



- 1 LCD Screen
- 2 Programmable Keys
- 3 Soft Keys
- 4 Navigation Keys/Select Button
- 5 Dial Pad
- 6 Fixed Function Keys
- 7 Handset (Optional cordless handset shown)
- 8 Speaker

### Fixed Function Keys

	Contacts		Goodbye
	Call History		Redial
	Voicemail		Hold
	Settings		Mute
	Volume		Speaker / Headset

6 programmable, multi-function, self-labeling keys allowing up to 18 specific functions  
 4 intuitive state sensitive softkeys

### INTERNAL CALLS

- + Pick up the handset (optional)
- + Dial the extension number
- + Called party's phone will ring

### MAKING A CALL

- + Lift the Handset OR
  - + Press (Speaker/Headset)
  - + Dial 9 for an outside line
  - + Dial the 10 digit telephone number
- Your phone must be configured to use the Speaker audio path for speaker operation or Headset audio path for headset operation.

### TRANSFER A CALL

- While connected to a live call
- + Tap the softkey
  - + Dial the desired number
  - + Hang up OR wait for the called party to answer, announce the transfer, then hang up

### CONFERENCE

- While connected to a 2-party call
- + Tap softkey
  - + Dial the number of the next party
  - + Wait for an answer
  - + Tap all parties are connected
- To leave a Conference
- + Hang up or press Goodbye)

### TRANSFER TO VOICEMAIL

- While connected to the caller
- + Press
  - + Dial the extension number
  - + Hang up to complete transfer

### HOLD

- To place a call on Hold
- + Press (Hold)
  - + Hang up or place another call
- To return to a call on Hold
- Tap the applicable Line Key with the flashing (Hold) Icon.



## MUTE

To Mute the microphone during a call

+ Press (**Mute**), the Mute light turns on

To turn Mute off during a call

+ Press (**Mute**), the Mute light turns off

## REDIAL

To redial the most recently dialed number displayed on the Home screen

+ Press the hard key twice OR

+ Tap the softkey

Pressing the hard key once accesses the **Outgoing** calls list in the **Call History** application

## DIRECTED CALL PICKUP

Picks up any ringing telephone

+ Press the **Call Pickup** feature key

+ Dial the extension of the ringing telephone

## CALL PARK

To park a call

+ Press the **Call Park** feature key

+ Hang up or press (**Goodbye**)

To retrieve a park call

+ Press the flashing **Call Park** feature key

## PAGE

Page all telephones not on a call

+ Press the **Page** feature key

+ Make the announcement

+ Hang up or press (**Goodbye**) to end the page

## VOICE CALL

Station-to-Station calling without making the phone ring. Voice announces out speaker, called party responds

+ Press **Voice Call** feature key

+ Dial extension number, or extension programmed feature key

+ Speak after the tone

## MESSAGE

To access your voice mailbox

+ Press

If the phone is idle

o Tap the softkey to view date/time of last message received

o Tap the softkey to clear the current message indicators, does not delete message

+ Tap the softkey

## RECORD-A-CALL

This feature uses your voicemail system to record your phone conversations.

*You may be required by law to inform the caller(s) you are recording the conversation*

To start a recording while on a 2-party call

+ Press the **Rec Call** feature key

## CONTROLS WHILE RECORDING

+ To Pause, tap the softkey

+ To resume, tap the softkey

+ To stop recording without saving, tap the softkey

+ To stop and save a recording, tap the softkey, or simply hang up

## CELL ON/OFF (Call Twinning)

To ring your desk phone and cell phone simultaneously

+ Press **Cell On/Off** (green light is on)

To return ringing to your desk phone

+ Press **Cell On/Off** (green light is off)

+ Speak after the tone

*“Cell” can be any outside phone device & number*

## HANDOFF

Move between your desk and cell phone seamlessly with out the caller knowing

To push an in-progress call from Cell to Desk

+ Press **Handoff** feature key

To pull an in-progress call from Desk to Cell

+ Press **Handoff** feature key

+ Answer cell phone

+ Converse on cell phone



## HOTDESK

- + Tap the **Hotdesk** softkey
- + Tap the **Login** softkey
- + Enter your extension number
- + Press # (pound)
- + Enter PIN (default is 1111)
- + Press # (pound)

## Please Note:

Your voice mailbox PIN # and Hotdesk PIN # are the same. Once you setup your mailbox and reset your voicemail PIN; your Hotdesk PIN will be changed as well.

- Logout of your phone
- Hotdesk back into your phones, using your voice mailbox password as your pin number. This will verify your Hotdesk PIN has been updated. (Similar to restarting your PC after an update.)

## PHONE FEATURE TEACHER

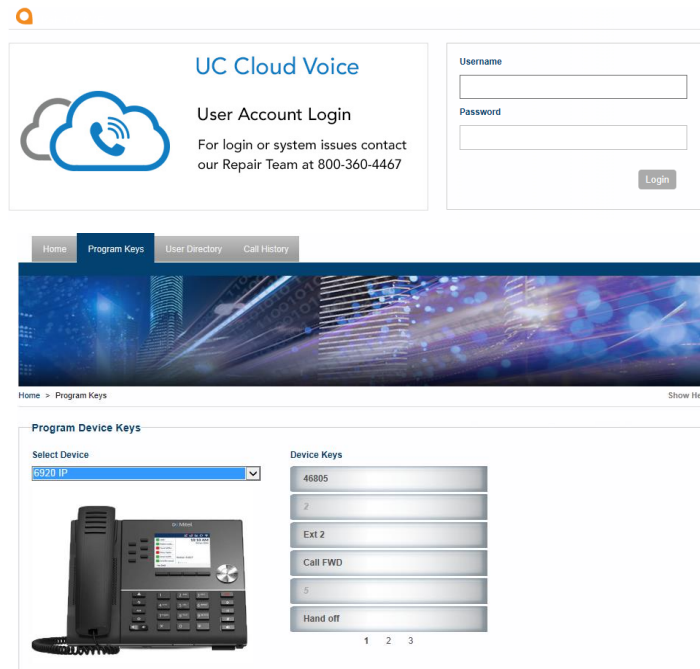
To access interactive user guides, visit:

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## CUSTOMIZE YOUR NEW PHONE!

Simply program the buttons on your phone  
See User Portal Guide for Details



## NOTES

## Additional Resource Center

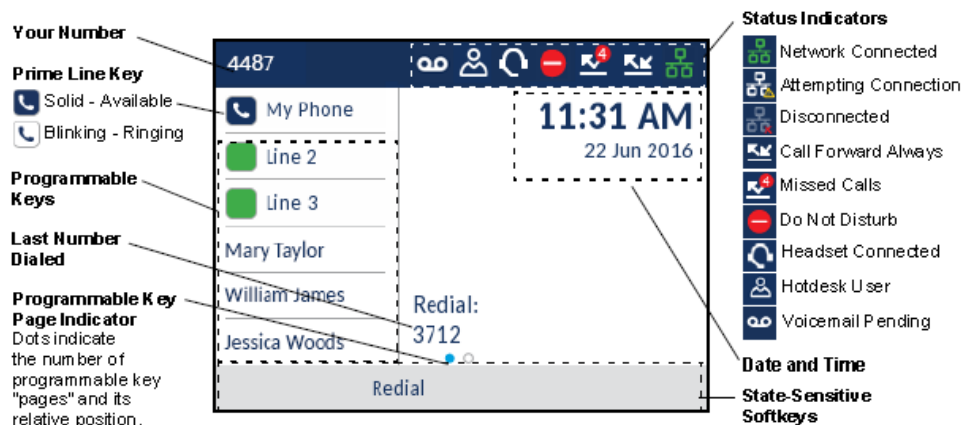
To access additional user guides and quick reference guides, visit:

<http://support.electrictlightwave.com/article-categories/uc-cloud-voice/>



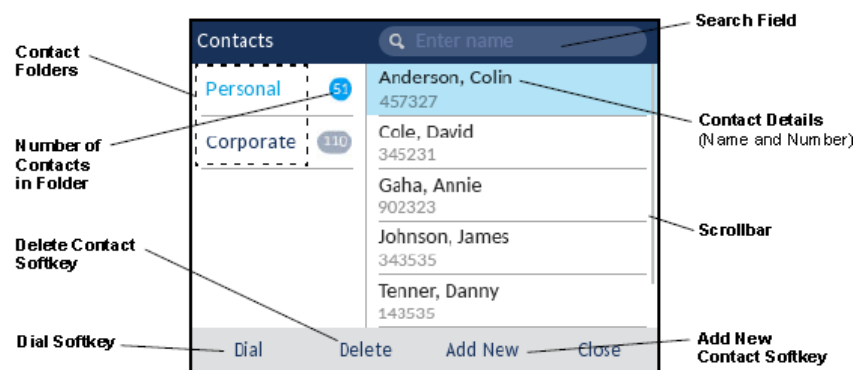
## HOME SCREEN

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.



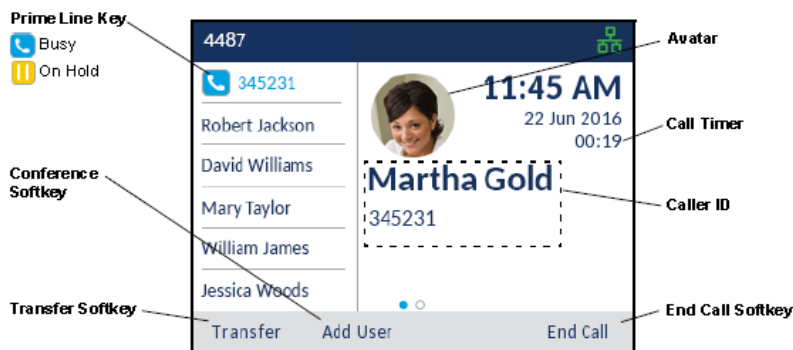
## CONTACTS SCREEN

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 contact folder as well as enhanced functionality allowing for interoperability with LDAP (corporate) directories.



## CALL SCREEN

During an incoming, outgoing or 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.



## CALL HISTORY

The Call History application is a stored log of your missed, outgoing and received calls. You can view details of all your outgoing, received, or missed calls. Your telephone logs the type of call, information regarding the remote party (name, number and avatar), and the time of the call.

