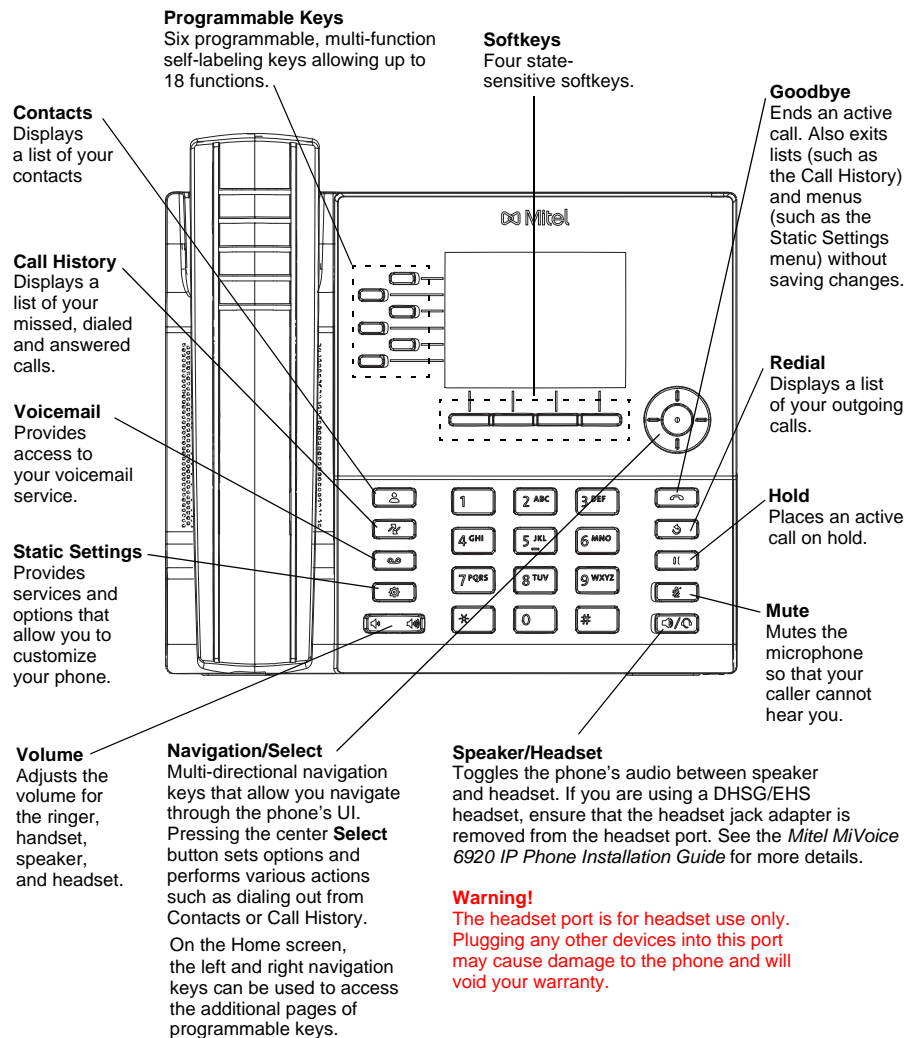


# Quick Reference Guide


## Mitel MiVoice 6920 IP Phone

### Getting started



### Basic call handling


#### Making a call

1. Lift the handset or press the  key.
2. If required, dial the prefix for external calls using the keypad.
3. Dial the number.

#### Ending a call

Place the handset on its cradle, press the **End Call** softkey, or press the  key.


#### Answering a call

Lift the handset for handset operation or press the  key for handsfree operation.



#### Redialing

Press the **Redial** softkey once or the  key twice to call the last dialed number as displayed on the Home screen



or

Press the  key once to access a list of recently dialed numbers. Use the **Up** and **Down** navigation keys to scroll through the entries and the **Select** button or **Dial** softkey to redial the selected number.

#### Muting

Press the  key while on an active call to mute the microphone for your handset, headset, or speaker. Press the  key again to unmute the audio.

#### Holding and resuming

1. To place a call on hold, press the  key when connected to the call. A  (hold) icon flashes on the applicable **Line** key.
2. To resume the call, press the applicable **Line** key.

**Note:** For details on all the available features and options please refer to the *Mitel MiVoice 6920 IP Phone User Guide*.

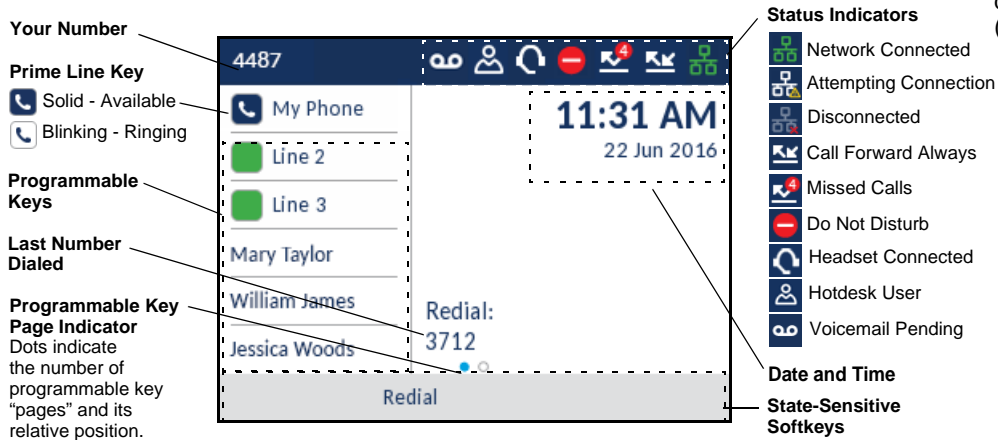


# Quick Reference Guide

## User Interface (UI) overview

### Home screen

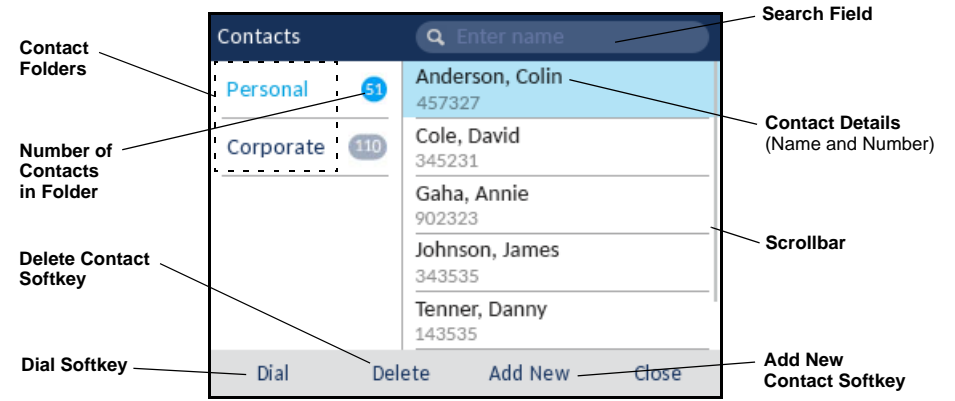
The Home screen displays the date and time along with the last dialed number. It is the default screen displayed when the phone is in an idle state.



## Applications

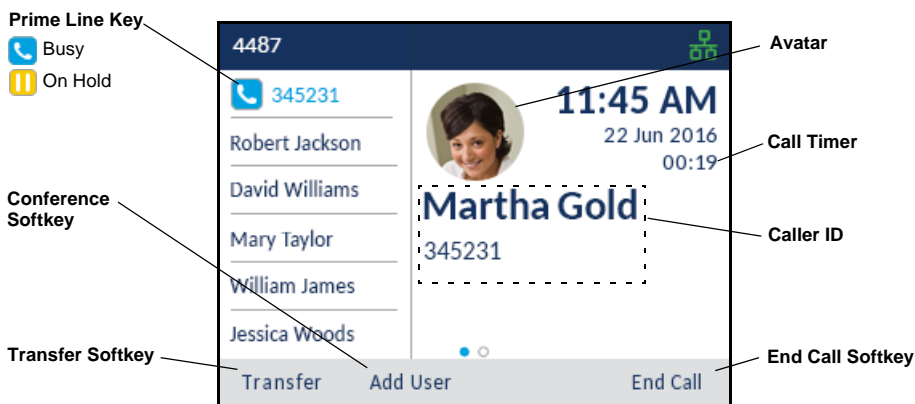
### Contacts

The Contacts application is your personal phone book and directory, conveniently stored within your phone. The Mitel MiVoice 6920 IP Phone supports a localized Personal directory as well as enhanced functionality allowing for interoperability with LDAP (corporate) directories.




### Call screen

When on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar, name, number, and call duration timer. The context-sensitive softkeys also change allowing you access to more call handling features.



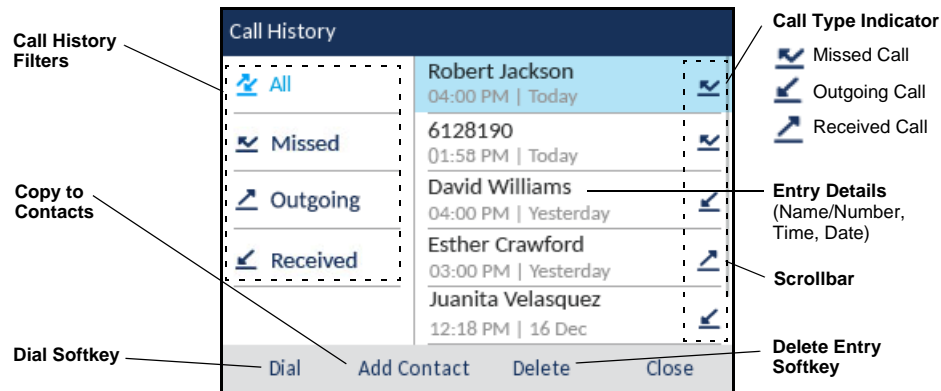
### Making a call using the Contacts application

1. Press the  key to access the Contacts application.
2. Navigate to the respective contacts folder and scroll through the contacts by using the navigation keys or Enter characters using the keypad and press the **Search** softkey to use the search feature.
3. When the applicable contact is highlighted, press the **Select** button or **Dial** softkey to place a call using the entry's default phone number or To place a call to a different phone number defined for the entry (for example, a mobile number), press the **Right** navigation key, highlight the phone number you want to call using the **Up** or **Down** navigation keys, and press the **Select** button or **Dial** softkey.


# Quick Reference Guide

## Call History

The Call History application is a stored log of your missed, outgoing, and received calls. You can view, delete, and dial out to call history entries as well as copy entries to your Contacts application.



## Using the Call History application

1. Press  the key to access the Call History application.
2. Scroll through the lists by using the navigation keys. To view additional entry details, press the **Right** navigation key when the entry is highlighted.
3. Press the **Select** button or **Dial** softkey to place a call to the respective entry or  
Press the **Add Contact** softkey to copy the entry to your Contacts application or  
Press the **Delete** softkey to delete the entry from your Call History.

## Advanced call handling

The Mitel MiVoice 6920 IP Phone provides convenient methods for transferring calls and establishing conference calls.

### Transferring a call

1. Ensure you are on active call with the party you wish to transfer.
2. Press the **Transfer** softkey.  
The active call is placed on hold.
3. Enter the transfer recipient's number.

4. Press the **Transfer** softkey or hang up the handset to complete an unattended call transfer  
or  
Wait for an answer, consult, and then press the **Transfer** softkey or hang up the handset to complete an attended transfer.

### Creating a multi-party conference call

1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
2. Press the **Add User** softkey. The active call is placed on hold.
3. Enter the conference target's number.
4. Wait for an answer, consult, and then press the **Join Calls** softkey to create the three-way conference call.
5. Repeat steps 2 to 4 to add an additional party to the conference.

## Speed Call programmable key configuration

A **Speed Call** key allows you to dial a specified number with one key press. **Speed Call** keys can be useful as they can be programmed to dial directly to an internal or external number or quickly access features that use feature access codes. You can also transfer calls to or create conference calls using your **Speed Call** keys in place of dialing out manually.

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

### Programming a Speed Call key

1. Press and hold the applicable programmable key (for 0-5 seconds) until the **Label Name** field is displayed.
2. In the **Label Name** field, enter a label to apply to the key.  
**Note:** Use the ABC 4 softkey to specify uppercase letters or lowercase letters when entering the label.
3. Press the down navigation key to move to the **Number** field and enter the number using the dialpad keys.
4. (Optional) Press the down navigation key to move to the **Private** checkbox and press the **Select** button to make the key a Private Speed Call key. When a Private Speed Call key is pressed, the call is considered private and caller ID information is not displayed in the phone's call history.
5. Press the **Save** softkey to save the information to the key you selected.

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