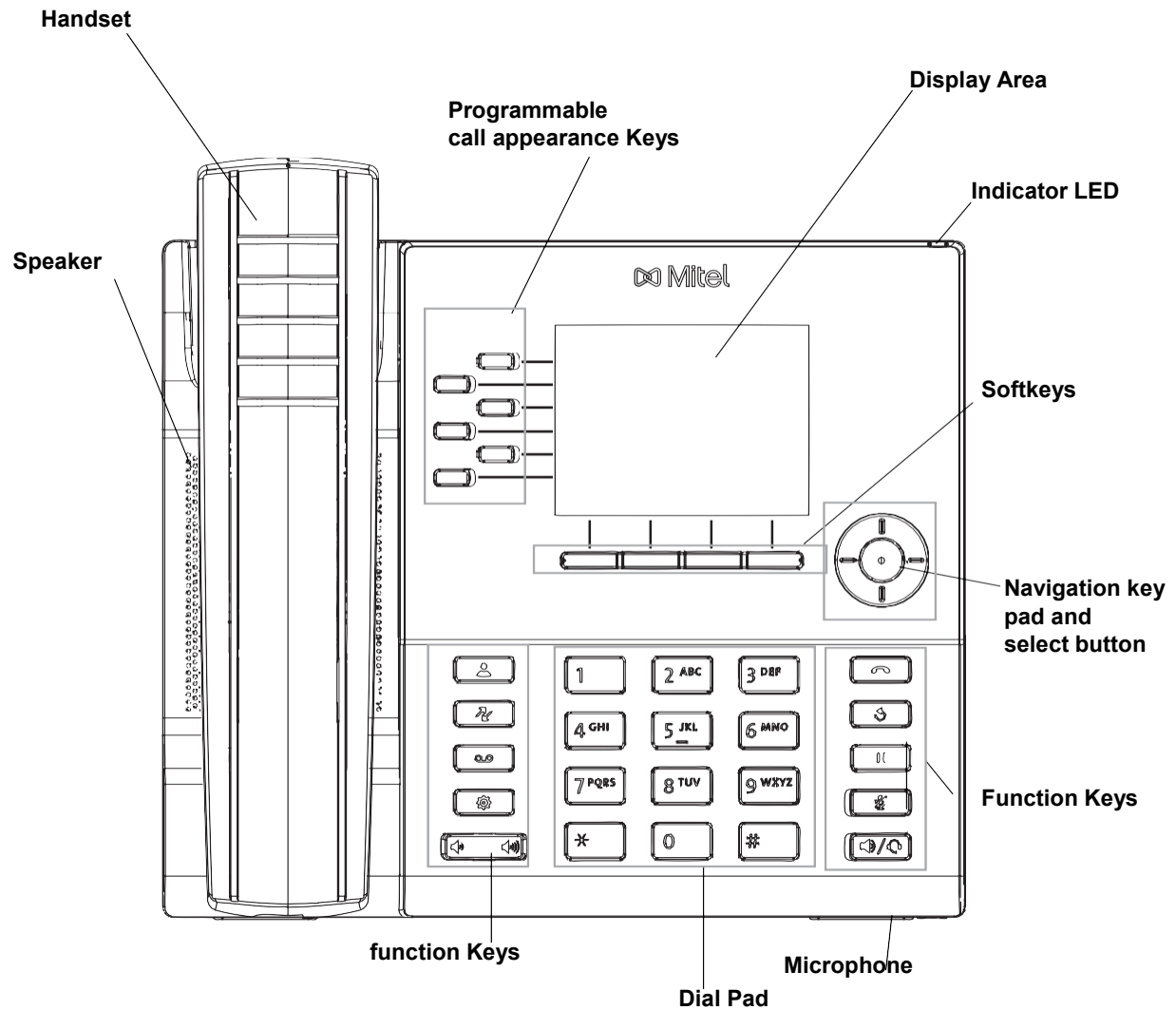


Figure 1: 6920 IP Phone Components

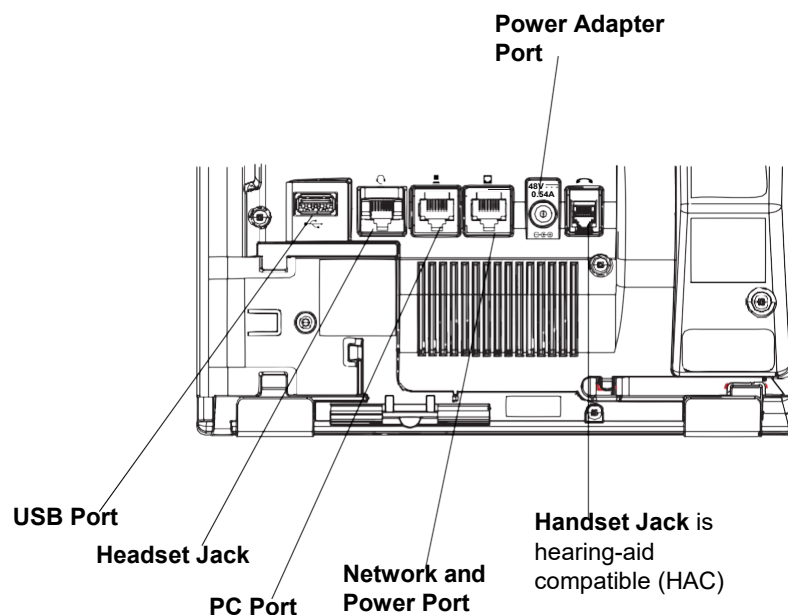



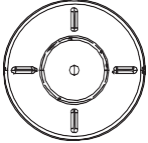
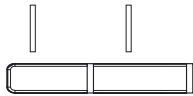



Figure 2: Ports on the Back of the 6920 IP Phone

Keys Description

The following table describes the keys on the Mitel MiVoice 6920 IP Phone:

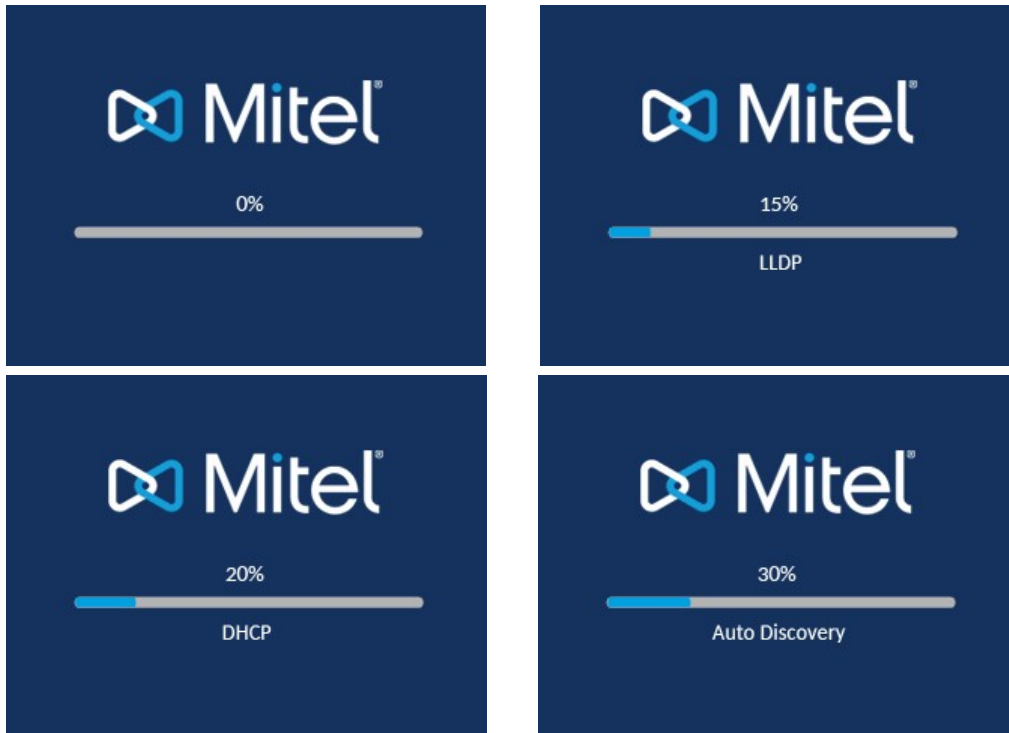
Key	Description
	Directory key - Displays a list of your contacts.
	History key - Displays a list of your missed, outgoing, and answered calls.
	Voicemail key - Provides access to your voicemail service (if configured).
	Settings key - Provides services and static settings that allow you to customize your phone.
	<p>Volume controls - Adjusts the volume for the ringer, handset, headset, and speakerphone.</p> <p>Press the volume control keys while the phone is ringing to adjust the ringer volume. Pressing these keys during an active call adjusts the volume of the audio device being used (handset, headset, or speaker).</p>
	Goodbye key - Ends an active call. The Goodbye key also exits an open list (such as Call History) and menus (such as the Static Settings menu) without saving changes.
	Redial key - Displays a list of your previously dialed calls. Double-press the Redial key to call the last dialed number.

Key	Description
	<p>Hold key - Places an active call on hold. To retrieve a held call, press the applicable Line key.</p> <p>For more information, see Placing a Call on Hold or Off Hold on page 24.</p>
	<p>Mute key - Mutes the microphone so that your caller cannot hear you. (The LED beside the key turns on when the microphone is on mute.)</p>
	<p>Speaker/Headset key - Transfers the active call to the speaker or headset, allowing hands-free use of the phone.</p>
	<p>Navigation keys and select button - Multi-directional navigation keys that allow you to navigate through the phone's user interface (UI).</p> <p>Pressing the center Select button sets options as well as performs actions such as dialing out from the Contacts or Call History.</p> <p>On the Home screen, the left and right navigation keys can be used to switch between the home screen, the line manager, and active calls.</p>
	<p>Softkeys - Four context-sensitive bottom softkeys that allow you to perform multiple functions during specific states (that is when the phone is an idle, connected, incoming, outgoing, or busy state).</p>
	<p>Programmable call appearance Keys - Six programmable, multi-function keys that allow you to use up to 12 specific functions.</p>

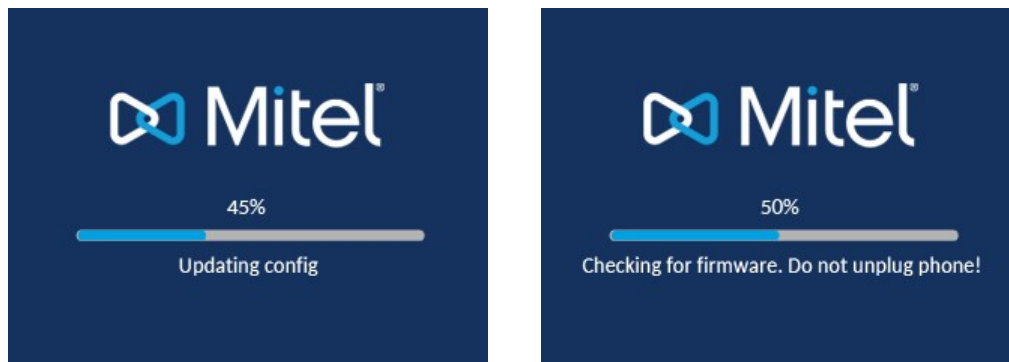
Plugging In and Starting the Phone

The 6920 IP Phone automatically begins the startup sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone.

The phone displays the following startup screens.



The 6920 IP Phone then checks the settings and looks for new configuration and firmware updates from a configuration server. It may take a few moments while the phone downloads the latest updates.



Note: Updates to your phone can be scheduled to be automatically installed from the server. The new updates are scheduled during non-business hours or slow call periods.

CAUTION: Do not unplug or remove power to the phone while the phone is checking or installing firmware and configuration information.

If language packs were loaded to your phone, the following screen displays during startup.



When the configuration update is complete, the phone displays the following screens before it displays the **Home** screen.



Network Connected/Network Disconnected

If your phone successfully connects to the network, the phone displays the **Home** screen.

If your phone did not successfully connect to the network, the **Network Disconnected** prompt is displayed and the status light turns on.



If this happens, check that the cables are firmly connected to the phone and to the wall jack. The phone automatically detects when it is reconnected successfully and the **Network Disconnected** prompt is removed from the screen. However, if changes have been made to your phone's network settings, you may need to restart your phone. Check with your Mitel administrator or network administrator for assistance.

For more information about connecting your phone, see the *Mitel 6920 IP Phone Installation Guide*.

Note: If the phone displays a **No Service** status message you can still use the phone but note that it is not registered with the system. For more information about registering your phone, contact your Mitel administrator.

Your Phone's Display

The display screen on your IP phone shows your name and extension, availability state, call appearance keys, workgroup agent status, programmed keys, and other information. [Figure 3](#) shows the elements on the phone display screen.

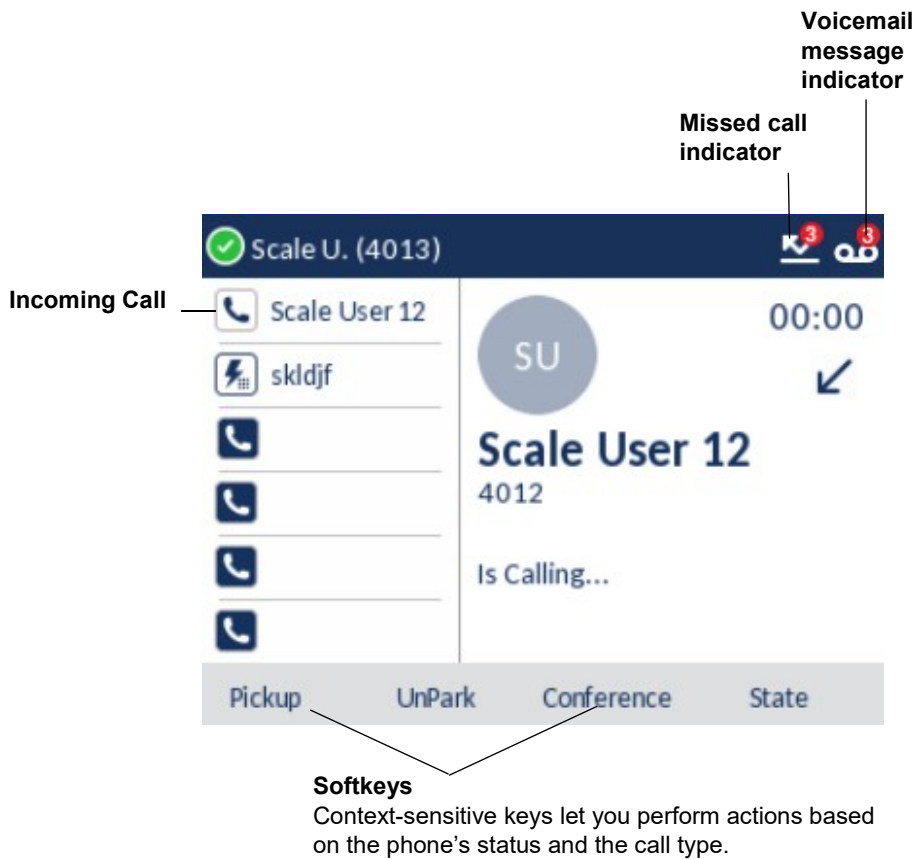


Figure 3: Elements on the Display of the 6920 IP Phone

Call Appearance Keys and Programmable Keys

Your phone features 12 call appearance keys that show incoming, active, or held calls.

Your phone includes four softkeys, whose function change depending on the state of your phone. For example, if your phone is idle, the softkeys let you modify settings such as your availability state or phone Settings. If you have an active call, you can use the softkeys to do such things as hang up, park the call, or merge the call with another call to create a conference call. When the label on a softkey is underlined with a dotted line, you can press the select button on the navigation keypad to perform the function identified on that softkey.

Setting Up Your Phone

To use all the functions of your IP phone, your phone needs to be assigned to you and you need to know your password for the voicemail system. You can determine whether your phone is already assigned to you as follows:

- If the phone displays your name and extension, your Mitel administrator has already assigned your phone to you, and you do not need to assign yourself to your phone. When your phone is

in this state, you can receive calls, make calls, and check for new messages using visual voicemail.

- If the phone displays “Available” and the date and time, use the procedure in [Assigning Your Extension or Phone Number to the Phone](#) on page 10 to assign your extension to your phone. Until the phone is assigned, you can place internal calls by dialing a number or using the Directory, but you cannot receive calls or use visual voicemail, and you might not be able to place external calls.
- If the phone displays “Anonymous” and the date and time, this extension is assigned as the primary phone for someone who is currently assigned to some other phone or endpoint. You can assign your extension to the phone by following the procedure in [Assigning Your Extension or Phone Number to the Phone](#) on page 10.
- If the phone displays “Voice Service”, use the procedure in [Assigning Your Extension or Phone Number to the Phone](#) on page 10 to assign your extension to your phone.

With the appropriate permissions (set by your Mitel administrator or authorized contact), you can log in to any Mitel 6900-Series IP phone in the system to assign your extension or phone number to that phone.

If you need to register a phone with a MiCloud Connect system, see [Registering a Phone In a MiCloud Connect System](#) on page 11.

Assigning Your Extension or Phone Number to the Phone

The procedure that you use to assign your phone depends on whether the phone displays “Available”, or “Anonymous,” or “Voice Service”.

If Your Phone Displays “Available” or “Anonymous”

If your phone displays “Available” or “Anonymous,” use this procedure to assign your extension to your phone.

1. Press the **Assign** softkey.
2. Enter the extension number that your Mitel administrator provided, and then press the down navigation key.
3. Enter the password provided by your Mitel administrator.
4. Press the **Enter** softkey.
Your extension is assigned to your phone and your name and extension is displayed.

If Your Phone Displays to Voice Service Page

1. In the **User DID** field, enter your country code plus the area code and the telephone number (for example, 15551234321) that your MiCloud Connect authorized contact provided, and then press the **Enter** softkey.
2. Enter the phone **Password** that your MiCloud Connect authorized contact provided, and then press the **OK** softkey.
3. In the **Domain** field, enter the cloud domain name:
 - U.S. and Canada, enter sky.shoretel.com.

- U.K./Europe, enter sky.shoretel.eu.
 - Australia, enter sky.shoretel.com.au.
4. Press the **OK** softkey.
 5. Press the **Enter** softkey.
Your extension is assigned to your phone and your name and extension is displayed.

Registering a Phone In a MiCloud Connect System

If you need to register a phone in a MiCloud Connect system without assigning it to a specific user, use this procedure.

1. In the **User DID** field, enter the country code plus the area code and telephone number that your MiCloud Connect authorized contact provided, and then touch the **Enter** softkey.
2. Enter the phone **Password** that your MiCloud Connect authorized contact provided, and then touch the **Register** softkey.
3. In the **Domain** field, enter the cloud domain name:
 - U.S. and Canada, enter sky.shoretel.com.
 - U.K./Europe, enter sky.shoretel.eu.
 - Australia, enter sky.shoretel.com.au.
4. Press the **OK** softkey.
5. Press the **Enter** softkey.

After a few seconds, the phone registers with the system and displays “Available”.

Logging In to the Voicemail System

If you are a new user in the Mitel system, you need to log in to the voicemail system to record your name and personal greeting. For details, see [Logging In to the Voicemail System](#) on page 57.

Operating Your Phone

This section provides an overview of the following basic phone tasks:

- Placing calls
- Answering calls
- Auto Answer
- Sending an incoming call to voicemail
- Adjusting the ring and listening volume
- Turning off the phone’s ringer
- Muting a call

Placing Calls

To place a call, you can use the handset, the speakerphone, or a headset.





Note: The call timer on the 6920 IP phone starts after the call is answered.

Using the Handset to Place A Call

1. To place a call, pick up the handset and dial a phone number.
2. To end the call, hang up the handset.

Using Handsfree Speakerphone



The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the **Speaker** or **Speaker/Headset** audio mode. For more information about setting the audio mode on your phone, see [Audio](#) on page 41.

- To dial using handsfree, first press  and enter a number at the dial tone.
- If you are in **Speaker** audio mode, lift the handset and press  to switch between handsfree and handset.
- If you are in **Speaker/Headset** audio mode, press  to switch between handsfree and headset.
- When the handset is on hook, press  to disconnect the call.

Note: When handsfree is on, the LED next to the hardkey turns on.

Using the Headset to Place a Call

The headset feature allows you to speak to someone without using the handset or speakerphone. Your phone must be in either the **Headset** or **Headset/Speaker** audio mode. For more information about setting the audio mode on your phone, see [Audio](#) on page 41.

1. To place a call using the headset, press  and dial the phone number.
The LED next to the hardkey blinks red, and the call is dialed.
2. To end the call, press .
The LED next to the hardkey stops blinking.

Answering Calls

When a call is ringing at your extension, the inbound caller's name, extension, picture ID (if applicable), and incoming call icon display on the screen. Additionally, the line/call appearance LED flashes quickly for the incoming call.

Note: During an incoming call:

- Pressing **Ignore**, sends busy signal to the caller and terminates the call.
- Pressing **Silence**, silences ringtone and handle call with configured call-handling rules.

To answer a call, you can use the handset, the speakerphone, or a headset. Depending on how you set your automatic off-hook preference or how your Mitel administrator set this option, you can also answer a call through your speakerphone or headset using either of the following methods:

- Press the blinking call appearance button.
- If the incoming call is shown in the focus window on your phone's display, press the **Answer** softkey.

Note: The call timer on the 6920 IP phone starts after the call is answered.


For more information about handling multiple calls, see [Diverting an Incoming Call to Voicemail](#) on page 25.

Using the Handset to Answer a Call


1. To answer a call, pick up the handset when the phone rings.
2. To end a call, hang up the handset.

Using the Speakerphone to Answer a Call

If you plan to use a Speakerphone to answer calls, see [Audio](#) on page 41 for instructions on how to designate **Speaker** or **Speaker/Headset** as your default auto off-hook preference.

1. To answer a call, press .




If your automatic off-hook preference is configured to use the speaker, press the blinking call appearance button or press the **Answer** softkey.

The LED next to the hardkey lights red.
2. To end the call, press the  again.

The LED next to the hardkey turns off.

Using a Headset to Answer a Call

If you plan to use a headset to answer calls, see [Audio](#) on page 41 to designate your wireless or wired headset as your default auto off-hook preference.

1. To answer a call using the headset, do one of the following:
 - If you use a wired headset, press .
 - If you use a wireless headset, go off-hook with your headset.
 - If your automatic off-hook preference is configured to use your headset, press the blinking red call appearance button or press the **Answer** softkey. (If you use a wireless headset, the phone then displays a message prompting you to press the off-hook button on your headset.) The LED next to  blinks red.
2. To end the call, do one of the following:
 - If you use a wired headset, press  again.
 - If you use a wireless headset, put your headset in to the on-hook position.

The LED next to the hardkey stops blinking.

Note: The audio mode setting you have selected in the **Settings > Audio > Audio Mode** menu on the IP phone determines if the call goes to speakerphone or headset operation. For more information, see [Audio](#) on page 41

Auto-Answer/Play Warning Tone



The auto-answer feature on the IP phone allows you to enable or disable automatic answering for an Intercom call.

If **Auto-Answer** is enabled, the phone automatically answers an incoming intercom call. If **Play Warning Tone** is also enabled, the phone plays a tone to alert you before answering the intercom call.

Note: Your Mitel administrator can set a time period delay before the phone automatically answers. Contact your Mitel administrator for more information.

Adjusting the Ring and Listening Volume


To adjust the volume on your phone, use the  keys. The volume settings for the ringer, handset, speakerphone, and headset are independent, and you can set them as follows:

- Adjust the volume of your phone's ringer while the phone is on hook.
- Adjust the handset listening volume while the handset is off hook.
- Adjust the speakerphone volume when the LED next to  is illuminated.
- Adjust the headset listening volume when the LED next to  is blinking.


Note: When using a wireless headset, if you experience audio problems, ensure that your wireless headset is configured according to the manufacturer's instructions. Problems that might result from improper configuration include the following:

- You cannot hear a dial tone.
- The volume for you or the other party is not loud enough.
- You hear a buzzing or hissing sound.

Muting a Call

- To mute a call so that the caller does not hear you, press . The LED next to the hardkey blinks in red when the mute is active.

Note: Mute does not work during number dial-out.

- To unmute a call so that the caller can hear you,  again. The LED next to the hardkey does not blink when the mute is not active.

Guide to the Icons Displayed On Your Phone

Your 6920 IP Phone displays icons for phone status and features. These icons are described in the following tables:

- [Table 1](#) describes the title bar icons on the main screen of the phone.
- [Table 2](#) on page 16 describes the call appearance button icons on the main screen of the phone.
- [Table 3](#) on page 18 describes the bridge call appearance button icons on the main screen of the phone
- [Table 4](#) on page 18 describes the shared call appearance button icons on the main screen of the phone
- [Table 5](#) on page 19 describes the history icons.
- [Table 6](#) on page 20 describes the presence icons in the Directory.
- [Table 8](#) on page 53 describes the voicemail icons.

Table 1: Title Bar Icons on the Main Screen









Icon	Description
	Availability state: Available
	Availability state: In a Meeting
	Availability state: Do not disturb
	Availability state: Out of office
	Availability state: Vacation
	Availability state: Custom
	Missed call
	Voicemail message indicator

Table 2: Call Appearance Icons and Blink Patterns


















Icon	Blink	Description
	On	Do not disturb
	Off	Idle or no call
	On	Dialing or off hook
	On	Connected call
	Blinking	Incoming call
	Red, steady	Whisper page is active
	On	Connected conference call
	Blinking	The call is on hold locally. (Hold initiated locally. Remote side will hear music on hold.)
	Blink Slow	The call is on hold remotely. (Remote side initiated hold. Local side will hear music on hold.)
	Off	The call is being Recorded. (Check other areas for status indicators.)
	On	The designated extension for the programmed button has a "do not disturb" availability state active.
	Off	Monitored extension is in Idle state.
	On	The monitored extension has a "do not disturb" availability state active.
		The monitored extension has unheard voicemail messages.
		The monitored extension has unheard voicemail messages and a "do not disturb" availability state active.
	On	The monitored extension is in a conference call.
	On	The monitored extension is in a connected call.

Table 2: Call Appearance Icons and Blink Patterns







Icon	Blink	Description
	Blinking	The monitored extension is in a connected call and you picked up an incoming call for the monitored extension.
	Blinking	The monitored extension has a call on hold and you picked up an incoming call for the monitored extension.
	Blinking	The monitored extension is in a connected call and has a call on hold.
	Blinking	The monitored extension is in a connected call and is receiving another call.
	Blinking	The call is being recorded, and the recording operation was initiated by pressing the programmed button.
	Blinking	Whisper page mute is active. When whisper page is active, the non-whisper active call can be muted (whisper page mute). The muted call shows this icon.

Table 3: Bridge Call Appearance and Blink Patterns










Icon	Blink	Description
	Off	Idle or no call
	On	Dialing or off hook
	On	Connected call
	Blinking	Incoming call
	On	Connected conference call
	Blinking	The call is on hold locally. (Hold initiated locally. Remote side will hear music on hold.)
	Blinking	The call is on hold remotely. (Remote side initiated hold. Local side will hear music on hold.)
	On	Line in use by someone
		Line in use by someone else (Can Conference)

Table 4: Shared Call Appearance and Blink Patterns







Icon	Blink	Description
	Off	Idle or no call
	On	Dialing or off hook
	On	Connected call or seized call
	On	Connected conference call
	Blinking	The call is on hold locally. (Hold initiated locally. Remote side will hear music on hold.)
	Blinking	The call is on hold remotely. (Remote side initiated hold. Local side will hear music on hold.)

Table 4: Shared Call Appearance and Blink Patterns








Icon	Blink	Description
	On	Line in use by someone
		Line in use by someone else (Can Conference)

Table 5: Call History Icons

Icon	Description
	Inbound call
	Outgoing calls
	Missed calls
	Redirected calls
	All calls

Icons displayed in the Directory indicate the presence or status of the person you want to call. These presence icons are shown in Table 4. If the person or entity's presence is unknown, no presence icon is shown. Presence icons are also not displayed for phones in the Available or Anonymous states. [Figure 4](#) shows an example of the presence icons in the Directory.

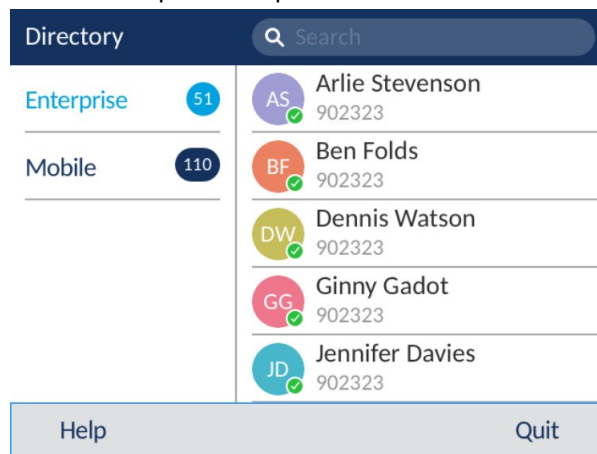











Figure 4: Directory with Presence Icons

Table 6: Presence Icons in the Directory

Icon	Description
	Available
	In a meeting
	Out of office
	Extended absence
	Anonymous
	The user has set a custom availability state.
	The user's extension is on hold or has a call parked on it.
	Do not disturb
	On a call

Using Voicemail

To access your voicemail messages, press the **Voicemail** hardkey.

For complete details about voicemail, see [Using Visual Voicemail](#) on page 52.

Using the Directory

You can use the Directory to quickly look up and dial a person's extension. If you have the proper permissions, you can contact a person through the intercom or use the whisper page. In addition, if your Mitel administrator has added detailed contact information to the system, you can see information in the Directory such as a person's email address, alternate phone numbers, and alternate contacts.

Making a Call Using Directory


1. Press .

Note: To close the directory, press  or press the **Quit** softkey.

2. Locate the name of the person you want to call using one of the following methods:


- Use the up or down navigation key to scroll through the directory list until the name of the person you want to call is highlighted. (To scroll quickly, press and hold a navigation key.)
- Dial the numbers that correspond with the first few letters in the person's first or last name, pressing a number key once for any letter on that key. For example, to find the name Smith, dial the numbers 76484. You might need to press keys for only the first few letters of the person's name before the name is recognized. If the filtered list contains more than one name, scroll through the list until the name of the person you want to call is highlighted.

Note: To delete characters in the filter, press the **Backspace** softkey. Delete all the characters in the filter to return to the full Directory list.

3. With the contact's name highlighted, press the right navigation key to navigate to the numbers selection column.
4. Press the **Dial** softkey, press the select button, press  or pick up the handset to dial the contact's phone number.


Note: If your Mitel administrator has enabled presence for the user, the presence icon in the Directory indicates the current status of the person you want to call. For details about the presence icons, see [Table 6](#) on page 20.

Finding Detailed Contact Information


1. Press .
2. Use the up or down navigation key to scroll to the contact.
3. Press the **Details** softkey.
The person's contact details are displayed.
4. To return to the main Directory screen, press the **Close** softkey.

Using the Intercom Through Directory

If you have the proper permissions, you can use the Intercom for internal extensions.

1. Press .
2. Use the up and down navigation keys to scroll to the contact.
3. Press the **Details** softkey.
The person's contact details are displayed.
4. Press the **Intercom** softkey.
The phone initiates an intercom connection.


Dialing Voicemail from Directory

1. Press .
2. Use the up or down navigation key to scroll to the required contact.
3. Press the **Details** softkey.
The person's contact details are displayed.

4. Press the **Dial Voicemail** softkey.
The phone calls the voice mailbox of the contact you selected.

Help

The help option lets you immediately contact a member of the MiCloud Connect support team.


1. Press .
2. Press the **Help** softkey.
A confirmation window is displayed.
3. Press the **Yes** softkey to confirm that you want to place a call.

Using the Call History


The call history displays recent inbound, outbound, missed, and transferred calls, with the most recent call listed first. Each entry in the History list displays the caller's name or number (if available) and the time or date of the call. If no caller ID information is available for a particular number, the phone displays "Caller ID Unknown."

With the call history, you can view all calls, or you can filter to see only incoming (From), outgoing (To), or missed calls. You can also dial directly from the call history or delete calls from your call history.


Call History




All




Missed



Outgoing





Received



Arlie Stevenson


04:05 PM | Today






Ben Folds


11:56 AM | Today






Dennis Watson


03:29 PM | Yesterday






Ginny Gadot


09:12 AM | 16 Oct





Jennifer Davies



06:55 PM | 29 Sept





Quit

Figure 5: Call History

Viewing a List of All Calls Placed, Received, or Missed



1. Press .
- Note:** To close the call history, press  or the **Quit** softkey.
2. Use the up or down navigation key to scroll through the following list:
 - All
 - Missed
 - Outgoing
 - Received
3. Highlight the required option and press the right navigation key to move to entry column.
4. Use the up or down navigation key to scroll through and view the call list.
5. Press the **Details** softkey.

Placing a Call Using the Call History



1. Press .
- Note:** To close the call history, press  or the **Quit** softkey.
2. Use the up or down navigation key to scroll through the following list:
 - All
 - Missed
 - Outgoing
 - Received
3. Highlight the required option and then press the right navigation key to move to entry column.
4. Use the up or down navigation key to scroll through the History list to the required contact.
5. With the name of the contact you want to call highlighted, choose one of the following options to dial the call:
 - Press the **Dial** softkey.
 - Pick up the handset to take the phone off hook.
 - Press the speaker/headset button to take the phone off hook.

Using the Intercom Through the Call History

If you have the proper permissions, you can use the Intercom for internal extensions.

1. Press .
- Note:** To close the call history, press  or the **Quit** softkey.
2. Use the up or down navigation key to scroll through the History list to the required contact.
3. Press the **Intercom** softkey.
The phone initiates an intercom connection.

Deleting a Call from the Call History

1. Press .
Note: To close the call history, press  or press the **Quit** softkey.
2. Use the up and down navigation keys to scroll through the History list and navigate to the contact to be deleted.
3. Press the **Delete** softkey.
4. When prompted press the **Delete** softkey.
The call is removed from the call history.


Interacting with Calls


This section describes the following ways to interact with calls:

- Placing a call on hold or off hold
- Diverting an incoming call to voicemail
- Transferring a call
- Parking and unparking calls
- Picking up an incoming call for another extension

Placing a Call on Hold or Off Hold

- To place an active call on hold, Press .

The screen displays the  icon indicating the call is on hold. Additionally, the line/call appearance light begins to flash slowly and after a short time, the phone beeps softly to remind you that you still have a call on hold.


- To take a call off hold, do either of the following:
 - Press .
 - Press the **Pickup** softkey.

If your phone is on hook while a call is on hold, you hear a reminder ring in 10 seconds and then at one-minute intervals while any call remains on hold.

Diverting an Incoming Call to Voicemail

Whether your phone is idle or you are engaged in a call, you can send an incoming call to your voice mailbox without answering it.

To send an incoming call to voicemail

- While the phone rings, do one of the following:
 - Press .
 - Press the **To Vm** softkey.
 - Press **#**.

The call is sent to your voice mailbox.

Transferring a Call

You can transfer a call in two ways:

- In a blind transfer, you transfer the call without the other party first answering your call.
- In a consultative transfer, you talk to the other party before completing the transfer.

Both types of transfer use a similar procedure.

To Do a Blind Transfer

1. While engaged in a call, press the **Transfer** softkey.
2. Dial the number you want to transfer the call to.
 - Note:** If you want to cancel the transfer, press the **Cancel** softkey, take the original call off hold, or put the phone back on-hook, before the timeout is reached.
3. Press the **Transfer** softkey.
The call is transferred to the designated number.

To Do a Consultative Transfer

1. While engaged in a call, press the **Transfer** softkey.
2. Dial the number you want to transfer the call to.
 - Note:** If you want to cancel the transfer, press the **Cancel** softkey or take the original call off hold.
3. After the other party answers the call, do one of the following:
 - To complete the transfer, press the **Transfer** softkey.
 - To cancel the transfer, press the **Drop** softkey.

Parking and Unparking Calls

With the appropriate permissions (set by your Mitel administrator), you can park a connected call on another extension and you can unpark that call and return it to your extension.

Note: To unpark a call, the call must be on hold on the other extension.

To Park a Call

1. While the call is active, press the **Park** softkey.
2. Dial the extension number where you want to park the call.
The call is parked on the designated extension.

Note: If the call is not answered on the parked phone within a certain amount of time (as configured by your Mitel administrator), the call returns to the original extension. The default is 60 seconds.

To Unpark a Call and Return it to Your Extension

1. Press the **Unpark** softkey.
2. Dial the extension number from which you want to unpark the call.
The parked call is returned to your extension.


Picking Up an Incoming Call for Another Extension

With the appropriate permissions (set by your Mitel administrator), you can pick up a call that is ringing on another extension.


1. If you want to answer a call coming in to another phone, press the **Pickup** softkey.
2. Dial the extension number for which you want to pick up an incoming call.
The call is now an active call on your extension.


Customizing Your Phone

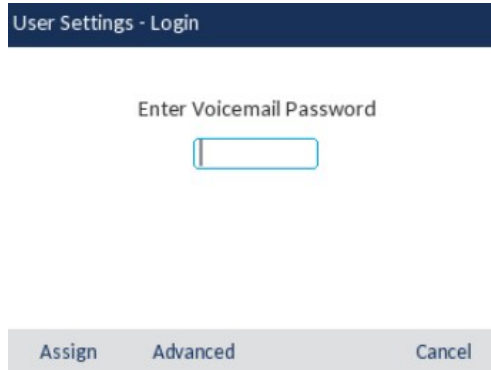
There are two ways to customize specific settings on your phone:

- Using the  (**Settings** hardkey) on the IP phone.
- Using the **Connect Portal** in an Internet browser window from your PC.

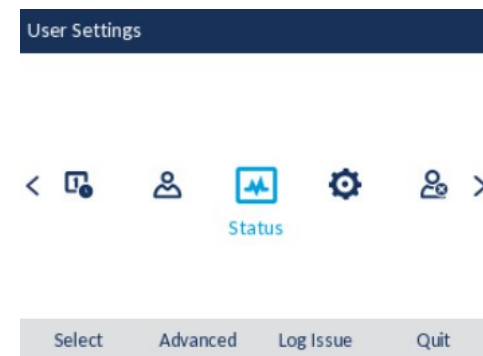
Phone Options Via IP Phone UI


You can customize your phone and view your phone status by pressing the  (**Settings**) key, opening the **User Settings** menu. This menu provides a single location to access all your phone settings.

1. Press  on the phone to access the **User Settings** menu.






















2. Enter your voicemail password, and press the **Enter** softkey.



3. Use the left and right navigation keys to highlight an option and the up or down navigation key to scroll through the sub options.
4. Press the select button or press the **Select** softkey to select an option.
5. Use the navigation keys, dialpad keys, and softkeys that display for each setting to make any applicable changes.
6. Do one of the following:
 - Press the **Save** softkey to save your changes.
 - Press  or the **Close** softkey at any time to exit without saving changes.

Note: For more information about **Advanced** options, contact your Mitel administrator.

The following phone settings can be configured through the **Settings** menu:

Icon	Option
	Availability
	Time and Date
	Settings
	Time Zone
	Directory
	Settings
	Cloud Domain
	Diagnostics
	Ping
	Traceroute
	Capture
	Log upload
	Audio Diagnostics
	Audio
	Audio Mode
	Headset
	Ring Tones
	Display
	Restart

Note: All **Advanced** settings are administrator-level functions, and are not accessible by the user. These settings should be set up and changed only by your Mitel administrator.

Phone Options Via Connect Portal


In addition to using your phone's interface to change options, you can customize settings on the IP phone using the Connect Portal.

For more information about the Connect Portal see

<https://oneview.mitel.com/s/article/Mitel-Connect-Portal-User-Guide-TOC>.

Log Issue

You can collect the phone's logs and upload them to a server.

1. Press  .
2. Press the **Log Issue** softkey, and wait five minutes for log processing to occur.


Understanding Availability States

You can set six distinct availability states for your extension. These availability states can be configured with various options to forward incoming calls to another number or send them to voicemail. Using the voicemail system, you can also record a different personal greeting for each availability state.

By using your phone's interface, you can configure options for each availability state, such as call forwarding destinations, number of rings, and simultaneous ring. (You can also configure these options in the Connect client.)

The availability states are as follows:

- Available (the default) allows you to answer all incoming calls.
- In a meeting
- Out of office
- Extended Absence
- Custom
- Do not disturb


If you select a "Do Not disturb" availability state, your phone displays the  icon for all call appearance keys, and the call appearance LEDs light up orange. The "Do Not disturb" option is in effect when you specify that calls are always to be forwarded. For more information, see [Specifying Settings for Availability States](#) on page 30.

Changing Your Active Availability State

1. Press the **State** softkey.
The active state is indicated.
2. Press the left or right navigation key to scroll to the desired **Availability**.

3. Press the **Save** softkey.
The availability state for your phone changes to the selected state.

Specifying Settings for Availability States

1. Press  .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Press the left or right navigation key to scroll to the **Availability** option.
4. With the **Availability** option highlighted, press the **Select** softkey.
5. Use left or right navigation key to select an **Availability** option.
6. Press down arrow key to specify when to forward calls by using the navigation keypad to scroll to and highlight one of the following values:
 - **Always** means that calls received when this availability state is active are always forwarded to the specified destination number. When you select Always, you can also specify the Always destination, which is the number that you want calls forwarded to, or you can accept the default.
 - **No answer** means that calls received when this availability state is active will be forwarded to the specified destination number only when you do not answer your phone or when your phone is unable to accept additional calls. You can also configure the following options or accept the defaults:
 - **No answer destination.** Specify the number you want calls forwarded to when you do not answer them.
 - **Number of rings** Specify the number of times the phone rings before the call is forwarded.
 - **Busy destination** Specify the number to forward the call to if your extension is busy.
 - **Never** means that calls received when this availability state is active will never be forwarded.
7. For the **Simulring** option, select **On** or **Off** depending on whether you want the phones that you have configured through the Connect client to ring simultaneously with your extension. (However, if you choose to always forward calls to another number, your extension does not ring.)
8. After setting options, press the **Save** softkey.
The changes are saved and the availability state is set.
9. Press the **Quit** softkey.


Time and Date

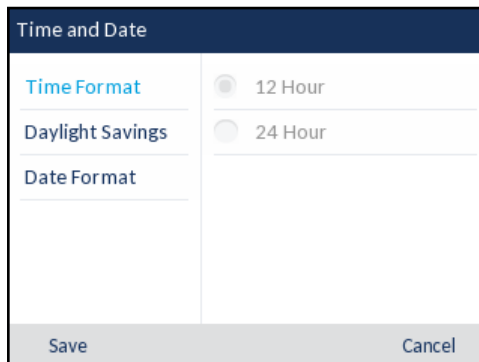
On the IP phones, the following time and date sub-options are available to be configured:

- Settings:
 - Time Format
 - Daylight Savings
 - Date Format
- Time Zone

Settings

Configuring the Time Format, Daylight Savings, and Date Format

1. Press  .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Time and Date > Settings** option and press the select button or press the **Select** softkey.



The screenshot shows a mobile interface titled "Time and Date". On the left is a list of settings: "Time Format" (highlighted in blue), "Daylight Savings", and "Date Format". On the right, there are two radio button options: "12 Hour" (which is selected) and "24 Hour". At the bottom of the screen are two buttons: "Save" and "Cancel".

4. With **Time Format** highlighted press the right navigation key to move to selection column.
5. Use the up or down navigation key to scroll through and choose the preferred time format. Valid values are 12 Hour (the default) and 24 Hour.

6. Press the left navigation key to move to back to the options column and press the down navigation key to highlight **Daylight Savings**.

The screenshot shows a settings menu titled "Time and Date". On the left, there are three options: "Time Format", "Daylight Savings" (highlighted in blue), and "Date Format". On the right, there are four radio button options: "Off", "30 min summertime", "1h summertime", and "Automatic" (which is selected). At the bottom, there are "Save" and "Cancel" buttons.

7. With **Daylight Savings** highlighted press the right navigation key to move to selection column.
8. Use the up or down navigation key to scroll through and choose the preferred daylight savings setting. Valid values are:
- Off
 - 30 min summertime
 - 1h summertime
 - Automatic (default)
9. Press the left navigation key to move to back to the options column and press the down navigation key to highlight **Date Format**.

The screenshot shows the same "Time and Date" settings menu. In this view, "Date Format" is highlighted in blue on the left. On the right, there are five radio button options: "WWW MMM DD" (selected), "DD-MMM-YY", "YYYY-MM-DD", "DD/MM/YYYY", and "DD/MM/YY". The "Save" and "Cancel" buttons are at the bottom.

10. With **Date Format** highlighted press the right navigation key to move to selection column.
11. Use the up or down navigation key to scroll through and choose the preferred date format. Valid values are:
- WWW MMM DD (default)
 - DD-MMM-YY
 - YYYY-MM-DD
 - DD/MM/YYYY
 - DD/MM/YY
 - DD-MM-YY
 - MM/DD/YY


- MMM DD
- DD MMM YYYY
- WWW DD MMM
- DD MMM
- DD.MM.YYYY

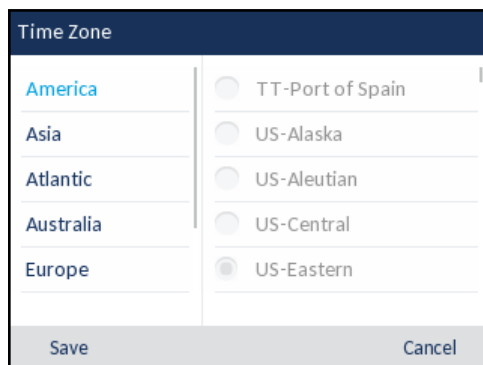
12. Press the **Save** softkey to save your changes.

Note: The time and date formats you configure are applicable to the **Home** screen as well as the Received Calls and Outgoing Redial Lists.

Time Zone

Configuring the Time Zone

1. Press  .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Time and Date > Time Zone** option and press the select button or press the **Select** softkey.
A list of time zones displays for different areas of the world.




4. Use the up or down navigation key to scroll through and highlight one of the following regions.
 - America
 - Asia
 - Atlantic
 - Australia
 - Europe
 - Pacific
 - Others
5. With the desired region highlighted, move to selection column.
6. Use the up or down navigation key to scroll through and choose the time zone that applies to your area. The default time zone is US-Eastern.
7. Press the **Save** softkey to save your changes.

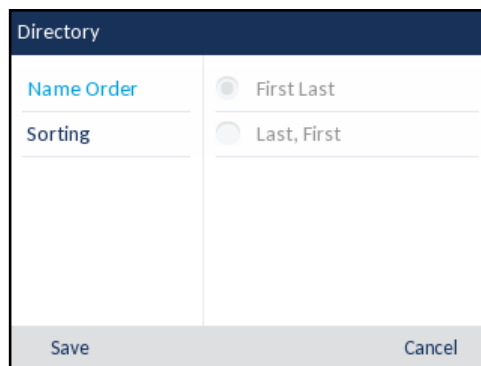
Directory

You can configure directory entries to display using the contact's first name and then last name or vice versa. Moreover, the option to sort contacts using either their first name or last name is available through the *Directory* > *Settings* option in the User Settings menu.

Note: For more information about Directory functionality, see [Using the Directory](#) on page 20.

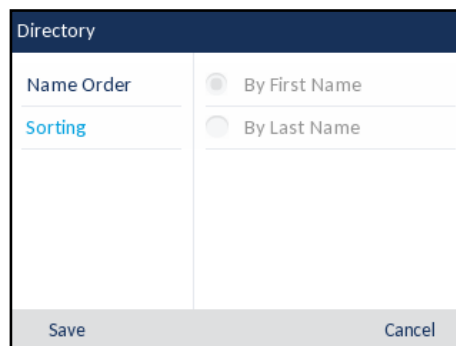
Settings

1. Press  .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Directory** > **Settings** option and press the select button or press the **Select** softkey.



Directory	
Name Order	<input checked="" type="radio"/> First Last
Sorting	<input type="radio"/> Last, First
<div>Save Cancel</div>	

4. With **Display Name Order** highlighted press the right navigation key to move to selection column.
5. Use the up or down navigation key to choose the display name order.
6. Press the left navigation key to move to back to the options column and press the down navigation key to highlight **Sorting Preferences**.



Directory	
Name Order	<input checked="" type="radio"/> By First Name
Sorting	<input type="radio"/> By Last Name
<div>Save Cancel</div>	

7. With **Sorting Preferences** highlighted press the right navigation key to move to selection column.
8. Use the up or down navigation key to choose a sorting preference.
9. Press the **Save** softkey to save your changes.


Status

The Status option in the Settings menu allows you to view the following information about your phone:

- **Firmware Info:**
Information about the phone's firmware version of phone, boot version, and platform.
- **Network:**
General information regarding your phone's network settings such as IP address, MAC address, and port information.
- **Error Messages:**
Error messages for the phone. If there are no error messages, **No Error Messages** is displayed.

Note: Press the **Copyright** softkey to view copyright information.

To view the **Status** menu:

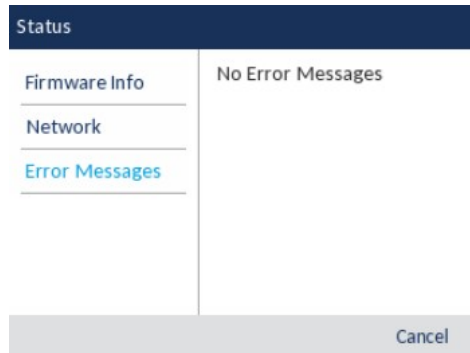
1. Press  .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Press the select button or the **Select** softkey to enter the **Status** menu.
4. Use the up or down navigation key to scroll the through the following status options:
 - Firmware Info

Status	
Firmware Info	Platform 6920
Network	Phone Info 5.2.0.166
Error Messages	Boot Version 2.1.0.1
Copyright Cancel	

- Network

Status	
Firmware Info	IP Address 10.211.20.107
Network	MAC Address 00085D5B86C2
Error Messages	LAN Port 100/Full (Auto)
	PC Port Link Down
Cancel	

- Error Messages




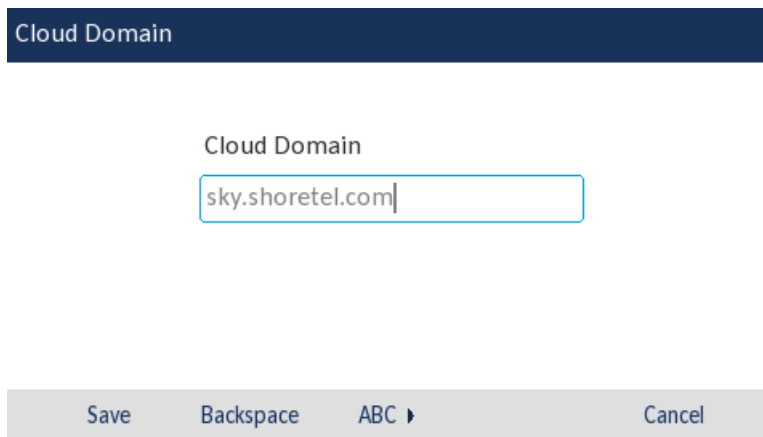
To view more information about the selected status item, press the right navigation key and press the down navigation key to scroll through the information.

Cloud Domain

The Cloud Domain displays the fully qualified domain name to which the phone is registered to and obtain provisioning data.

To View the Cloud Domain

1. Press  .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Cloud Domain** option and press the select button or press the **Select** softkey.



4. Edit the **Cloud Domain** address. Possible values are:
 - U.S. and Canada: sky.shoretel.com
 - U.K./Europe: sky.shoretel.eu
 - Australia: sky.shoretel.com.au

5. Press the **Save** softkey.

Note: Mitel does not recommend changing the cloud domain address after the phone is successfully registered.

Diagnostics


The Diagnostics menu allows you to access the following diagnostic tools:

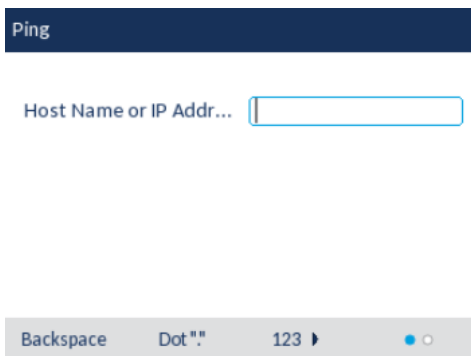
- Ping
- Traceroute
- Capture
- Log upload
- Audio Diagnostics

Ping

The **Ping** sub-menu allows you to ping a host name or IP address directly from the 6920 IP Phone. This tool can be used to verify whether or not network connections between the phone and other network endpoints are intact.

Using the Ping Tool

1. Press  .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Diagnostics > Ping** using the navigation keys and press the **Select** button or **Select** softkey.



4. In the input field, enter the host name or IP address of the network endpoint you want to ping using the dialpad keys.

Note: The **Backspace** softkey can be used to delete the last digit/character entered, the dot (".") softkey can be used to enter a dot where applicable, and the **abc/123** softkey can be used to switch the dialpad keys from alphabetic to numeric.


5. Press the **Ping** softkey to begin.

The IP phone displays the number of packets sent, the number of packets received, and the Round-Trip Time (RTT) min/avg/max in milliseconds.

Traceroute

The **Traceroute** sub-menu allows you to perform a trace request. You can then review the parameters that the DHCP trace returns. After you have reviewed the trace information, the DHCP Lease is released.

Performing Traceroute

1. Press  .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Diagnostics > Traceroute** setting and press the **Select** button or press the **Select** softkey.




4. Enter an **IP address**.
5. Press the **Traceroute** softkey.

Capture

The **Capture** option allows you to capture TCP network packets for up to 1440 minutes (24 hours) as well as various logs that can in turn be used to help debug and troubleshoot various issues.

Capturing TCP Network Packets

1. Press  .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.


3. Navigate to the **Diagnostics > Capture** setting and press the **select** button or press the **Select** softkey.

4. In the **Timeout** input field, enter the amount of time (in minutes, from 1 to 1440) you want to capture TCP network packet data.
5. Press the **Start** softkey.
Note: Press the **Stop** softkey at any time to stop capturing TCP packet data.
6. After capturing, press the **Upload** softkey to upload the log.
7. Press the **Close** softkey to go back to the **Diagnostics** menu.

Log Upload

Log upload option allows you to collect the phone's logs and upload them to a server.

Performing the Log Upload

1. Press .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Diagnostics > Log upload** setting and press the select button or press the **Select** softkey.


4. Press the **Upload** softkey to upload the log.

5. Press the **Close** softkey to go back to the **Diagnostics** menu.

Audio Diagnostics

The Audio Diagnostics sub-menu allows you to collect up to 5 minutes of audio log files that can help to debug audio issues on the 6920 IP phones.

Capturing Audio Diagnostic Logs

1. Press .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Diagnostics > Audio Diagnostics** using the navigation keys and press the **Select** softkey.



4. In the **Timeout** input field, enter the amount of time (in minutes, from 1 to 5) you want to run the audio diagnostic tool for, using the dialpad keys.
5. Press **Start** softkey.
The IP phone displays “Capturing” and when the timeout elapses, “Collecting Logs” is displayed. When all the logs have been collected, a “Complete” message is displayed.

Notes:

- Press the **Stop** softkey at any time to stop capturing the audio diagnostic logs.
- A “log issue” is issued only after the completion of an audio diagnostics run.





CAUTION: Do not change the audio device when you run the audio diagnostics tool.

6. Press the **Close** softkey to go back to the **Diagnostics** menu.


Audio

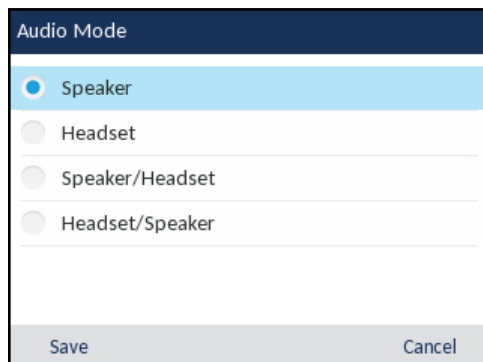
The 6920 IP phone allows you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The **Audio Mode** option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set:

Audio Mode Option Description

Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing  on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing  on the phone. To switch from the headset to the handset, lift the handset.
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when  is pressed. By pressing the hardkey again, you can switch back and forth between the handsfree speakerphone and the headset. At any time, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.
Headset/Speaker	Incoming calls are sent to the headset first when  is pressed. By pressing the hardkey again, you can switch back and forth between the headset and the handsfree speakerphone. At any time, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.

Configuring the Audio Mode

1. Press  .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Audio > Audio Mode** option and press the select button or press the **Select** softkey.



4. Use the up or down navigation key to scroll through and highlight the preferred audiomode.
 - Speaker (default)
 - Headset

- Speaker/Headset
- Headset/Speaker

5. Press the **Save** softkey to save your changes.


Headset

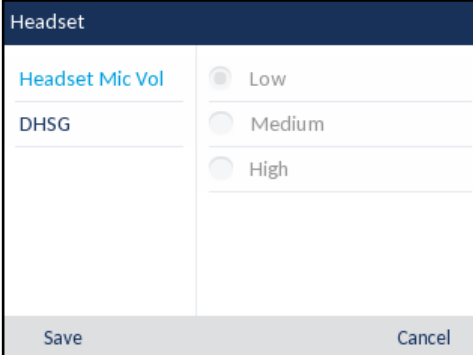
The **Headset** option allows you to set the volume level for the headset microphone and also allows you to enable/disable DHSG.

DHSG is a standard for telecommunication headsets. The 6920 IP Phones support the use of a DHSG headset.

Use of a non-verified DHSG headset solution is at the customer's own discretion and the customer should be aware that some DHSG headsets require an optional cable in order to be electrically DHSG compliant. Mitel is not responsible for any damage to the IP phone or headset that may result from the use of non-verified headsets, or from incorrectly connecting headsets or cables.

Configuring Headset Mic Volume and DHSG

1. Press .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Audio > Headset** option and press the select button or press the **Select** softkey.



Headset	
Headset Mic Vol	<input checked="" type="radio"/> Low
DHSG	<input type="radio"/> Medium
	<input type="radio"/> High
Save Cancel	

4. With **Headset Mic Vol** highlighted press the right navigation key to move to selection column.
5. Use the up or down navigation key to scroll through and choose the desired volume setting.
Valid values are:
 - Low
 - Medium (default)
 - High

- Press the left navigation key to move to back to the options column and press the down navigation key to highlight **DHSG**.

Headset

Headset Mic Vol

DHSG


DHSG is OFF

DHSG is ON

Save Cancel

- With **DHSG** highlighted press the right navigation key to move to selection column.
- Use the up or down navigation key to scroll through and choose whether or not to enable DHSG. Valid values are:
 - DHSG is OFF (default)
 - DHSG is ON
- Press the **Save** softkey to save your changes.

Changing the Ringtone

- Press .
- Enter your voicemail password, and press the **Enter** softkey. The **User Settings** menu opens.
- Navigate to the **Audio > Ring Tones** option and press the select button or press the **Select** softkey.

Ring Tones

Tone 1

Tone 2

Tone 3

Tone 4

Tone 5

Save Cancel

- Use the up or down navigation key to scroll through and choose a ring tone (**Tone 1** through **Tone 15**, **Silent**, or any custom ring tones installed).
- Press the **Save** softkey to save your changes. The ring tone you select is immediately applied to the IP phone.

Display


The **Display** option allows you to set the following settings on your phone:

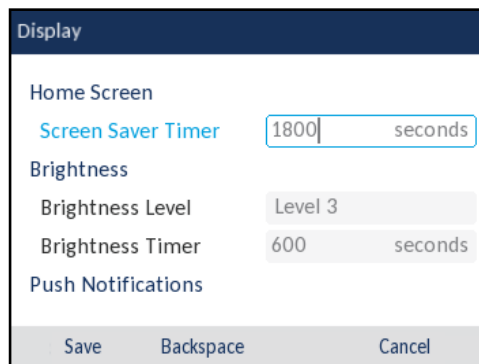
- Home Screen Settings:
 - Screen Saver Timer
- Brightness Settings:
 - Brightness Level
 - Brightness Timer
- Push Notifications:
 - Sound
 - Bluetooth
 - External

Home Screen Settings

The **Screen Saver Timer** option allows you to configure the amount of time (in seconds) the phone must be idle before the screen saver initiates. When the specified amount of time expires, a screen saver displaying the date and time and the number of missed calls (if applicable) is displayed on screen.

Configuring the Screen Saver Timer

1. Press  .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Display** option and press the select button or press the **Select** softkey.



The screenshot shows a 'Display' settings menu. It has a dark blue header with the word 'Display' in white. Below the header, there are three main sections: 'Home Screen', 'Brightness', and 'Push Notifications'. Under 'Home Screen', there is a 'Screen Saver Timer' option with a text input field containing '1800' and the word 'seconds' to its right. Under 'Brightness', there is a 'Brightness Level' option with a dropdown menu showing 'Level 3', and a 'Brightness Timer' option with a text input field containing '600' and the word 'seconds' to its right. At the bottom of the menu, there are three buttons: 'Save', 'Backspace', and 'Cancel'.


4. Press the down navigation key to highlight **Screen Saver Timer**.
5. Enter a value, in seconds, using the dialpad keys. You can set the timer from 0 (disabled) to 7200 seconds. the default is 1800 (30 minutes).
6. Press the **Save** softkey to save your changes.

Brightness Settings

The **Brightness Level** option on the IP phone allows you to set the amount of light that illuminates the LCD display.

The **Brightness Timer** option allows you to set the amount of time you want the LCD display to stay illuminated before turning the backlight off during a period of inactivity. For example, if you set the brightness timer to 60, when the phone reaches 60 seconds of inactivity, the LCD backlight goes off.


Setting the Brightness Level and Timer

1. Press .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Display** option and press the select button or press the **Select** softkey.
4. Press the down navigation key twice to highlight **Brightness Level**.
5. Use the left and right navigation buttons to increase or decrease the intensity of brightness on the LCD.
6. Press the down navigation key to highlight **Brightness Timer**.
7. Enter a value, in seconds, using the dialpad keys. You can set the timer from 1 to 36000 seconds. The default is 600 (10 minutes).
8. Press the **Save** softkey to save your changes.

Push Notifications

A push notification is a message that pops up on the device. This ensures that the user gets notified even when the application is not running.


Setting the Push Notifications

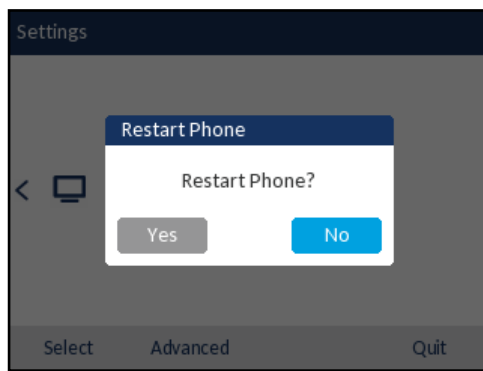
1. Press .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Display** option and press the select button or press the **Select** softkey.
4. Press the down navigation key to highlight the desired option under **Push Notification** and press the select button or press the **Select** softkey.
 - Sound
 - Bluetooth
 - External
5. Press the **Save** softkey to save your changes.

Restart

You may want to restart your phone to check for updates on the server, or you may occasionally need to restart your phone for phone configuration changes or network settings to take effect. You may also need to restart your phone if you have been asked to do so by your Mitel administrator or should you experience any unexpected behavior.

Restarting Your Phone

1. Press .
2. Enter your voicemail password, and press the **Enter** softkey.
The **User Settings** menu opens.
3. Navigate to the **Restart** option and press the select button or press the **Select** softkey.



4. When the **Restart Phone?** prompt appears, navigate to **Yes** and press the select button.
If you do not wish to restart your phone, press **Cancel** or **No**.

Note: Your phone goes out of service temporarily during the restart and reboot process.


Making a Conference Call

A conference call involves more than two parties connected in a call. The number of people you can conference together in a call using your Conference hardkey depends on your system configuration. Contact your Mitel administrator for the details about your system's conference capabilities.

You can set up a conference call using either of the following approaches:

- In a blind conference call, you conference the people together without the other person first answering your call.
- In a consultative conference call, you talk to the person before adding that person to the conference call.

To make a conference call

1. Dial the extension of the first person you want to include in the conference call, and consult with that person.
2. Press the **Conference** softkey.
The call is put on hold.
Note: Press the **Cancel** softkey or press  if you want to cancel the conference.
3. Dial the extension of the next person you want to add to the conference call.
4. Optionally, after dialing the extension, you can quickly do one of the following:
 - Press the **Consult** softkey or wait until the timeout ends to initiate a consultative conference.
 - If you have the necessary permissions, press the **Intercom** softkey to connect with the other party through the intercom.
5. Do one of the following:
 - While the phone rings, proceed to the next step.
 - Wait for the person to answer, and consult with the person if necessary.
6. If you've initiated a consultative or Intercom conference, when prompted press the **Conference** softkey to proceed with the conference.
A three-way conference call is established. Your phone displays the number of other participants included in the conference call.
7. Repeat steps 1-6 for each additional person you want to include in the conference call.

Using the Merge Feature to Conference Active Calls

When you are engaged in an active call or a conference call, you can add another call to your active call through the Merge feature.

- To add the call to an existing call or conference call, press the **Merge** softkey.
 - If there is only one other call on the phone, the new call is automatically added to the held call or conference call.
 - If more than one other call is on hold, the phone displays a list of calls you can merge the active call to. Scroll to the call you want to merge, and press the **Merge** softkey.

- If the call in focus is a held call, when you press the **Merge** softkey it merges the held call to the active call.

Using the Intercom

The Intercom function allows you to connect with another party without ringing the party through a call line. To use this feature, you and the other party must use Mitel IP phones and have the necessary permissions enabled by your Mitel administrator.

The intercom functionality is also available as a softkey through the directory, the call history, and the conferencing feature. Your Mitel administrator can also configure the Intercom as a programmed button.

To use the intercom to contact another party

1. Lift the handset.
2. Dial * 15 followed by the extension number of the person you want to contact.

Paging

If your phone and other phones at your site are configured for paging, you can speak a message to be heard on a connected speaker, usually overhead. Or you can use group paging to simultaneously page all of the phones included in a list of extensions.

To use either type of paging function, your Mitel administrator must give you access.

To send a page

1. Dial the number your Mitel administrator provided and wait for the confirmation tone, and then begin speaking in to the handset.
2. Hang up when you are finished.

Note: If you hear an error tone when you try to page, paging might not be configured at your site or you might not have the necessary permissions to use paging. Contact your Mitel administrator for assistance.

Other Advanced Features

Your Mitel administrator can assign a variety of features and permissions to you that you can access through the programmable keys on your phone. Some of these features are also available through star codes.

Table 7 describes these advanced features. These features are available only if your Mitel administrator has configured your user profile with the necessary permissions.

Table 7: Advanced Features

Feature Name	Star Code	Description
Barge In	Dial *16 plus the extension that is involved in the active call you want to join.	<p>You can join an in-progress call ("barge in") as a conferenced participant. This feature is useful for operators, executive assistants, trainers, and workgroup supervisors.</p> <p>Included in this feature are some visual cues such as simple icons that allow you to monitor the extension to a limited extent.</p>
Bridged Call Appearance/Shared Call Appearance		<p>You can see call activity and interact with calls for another extension. This bridged information, which provides more detailed information than the Monitor Extension functionality, offers faster call handling between users. The call appearance button assigned to the targeted extension displays various icons and LED colors and blink patterns according to the type of call.</p> <p>Note: Two-key press is required for Admin to answer a BCA call. The first key press always displays the callerID screen.</p>
Record Call		<p>The Record Call button functionality depends on how Connect Call Recording is configured for the user.</p> <p>Record all calls (Always On Call Recording): Press the Record Call button to pause call recording; press the button a second time to resume call recording.</p> <p>Note: It is recommended that you configure a long and short label for this button which describes the pause/restart functionality; for example, Pause.</p> <p>User initiates recording (On-demand Call Recording): Press the Record Call button to start call recording; press the button a second time to stop call recording. Only external calls can be recorded.</p> <p>Call recordings are saved and can be accessed from the call recording portal.</p>
Call Appearance		<p>Represents a phone call on your extension.</p> <p>Note: Call Appearance is not supported on Button Box.</p>
Dial Mailbox		<p>You can call another person's voice mailbox directly without ringing their phone.</p>
Group Pickup		<p>Answer an incoming call to an extension in a pickup group.</p> <p>Note: The extension must be a valid extension for an existing pickup group.</p>

Table 7: Advanced Features

Feature Name	Star Code	Description
Send Digits Over Call		The Mitel system allows users to send a preconfigured set of DTMF tones out during a call. This feature is useful for quickly navigating external interactive voice response (IVR) systems as well as external systems requiring an account code.
Intercom	Dial *15 plus the extension of the person you want to contact through the intercom.	You can use a programmed button to connect to another user.
Monitor Extension		You can monitor the extension of another user so that you can help manage calls for that extension. The call appearance button assigned to the targeted extension displays various icons and blink patterns according to the type of call. You might also be able to use the monitored extension button to quickly dial that extension, depending on how your Mitel administrator has configured the button.
Page		You can access the overhead paging extension at your site.
Park	Dial *11 plus the extension where you want to park a call.	You can park a call on another extension. To park a call using Star Codes you must place the caller on hold first.
Pickup	Dial *13 plus the extension from which you want to pick up an incoming call.	You can pick up an incoming call for another extension.
Silent Coach	Dial *22 plus the extension of the person you want to coach.	You can listen to and coach someone during a call without the outside party hearing.
Silent Monitor	Dial *17 plus the extension you want to monitor.	You can silently monitor a call on another extension. You are added to the existing call without being heard or seen by any party. This feature is useful for users such as workgroup supervisors. Included in this feature are some visual cues such as simple icons that allow you to monitor the extension to a limited extent.
Unpark	Dial *12 plus the extension where you want to unpark a call.	You can unpark a call that is parked or on hold on another extension.
Whisper Page	Dial *19 plus the extension of the person you want to speak to.	You can enter a call on another extension and speak to the person without the other party hearing. The person can speak back to you privately through the whisper page mute feature.
Busyout Hunt Group	Dial *18	
Ring All - Call Move	Dial *23	



Table 7: Advanced Features

Feature Name	Star Code	Description
Unblock Caller ID for this call	Dial *82	
Block Caller ID for this call	Dial *67	
Whisper Page Mute		If you receive a whisper page, you can speak privately to the person who is speaking to you through the whisper page.
Send Digits Over Call		The Mitel system allows users to send a preconfigured set of DTMF tones out during a call. This feature is useful for quickly navigating external interactive voice response (IVR) systems as well as external systems requiring an account code.
Lock/Unlock		<p>A user of the Shared Call Appearance feature can override the default privacy setting by toggling the Lock/Unlock softkey on the phone.</p> <p>The text above the softkey describes the action to be applied to the active call; the softkey text label toggles between Lock and Unlock.</p> <p>Lock makes the call private and unlock makes the call available for conferencing.</p>

VoiceMail Overview

The 6920 IP phone provides a hardkey to access voicemail.

Note: Voicemail functionality must be configured by your Mitel administrator.

When voicemail functionality is enabled, the LED on the 6920 flashes red and the  (**VoiceMail**) icon appears on the status bar indicating that voicemail messages are available. You can access your voicemail service by pressing  (**VoiceMail** hardkey).

Using Visual Voicemail

With visual voicemail, you can access and interact with messages through the display on your phone. At a glance, you can see the following information about the messages in your voice mailbox:

- The name and phone number of the person who left the message
- The date or time of the message
- Whether the message is a broadcast message and whether it is marked urgent, private, or return receipt requested

The most recent message is listed first.

The number at the top of your phone's main display indicates the number of unheard messages. In your visual voicemail inbox, the number at the top indicates the number of messages in your inbox. Unheard messages are displayed in bold text. Messages that you have already listened to are displayed in regular text.

At any point, you can pause, skip back, or skip forward in the message.

You can also use the visual voicemail interface to record a new voicemail message and designate the recipients, include a subject label for the message, mark the message as urgent, mark the message as private, and request a return receipt.

VoiceMail has the following folders:










Inbox: The voice mail messages you have received are listed in the inbox.

Saved: This folder contains the saved voicemail messages.



Deleted: This folder contains the deleted voicemail messages.

Table 8 describes the icons displayed in visual voicemail.

Table 8: Voicemail Icons


Icon	Description
	Voicemail message
	Urgent voicemail message (applies to any type of voicemail message)
	Broadcast voicemail message
	Broadcast voicemail message with return receipt requested
	Private broadcast voicemail message
	Private broadcast voicemail message with return receipt requested
	Private voicemail message
	Private voicemail message with return receipt requested
	Voicemail message with return receipt

Interacting with Messages in Visual Voicemail

1. Press .
2. At the prompt, enter your voicemail password and press the **Login** softkey.
Your voicemail inbox is displayed.
3. Use the navigation keys to scroll through your messages until you locate the message you want to interact with.
4. Do one of the following to listen to your messages. (You will not hear dial tone.)
 - If you want to listen to your messages with the handset, pick up the handset.
 - If you want to listen to your messages through your headset, press . (For wireless headset, take your headset off hook.)

- If you want to listen to your messages through the speakerphone, you do not have to do anything. By default, messages are played over the speakerphone.
5. Choose one of the following actions:
- To play the message, press the **Play** softkey. While the message is playing, you can do any of the following:
 - To pause while listening to the message, press the **Pause** softkey.
 - To rewind the message a few seconds, press the **Skip Back** softkey.
 - To move a few seconds ahead in the message, press the **Skip Forward** softkey.
 - To stop playing the message, press the **Stop** softkey.
- Note:** If your system is configured to notify you that new or saved messages will be deleted after a certain number of days, you receive this type of notification as a message in your visual voicemail inbox. The notification appears as a message from yourself. When you select the message, the notification is displayed as a warning in a pop-up message on the phone rather than played as an file. After you view the pop-up message, you can delete the message by pressing the **Delete** softkey.
- To delete the message, press the **Delete** softkey.
 - To call the person who left the message, press the **Call Back** softkey.
 - To save the message, press the **More** softkey and then press the **Save** softkey.
 - To see more details about the message, such as the subject line or the sender's email address, press the **More** softkey and then press the **Open** softkey.
6. When you are done, press the **Quit** softkey.


Replying to Messages in Visual Voicemail

1. Press .
2. At the prompt, enter your voicemail password and press the **Login** softkey.
Your voicemail inbox is displayed.
3. Use the navigation keys to scroll through your messages until you locate the message you want to interact with.
4. Press the **More** softkey.
5. Press the **Reply** softkey.
The Compose Voicemail page is displayed.
6. If you want to change the Subject label for the voicemail message, do the following:
 - Press the down navigation key to scroll to the Subject menu item, and press the **Edit..** softkey.
 - Use the dialpad to enter the your text.
 - Press the **Backspace** softkey to delete some characters.
 - Press the **ABC/abc/123** softkey to toggle through and select the preferred text-entry mode, and then use the keypad to enter the text you want to use for the Subject line.

Note: To enter a space character, select either the uppercase or lowercase text-entry mode and press the * key until the space character is displayed.

- When you are done press the **Back** softkey.
- 7. If you want to mark the voicemail message as Urgent, press the down navigation key to scroll to the Urgent menu item, and press the select button on the navigation keypad.
- 8. If you want to mark the voicemail message as Private, press the down navigation key to scroll to the Private menu item, and press the select button on the navigation keypad.
- 9. If you want to receive a Return Receipt when the recipient listens to the message, press the down navigation key to scroll to the Return Receipt menu item, and press the select button on the navigation keypad.
- 10. If you want to include the original message with your reply, press the down navigation key to scroll to the Include Original menu item, and press the select button on the navigation keypad.
- 11. To record your reply to the voicemail message, press the **Start** softkey, record the message, and press the **Stop** softkey.
- 12. Press the **Send** softkey.
The voicemail message is sent to the targeted recipients.
- 13. Press the **Quit** softkey.

Forwarding Messages in Visual Voicemail


1. Press .
2. At the prompt, enter your voicemail password and press the **Login** softkey.
Your voicemail inbox is displayed.
3. Use the navigation keys to scroll through your messages until you locate the message you want to interact with.
4. Press the **More** softkey.
5. Press the **Forward** softkey.
The Compose Voicemail page is displayed.
6. Designate those to whom you want to forward the message as follows:
 - a. With To highlighted, press the **Edit...** softkey.
 - b. Enter the recipient phone number.
 - c. Press the **Back** softkey.
7. If you want to change the Subject label for the voicemail message, do the following:
 - Press the down navigation key to scroll to the Subject menu item, and press the **Edit..** softkey.
 - Use the dialpad to enter your text.
 - Press the **Backspace** softkey to delete some characters.
 - Press the **ABC/abc/123** softkey to toggle through and select the preferred text-entry mode, and then use the keypad to enter the text you want to use for the Subject line.

Note: To enter a space character, select either the uppercase or lowercase text-entry mode and press the * key until the space character is displayed.


- When you are done, press the **Back** softkey.

8. If you want to mark the voicemail message as Urgent, press the down navigation key to scroll to the Urgent menu item, and press the select button on the navigation keypad.
9. If you want to mark the voicemail message as Private, press the down navigation key to scroll to the Private menu item, and press the select button on the navigation keypad.
10. If you want to receive a Return Receipt when the recipient listens to the message, press the down navigation key to scroll to the Return Receipt menu item, and press the select button on the navigation keypad.
11. If you want to include the original message with your reply, press the down navigation key to scroll to the Include Original menu item, and press the select button on the navigation keypad.
12. To start recording your reply to the voicemail message, press the **Start** softkey; to stop the recording, and press the **Stop** softkey.
13. Press the **Send** softkey.
The voicemail message is sent to the targeted recipients.
14. Press the **Quit** softkey.

Viewing Saved Messages in Visual Voicemail

1. Press .
2. At the prompt, enter your voicemail password and press the **Login** softkey.
Your voicemail inbox is displayed.
3. Press down navigation to highlight **Saved**.
4. Press the right navigation key and then press down and up navigation keys to scroll through your saved messages until you locate the message you want to interact with.
5. With a saved message in focus, you can take one of the following actions:
 - To view details about the person who sent the message, press the **Open** softkey.
 - To delete the message, press the **Delete** softkey.
 - Press the **Play** softkey.
 - To call the person who left the message, press the **More** softkey, press the **More** softkey again, and then press the **Call Back** softkey.
6. When you are done, press the **Quit** softkey.

Deleting Messages in Visual Voicemail

1. Press .
2. At the prompt, enter your voicemail password and press the **Login** softkey.
Your voicemail inbox is displayed.
3. Use navigation keypad to locate the message you'd like to delete.
4. With the message highlighted, press the **Delete** softkey.
5. At the prompt, press the **Delete** Softkey.
The message is deleted.
6. For each message that you want to delete, repeat steps 3-5.

7. When you have completed deleting messages, press the **Quit** softkey.

Note: To move the message to your voicemail inbox, press the **To inbox** softkey.

Using the Voicemail System

The voicemail system provides a method to listen to and manage your voicemail messages by following prompts.


Logging In to the Voicemail System

A steadily flashing red light in the upper right corner of your phone indicates that you have unheard messages. To hear your messages using the voicemail system, you must first log in to the voicemail system.

You can also log in to the voicemail system from another extension or from an external phone.

Logging In to Voicemail from Your Phone

1. Do one of the following:

- Press **#**.
- Press , and then press the **Call VM** softkey.

Your phone dials the voicemail system.


2. At the prompt, enter your password, and then press **#**.

Note: The first time you log in to the voicemail system, you are prompted to record your name.

Logging In to Voicemail from Another Extension

You can log in to the voicemail system from another extension in your system, whether it is an IP phone or an analog phone.

1. Do one of the following:

- Press **#** while the phone is on hook.
- Press **#** while the phone is off hook with dial tone.
- Press  and press the **Call VM** softkey.

2. At the password prompt, press **#** and then enter your extension.

Note: If you are using a phone that is in an “Available” or “Anonymous” state, the initial prompt directs you to enter your extension rather than a password; therefore, so you do not have to press **#** before entering your extension.

3. Enter your password, and then press **#**.

Logging In to Voicemail from An External Phone

1. Dial the voicemail access number provided by your Mitel administrator.
2. At the prompt, press **#** and then dial your extension.
3. Enter your password, and then press **#**.

Interacting with New Messages in the Voicemail System

This section describes shortcuts and common tasks for handling messages in the voicemail system.

Using Shortcut Keys

You can press the following keys while listening to messages:

- To hear envelope information (time and date sent, user's name) for a message, press **6**.
- To rewind to several seconds earlier in a message, press **7**.
- To pause a message, press **8**.
- To fast forward to several seconds later in a message, press **9**.
- To continue to the next message, press **#**.
- To hear additional options, press **0**.

Listening to, Replaying, Saving, and Deleting Messages

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. As you listen to each message, you can do one of the following:
 - To replay a message, press **1**.
 - To save a message, press **2**.
 - To delete a message, press **3**.

Forwarding a Message

1. Log in to voicemail.
 2. To listen to new messages, press **1**.
 3. After listening to the message you want to forward, press **4**.
 4. Record a prefacing remark, and then do one of the following:
 - If you are satisfied with the prefacing remark, press **#**.
 - To review the prefacing remark, press **1**.
 - To rerecord the prefacing remark, press **2**.
 - To cancel the recording, press *****.
- Note:** After addressing a message, you can press **1** to mark it urgent.

Replying to a Message

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. After listening to the message you want to reply to, press **5**.
4. Choose one of the following options:

- To reply with a voice message, press **1**.
- To reply with a call back, press **2**.
- To reply to all with a voice message, press **3**.
- To return to the previous menu, press *****.

Listening to Saved Messages

1. Log in to voicemail.
2. From the voicemail Main Menu, press **3**.

To interact with saved messages, press any one of the options (except for option 2) described in [Interacting with Messages in Visual Voicemail](#) on page 53.

Sending Messages from Voicemail

1. Log in to voicemail.
2. From the voicemail Main Menu, press **2**.
3. Record the message and select one of the following options:
 - To cancel the message recording, press *****.
 - To finish recording, press **#**.
 - To review the message, press **1**.
 - To rerecord the message, press **2**.
4. After you are satisfied with your recording, press **#** to finish recording.
5. At the prompt, enter the recipient's extension.
6. To choose additional addressing options, press **0** and select any of the following options:
 - To look up a recipient by name in the directory, press **1**.
 - To send a personal distribution list, press **2**.
 - To broadcast to all extensions, press **3**.
 - To cancel addressing options, press *****.
7. After the message is addressed, select any of the following options:
 - To mark or unmark a message as urgent, press **1**.
 - To request a return receipt, press **2**.
 - To send the message, press **#**.

Leaving a Message and Using Message Options

When the recipient of your call does not answer and has not opted to automatically forward calls, you can leave a message when prompted.

1. Enter one of the following options while listening to the mailbox greeting:
 - To bypass the greeting and leave a message, press **#**.
 - To transfer to an assistant, press **0**.

- To return to the auto-attendant, press 9.
 - To forward your call to the recipient's Find Me destination (an optional number where calls can be forwarded), press 1. If a Find Me destination is not enabled, you are prompted to record a message.
2. After recording the message, choose one of the following options:
- To access message options, press # and select one of the following message options:
 - To send the message, press #.
 - To cancel the message, press *.
 - To review the message, press 1.
 - To rerecord the message, press 2.
 - To mark or unmark the message as urgent, press 3.
 - To mark or unmark the message as private, press 4.
 - To transfer to the auto-attendant, press 9.
 - To transfer to the assistant, press 0.
 - To rerecord the message, press *.
 - To send the message and transfer to an assistant, press 0.
 - To send the message and transfer to the auto-attendant, press 9.
 - To send the message and forward it to the recipient's Find Me destination (if enabled), press 1.
3. Hang up to send the message.

Using Mailbox Options

The Mailbox Options sub-menu in the voicemail system lets you handle the following tasks:

- Record your name
- Record a personal greeting
- Set your password
- Assign your extension to a phone
- Change your availability state
- Enable or disable envelope information
- Listen to deleted messages
- Remove deleted messages
- Enable or disable Outlook-automated call handling
- Enable or disable email delivery
- Change the agent state
- Enable or disable Find Me forwarding

Recording Your Name

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **6**.
4. Record your name, and then press **#**.
5. Choose one of the following options:
 - To accept your name recording, press **#**.
 - To review your name recording, press **1**.
 - To rerecord your name, press **2**.
 - To delete this recording, press **3**.
 - To cancel, press *****.

Recording a Personal Greeting

1. Log in to voicemail.
2. Press **7** to access mailbox options.
3. Press **1** to record a personal greeting.
 - Note:** The personal greeting is linked to the active availability state.
4. Record your personal greeting for the currently active availability state at the tone and press **#**, then select from the following options:
 - To accept the personal greeting, press **#**.
 - To review the personal greeting, press **1**.
 - To rerecord the personal greeting, press **2**.
 - To cancel the recording, press *****.

Setting Your Password

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **4**.
4. Enter your new password, and press **#**.
5. Do one of the following:
 - To confirm your new password, enter your new password again, and then press **#**.
 - To cancel the new password, press *****.

Assigning Your Extension to a Phone

With the appropriate permissions (set by your Mitel administrator), you can assign your extension to any system phone. This feature is helpful if you are using someone else's office and phone temporarily.

Depending on how your phone was configured, you can also use your phone or the Connect client to assign or unassign an extension.

Note: If you assign your extension to a phone that is normally occupied by another user, calls to the original user's extension are forwarded to the destination that user has defined for the active availability state.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **3**.
4. Choose one of the following options:
 - Press **1** to assign the extension.
 - Press **2** to unassign the extension. (The phone reverts to the extension originally assigned to it.)

Setting Your Availability State

Availability states let you specify your status and determine how inbound calls are handled. You can record distinct greetings and specify different call forwarding options for each state.

To change your availability state:

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **2** to set the availability state.
4. Choose one of the following availability states or other options:
 - For Available, press **1**.
 - For In a Meeting, press **2**.
 - For Out of Office, press **3**.
 - For Vacation, press **4**.
 - For Custom, press **5**.
 - For Do Not Disturb, press **6**.
 - For enabling calling additional phones (configured by your Mitel administrator), press **7**.
 - To cancel, press *****.

The availability state stays in effect until you change it. However, if Outlook automated call handling is active, Outlook modifies your availability state based on your status.

Enabling or Disabling Envelope Information

A message's envelope information includes the date and time of your message's delivery and your name. By default, envelope information is disabled.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **5** to toggle between disabling and enabling envelope information.

Listening to Your Deleted Messages

As a safeguard against accidental deletion of messages, the voicemail system retains deleted messages for a few hours.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **7** to listen to deleted messages.

The voicemail system plays all deleted messages that are still available to the system. You can manage these messages as if they were new messages.

4. Press **2** to restore the deleted message and save it.

Removing Deleted Messages

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **8** to remove deleted messages.
4. Press one of the following options:
 - To confirm removal of deleted messages, press **1**.
 - To cancel removal of deleted messages, press *****.

Enabling or Disabling Automated Call Handling in Outlook

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **9**.
4. To enable or disable Outlook automated call handling, press **1**.

Enabling or Disabling a Notification Profile

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **9**.
4. Press **2**.
5. Choose one of the following options:
 - Enter the number of the new notification profile.
 - To cancel, press **#**.

Enabling or Disabling Find Me Forwarding

When Find Me forwarding is enabled, calls sent to voicemail are routed to your Find Me forwarding destination if the caller presses **1** while listening to your voicemail greeting.

You can enable or disable the Find Me Forwarding option for the availability state that is currently active. However, you have the option to enable or disable Find Me forwarding only if it is configured in one of the following ways:

- Your Mitel administrator enabled the Find Me option for you, and you configured a Find Me destination in the Connect client.
- You used the Connect client to enable the Find Me option and to configure a Find Me destination.

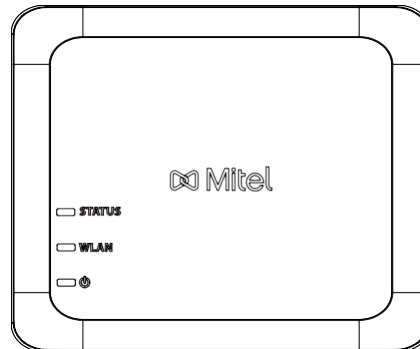
To enable or disable find me forwarding:

1. Log in to voicemail.
2. From the voicemail Main Menu, press 7 to access mailbox options.
3. Press 9.
4. Press 5.
5. Choose one of the following options:
 - To enable Find Me forwarding, press 1.
 - To disable Find Me forwarding, press 2.

Accessory support

Mitel Wireless LAN Adapter

The Mitel Wireless LAN Adapter is a wireless bridge that can add wireless connectivity functionality to your 6920 IP phone. It allows your Ethernet-enabled phone to join a secure, high-speed network. It is software-transparent which means, that no changes to drivers, management tools, or applications are needed for using it.



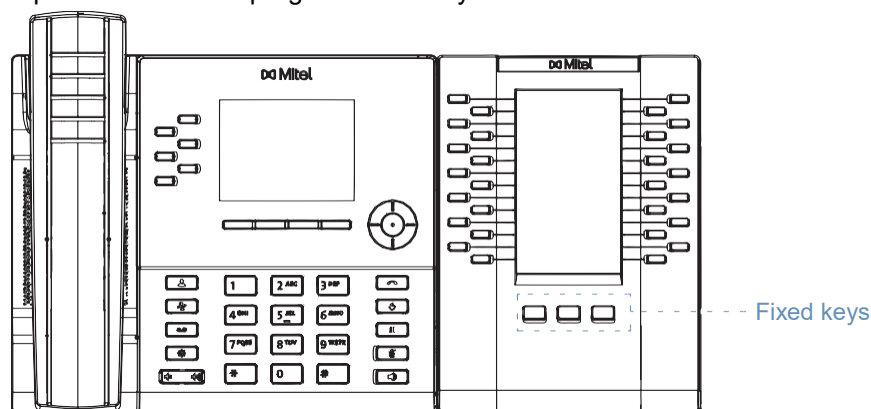
Feature highlights include:

- **Easily add robust, secure wireless capabilities to Ethernet devices:**
The Mitel Wireless LAN Adapter is a high-performance wireless network adapter that enables any Ethernet device to become an 802.11a/b/g/n dual band wireless network device, giving you freedom to place it anywhere in your facility.
- **Dual band IEEE 802.11a/b/g/n support:**
The Mitel Wireless LAN Adapter is designed to communicate in the 2.4 GHz and the 5 GHz bands. Radio interference encountered in the commonly used 2.4 GHz band can be avoided by utilizing the 5 GHz band.
- **Gigabit Ethernet support:**
The wired LAN port supports 10/100/1000 Ethernet.
- **Simple to set up and use:**
The Mitel Wireless LAN Adapter is easy to set up using the enclosed network setup cable. No special drivers or software are required.
- **Enterprise security:**
The Mitel Wireless LAN Adapter supports the following security functions:
 - WEP (64 Bit/128 Bit)
 - WPA-PSK (TKIP/AES)
 - WPA2-PSK (AES)
 - IEEE 802.1X EAP-PEAP, EAP-TLS, EAP-TTLS, EAP-FAST, EAP-LEAP

Note: For information about how to install and set up your Mitel Wireless LAN Adapter, see the *Mitel Wireless LAN Adapter Setup Guide*.

Model M695 Expansion Module (Button Box)

The 6920 IP phone supports up to three Mitel M695 expansion modules that attach to the right side of the phone to provide additional programmable keys.



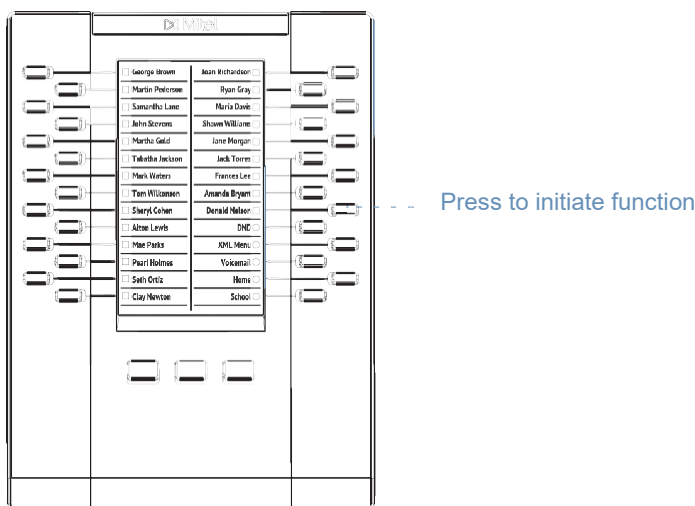
The M695 features a 4.3" 480x272 pixel color backlit LCD display.

The M695 provides three pages of 28 softkeys (for a total of 84 programmable softkeys), with each softkey providing an LED and graphical UI for call status indication. Each line that is activated illuminates the LED associated with it.

To switch to another page, select the associated Fixed key.

Using the Expansion Modules

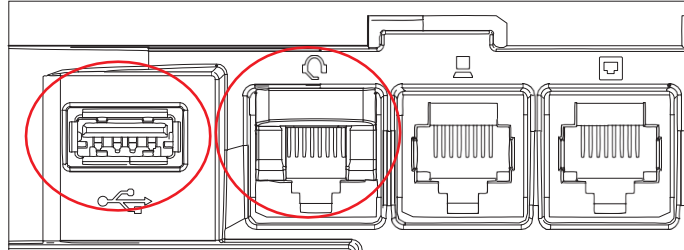
After configuring the softkeys on the expansion module, press the key you want to use when applicable.



Note: For more information about installing the M695 Expansion Module on your phone, see the *Mitel M695 Expansion Module Installation Guide*.

Analog, DHSG/EHS, and USB headsets

The 6920 IP phone supports analog and DHSG/EHS headsets, which can be connected using the modular RJ22/RJ45 port located on the back of the phone, or USB headsets, which can be connected using the USB port.



Contact your telephone equipment retailer or distributor to purchase a compatible headset.

Notes:

- The RJ9 port is for handset use only. Plugging any other devices in to this port may cause damage to the phone and will void your warranty.
- Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.
- Headsets connected to the 6920 IP phone are limited in functionality to answering, ending, and muting calls. Additional headset features (such as rejecting calls) are not supported and will cause unexpected behavior (for example, invoking the reject call function will answer instead of reject).
- If both an analog (non-DHSG) headset and a USB headset are connected to the phone, the USB headset will take precedence over the analog headset (that is, the USB headset will be functional).
- If both a DHSG headset and a USB headset are connected to the phone and DHSG is enabled, the DHSG headset will take precedence over the USB headset.

To make and receive calls using a headset:

1. Ensure that you have selected the Headset audio path (see [Audio](#) on page 41).
2. Turn the phone over and, depending on the type of headset, locate the headset jack or the USB port.
 - a. If you have a USB headset, insert the USB plug in to the USB port.
 - b. If you have a headset with an RJ9 4-pin connector, insert the headset cord in to the jack until it clicks in to place.

Note: See the *Mitel MiVoice 6920 IP Phone Installation Guide* for more information.

Mitel S720 Bluetooth Speakerphone

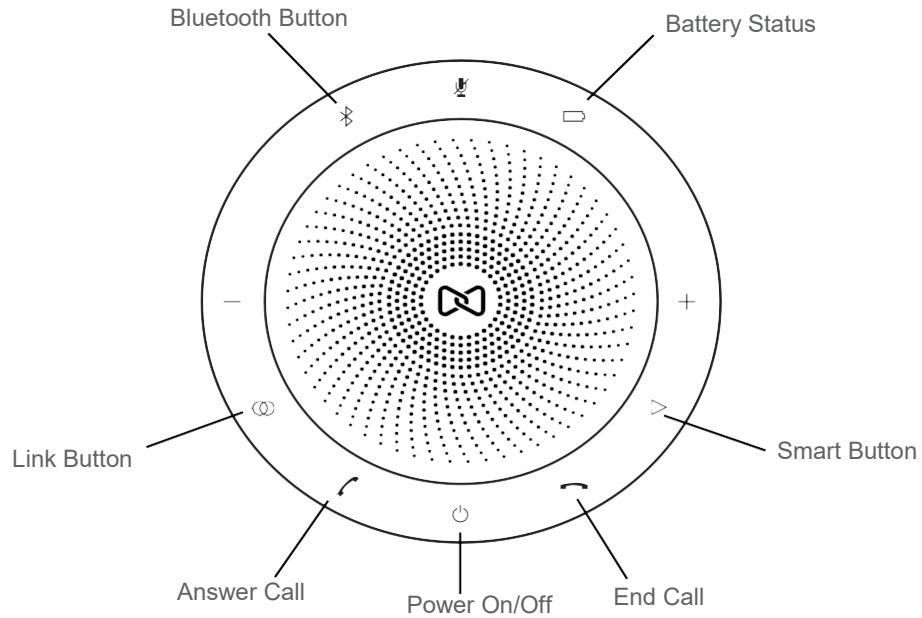
The 6920 IP phone provides support for the optional Mitel S720 Bluetooth Speakerphone through a Bluetooth dongle. Plug the Bluetooth dongle in to the USB port of the 6920 IP phone. Once connected, you can receive calls on the Mitel S720 Bluetooth Speakerphone. The Mitel S720 Bluetooth Speakerphone can be placed (on its base or upright using a table stand) on your work desk or in a small-to-medium conference room.








When the BT dongle is plugged into the USB port on the 6920, it works as a USB headset. The headset icon will appear, the mute and volume sync does not work. No other headset is supported on the 6920 at the same time as the S720 via the BT dongle.

Feature highlights include:


- HD voice audio
- Omni-directional microphone
- Functionally integrated with desk phone -pulling call to / from conference phone
- Connect two speakerphones wirelessly to extend speakerphone range and for stereo music playback
- Portable design, protective travel pouch, and battery powered with USB charging (15 hours of talk time)
- Flexible and scalable for office side tables and small meeting rooms

Hardware features




Icon	Button	Description
	Power On/Off	Turns on or off.
	Answer Call	Answers a call.
	End Call	Ends or rejects a call.
	Battery Status	Shows the battery status. Hold (8 seconds) to turn on or off voice guidance.
	Bluetooth	Connects to a Bluetooth device.
	Link	Links two speakerphones.
	Smart	Turns on or off the voice assistant application on your smartphone.

Notes:

- To connect the Mitel S720 Bluetooth Speakerphone with the 6920 IP phone, power on the speakerphone and pair it with the Bluetooth dongle. Plug the dongle in to the USB port of the IP phone.
- When the S720 speakerphone is successfully connected, a headset connected icon  is displayed in the status bar on the **Home** screen.



- The  (**Speaker/Headset**) key LED on the IP phone blinks when the call audio is presented on the speakerphone.
- For information about how to set up your Mitel S720 Bluetooth Speakerphone, see the *Mitel S720 Bluetooth Speakerphone Quick Start Guide*.

Problems and Solutions

Table 9 shows common problems and solutions.

Table 9: Troubleshooting

Problem	Solution
When your callers try to leave a message, they are notified that your mailbox has exceeded its limit and is unable to accept new messages.	Your mailbox is full. You must delete messages you no longer need.
Your phone's display shows "No Service."	Your phone is temporarily inoperable. Contact your Mitel administrator or authorized contact.
You hear no dial tone when you take the handset off hook, but you hear a dial tone when using either the speaker or a headset.	The handset cable must be plugged firmly in to place on both the phone base and the handset. To ensure a tight connection, unplug and reconnect the cable at both points, clicking the jack firmly in to place. Take the handset off hook and listen for a dial tone.
The phone displays the message "Service unavailable at this time" when you try to dial a call from the keypad, visual voicemail, Directory, or History.	The phone goes out of service because of a switch issue or because an administrator has put it out of service. When a phone is in this state, you can access visual voicemail, Directory, and History, but you cannot make calls from the phone.

Note: The mailbox warning is triggered when there is space for only 10 additional messages in your voice mailbox. As your voice mailbox approaches its limit, a warning message is played indicating that there is enough space for only "n" number of messages, where "n" is a countdown from 10 to 0. This message is played each time you log in to the voicemail system until you delete enough messages to reduce the number of messages below the threshold.

