MIVOICE 6920 IP PHONE FOR MIVOICE CONNECT

PROGRAMMABLE KEYS

SOFTKEYS

DIRECTORY

CALL HISTORY

VOICEMAIL

SETTINGS

VOLUME

NAVIGATION

SELECT

GOODBYE

REDIAL

HOLD

MUTE

SPEAKER/HEADSET

Place a Call

- Dial the number from the keypad and press the **Dial** softkey.

- Press the ◁/◯ key, and at the dial tone, enter the number.

- Press the **Call Appearance** programmable key and at the dial tone, enter the number.

From Directory

1. Press the ⊡ key to access the Directory.

2. Navigate to the respective contacts folder and scroll through the contacts using the navigation keys.
   OR
   Enter characters using the keypad and press the **Search** softkey to use the search feature.

3. When the contact is highlighted, press the **Select** button or the **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 to highlight the phone number you want to call using the up or down navigation keys, and press the **Select** button or the **Dial** softkey.

Quick Reference Guide

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Answer a Call

- Lift the handset, press the **Answer** softkey.
- Press the ◁)/◁ key for handsfree operation.

End a Call

- Place the handset back in its cradle.
- Press the **Drop** softkey.
- Press the ☎ key.

Redial

- Press the ↻ key twice in quick succession to redial the last dialed number.
- 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 select a number. Press either the **Select** button or the **Dial** softkey to redial the selected number.

Parking/Unparking a Call

With 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.

To Park a call:

1. While the call is active, press the **Park** softkey.

2. Dial the extension number.
   The call is now parked on the designated extension.

To Unpark a call:

1. Press the **Unpark** softkey.

2. Dial the extension number.
   The call is now returned to your extension.

Mute/Unmute a Call

- 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.

Hold/Resume a Call

- To place an active call on hold, press the ❚❚ key. The LED flashes on the respective **Call Appearance** programmable key.
- To resume the call, press the ❚❚ key again or press the respective **Call Appearance** programmable key.

Voicemail

Contact your System Administrator to configure voicemail.

When voicemail is enabled, the Message Waiting Indicator (MWI) LED on the phone flashes red and the ☎ icon displays on the status bar indicating that voicemail messages are available.
You can access your voicemail service by pressing the ☎ key.

3-Way Conferencing

1. While on an active call with one of the contacts with whom you want to create a conference, press the **Conference** softkey. The active call is placed on hold.

2. Enter the conference target's number and press the **Consult** softkey.

3. Wait for an answer and then press the **Conference** softkey to complete the 3-way conference call.

Transfer a Call

1. While on an active call with the party you wish to transfer, press the **Transfer** softkey. The active call is placed on hold.

2. Enter the transfer recipient's number and press the **Transfer** softkey.

Picking Up a Call

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

1. Press the **Pickup** softkey.

2. Dial the extension number.
   The call is now an active call on your extension.

Softkeys

Pickup	Allows user to pick-up another ringing extension.
Park/Unpark	Allows user to place call on remote hold to another extension or retrieve a call held remotely.
Answer	Answers call on speaker or headset.
To VM	Forwards incoming calls directly to voicemail.
Merge	Joins calls together in conference.
Transfer or conference	Completes "blind" connection.
Drop	Disconnects selected party on conference call.
More	Displays more options on screen.
Cancel	Returns display screen to previous setting or cancels initiated function.
Ignore	Sends busy signal to the caller and terminates the call.
Silence	Silence ringtone and handle call with configured call-handling rules.

Changing Availability State

You can set six distinct availability states for your extension:

- Available (default)
- In a meeting
- Out of office
- Extended Absence
- Custom
- Do not disturb

To change 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 preferred availability state.

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

Common Star Codes

Park a call	▭ +*11 + extension
Unpark a call	*12 + extension
Pick up a Remote Extension	*13 + extension
Pick up the Night Bell	*14
Use the Intercom	*15 + extension
Barge In	*16 + extension
Silent Monitor	*17 + extension
Toggle Hunt Group status	*18 + Hunt Group's extension
Whisper Page	*19 + extension
Silent Coach	*22 + extension

More Information

For details on all the available features and options, refer to the **MiVoice 6920 IP Phone User Guide for MiVoice Connect**.

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