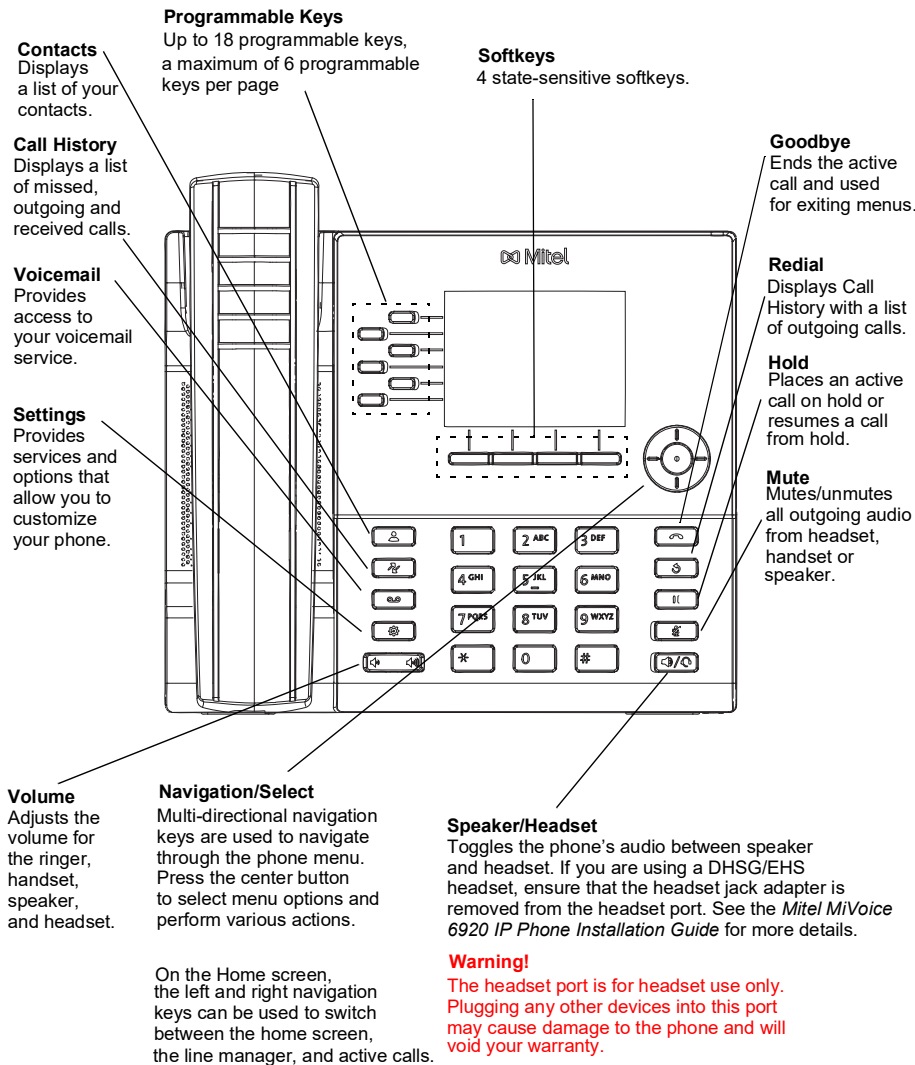


Mitel MiVoice 6920/6920w IP Phone - Quick Reference Guide

Getting started




Information Regarding Model Variants


A new variant of the 6920 IP Phone is available called the 6920w IP Phone. The 6920w IP Phone is physically identical to the 6920 IP Phone. There are new features supported by the 6920w IP Phone relative to the 6920 IP Phone, namely embedded Wi-Fi, Bluetooth 5.0, IEEE 802.3az standard (Energy Efficient Ethernet) capability. The 6920w IP Phone also supports the same accessories as the current 6920 IP Phone.

Basic call handling

Making a call

1. Lift the handset or press the  key, and dial the number.
2. Press the **Line** programmable at dial the number.

Ending a call

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


Answering a call

Lift the handset 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  once to access the Call History application with a list of recently dialed numbers. Use the up and down navigation keys to scroll through the entries and either press the **Select** button or **Dial** softkey to redial the selected number.




Muting or unmuting 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.



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Holding and resuming a call

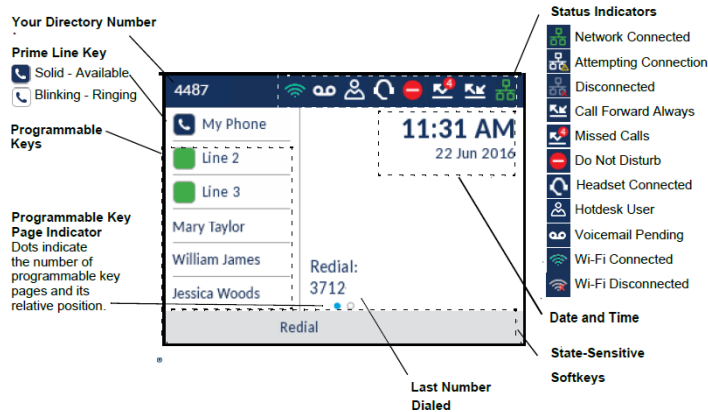
1. To place an active call on hold, press the  key. A  (hold) icon flashes on the respective **Line** key.
2. To resume the call, press the  key again or press the respective **Line** key.

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

User Interface (UI) overview

Home screen

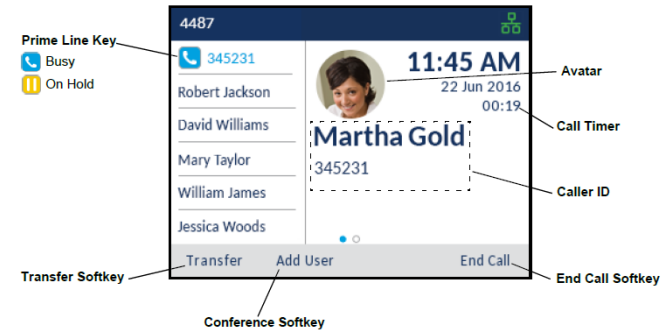
The Home (default) screen is displayed when the phone is in the idle state. The Home screen displays status indicators, user directory number, avatar, last dialed number, time, date and list of programmable softkeys.



Call screen

When on an active call, caller's avatar, name, number and call duration timer is displayed.

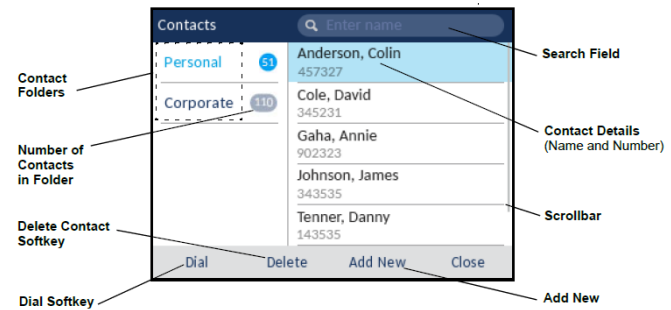
The context-sensitive softkeys are updated with applicable call handling features.




Applications

Contacts

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



Making a call using the Contacts application

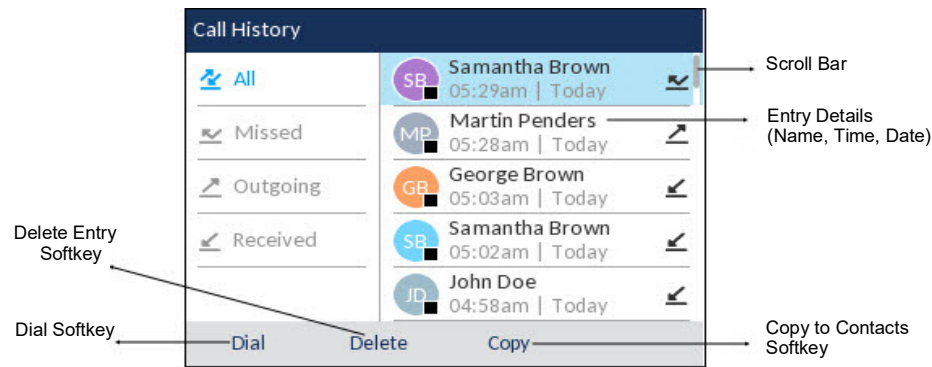
1. Press the  key to access the Contacts application.
2. Navigate to the respective contacts folder and scroll through the contacts by using the navigation keys
or
Enter characters using the keypad and press the **Search** softkey to use the search feature.
3. When the applicable contact is highlighted, press the **Select** button or **Dial** softkey to place a call using the entry's default phone number
or

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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 the **Dial** softkey.

Call History


The Call History application displays a list 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 details for an entry, 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 **Copy** softkey to copy the entry to your Contacts application or
Press the **Delete** softkey to delete the entry from your Call History.

Voicemail

When voicemail functionality is enabled, the MWI LED on the Mitel 6920 SIP phone flashes red and the  (Voicemail) icon displays on the status bar indicating that voicemail messages are available.

You can access your voicemail service by pressing the **Voicemail**  key.

Note: Voicemail functionality must be configured by your System Administrator.

Advanced call handling

The Mitel 6920 SIP Phone provides a method for transferring calls through the **Transfer** softkey.

Call Transferring

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

3-Way Conferencing

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

Speed Dial configuration

A **Speed Dial** key allows you to dial a specified number with one key press. **Speed Dial** keys can be useful as they can be programmed to dial directly to an internal or external number. You can also transfer calls to or create conference calls using your **Speed Dial** keys instead of dialing manually.

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

Configuring a Speed Dial key

1. Press and hold the non-configured softkey, dialpad key, or expansion module key (for approximately 3 seconds) until the **Speed Dial Edit** screen is displayed.
 2. In the **Label** field, enter a description to apply to the key.
- Note:** Use the **ABC** 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

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using the dialpad keys.

4. Press the **Save** softkey to save the speed dial information to the key you selected.



The image shows the 'Speed Dial Edit' screen on a Mitel phone. It has a dark blue header with the text 'Speed Dial Edit'. Below the header, there are three rows, each representing a speed dial key. Each row has a label on the left (e.g., 'Speed Dial Key 1') and a text input field on the right. The first row's input field is active, showing a cursor. Below the input fields, there are three rows of labels: 'Line: 1', 'Number', and 'Line: 1'. At the bottom of the screen, there is a light grey bar with four buttons: 'Save', 'Backspace', '123 >', and 'Cancel'.

Connecting to Wi-Fi for 6920w IP Phone

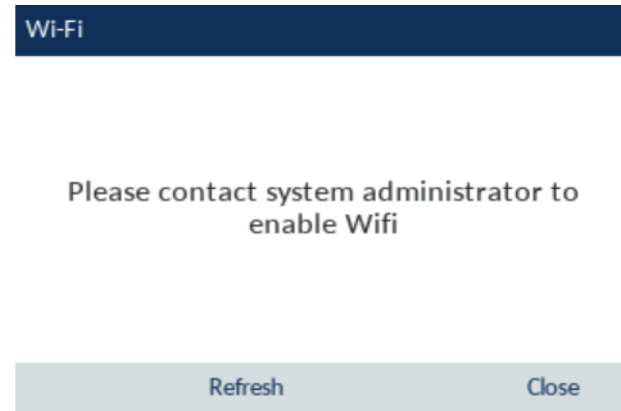
The 6920w IP Phone has built-in wireless connectivity and functions as an 802.11a/b/d/g/n dual-band wireless network device which allows your phone to join a secure, high-speed network.

You can connect your phone to either a enterprise network or a home network:

- “Connecting to a WPA2 Enterprise network”
- “Connecting to a home network”

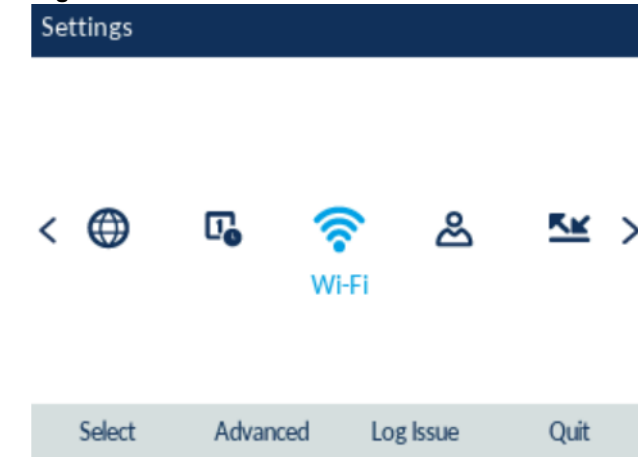
To connect to a Wi-Fi network, Wi-Fi functionality must be enabled by your System Administrator. If Wi-Fi is not enabled **Please contact system administrator to enable Wifi** message is displayed on the phone. Press **Close** softkey and contact your System

Administrator to enable Wi-Fi.



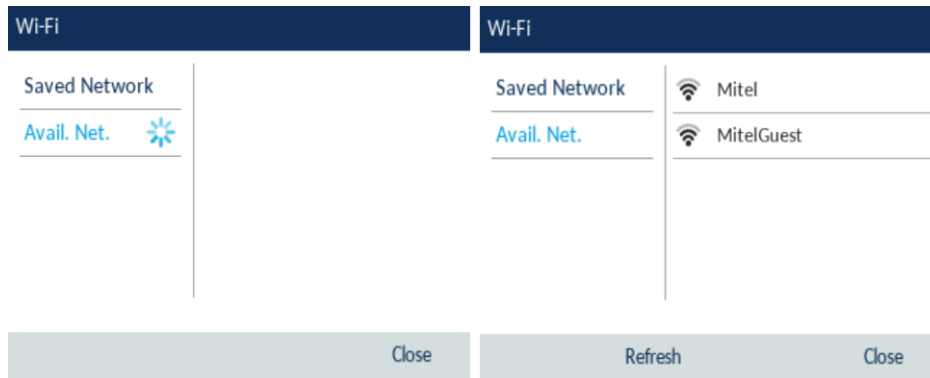
Connecting to a WPA2 Enterprise network

1. Navigate to **Settings > Wi-Fi**.



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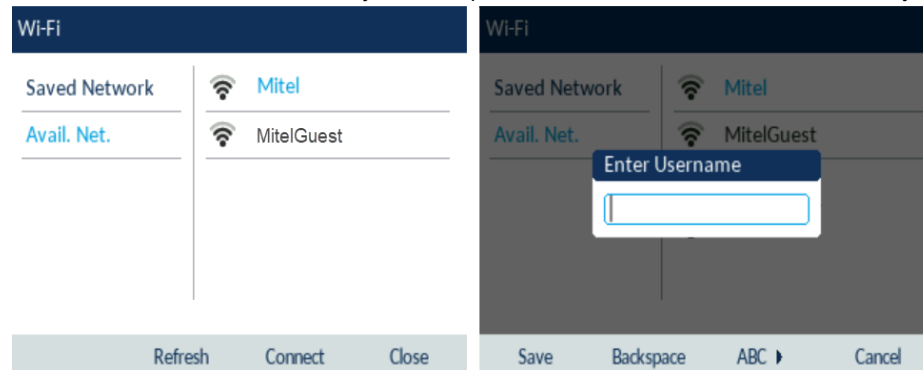
2. The **Available Networks** settings menu is displayed.



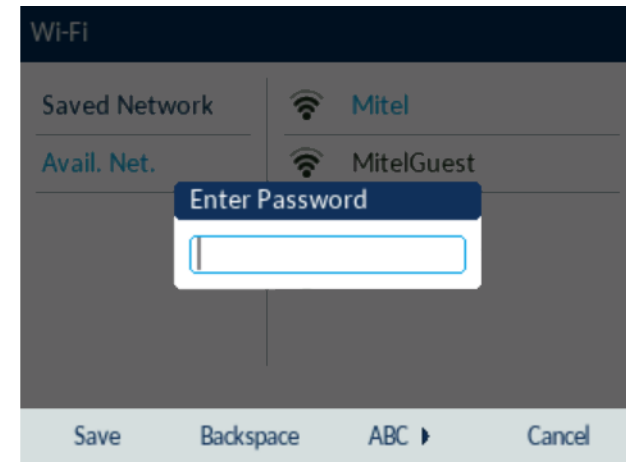
3. Select the name of the enterprise Wi-Fi network; for example, **Mitel** from **Available Networks**.

Note: You can connect to only one network at a time.

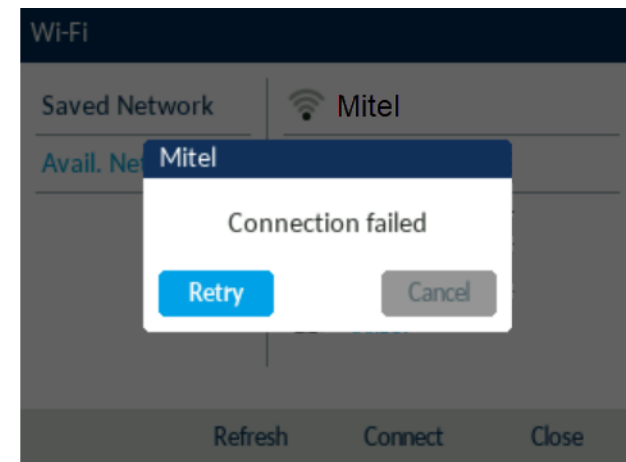
4. Enter the domain username of your enterprise network and select the **Save** softkey.



5. Enter the domain password for the network and select the **Save** softkey.



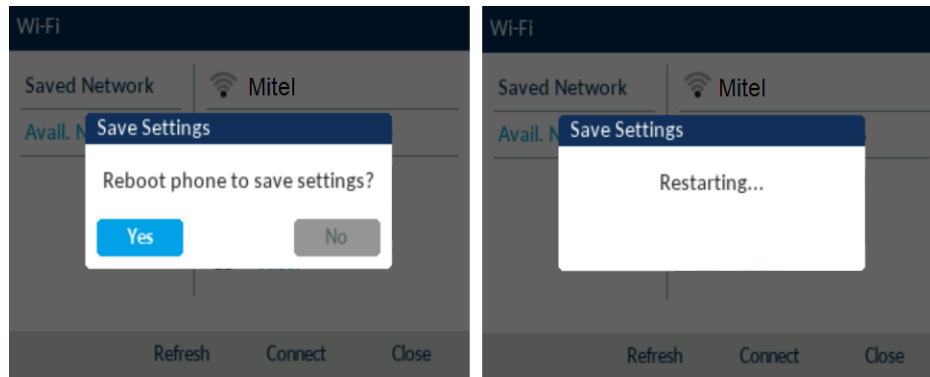
Note: If you enter an incorrect password, the following dialog box appears. Ensure you enter the correct password.



6. The **Save Settings** dialog box appears. Click **Yes** to reboot the phone and apply the

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changes.

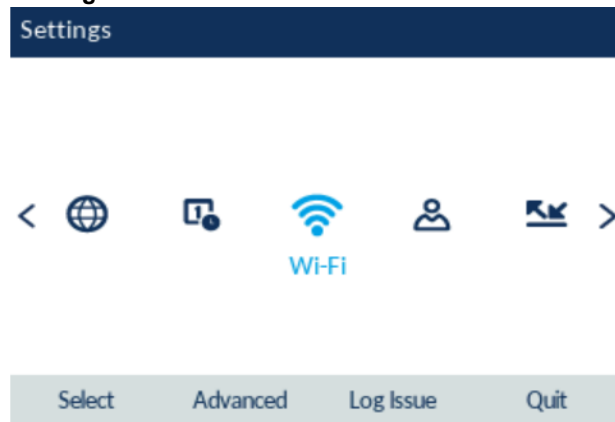


Note: After the phone restarts the LAN and PC ports are disabled (as it relates to network communications).

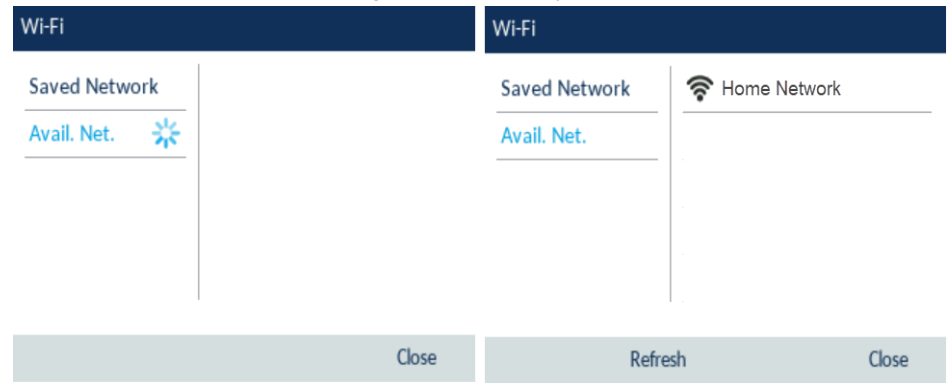
7. After the phone reboots, it is successfully connected to the network. The connected network (Mitel) is listed under **Saved Network**.
8. To disable Wi-Fi and use the LAN port again, navigate to **Settings > Wi-Fi** and press the **Disconnect** softkey. The **Save Settings** dialog box appears.
9. Click **Yes** to reboot the phone and apply the changes.

Connecting to a home network

1. Navigate to **Settings > Wi-Fi**.



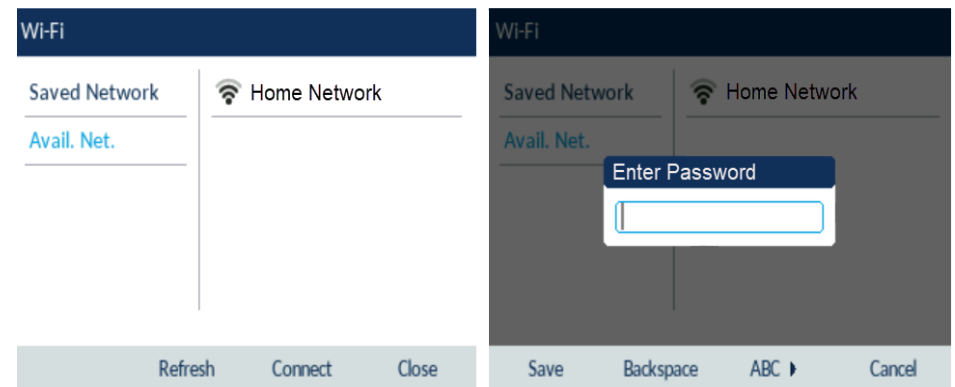
2. The **Available Networks** settings menu is displayed.



3. Select an SSID (that is, the name of a Wi-Fi network; for example, Home Network) from **Available Networks** press **Connect** softkey. If the SSID is secured, a password prompt appears.

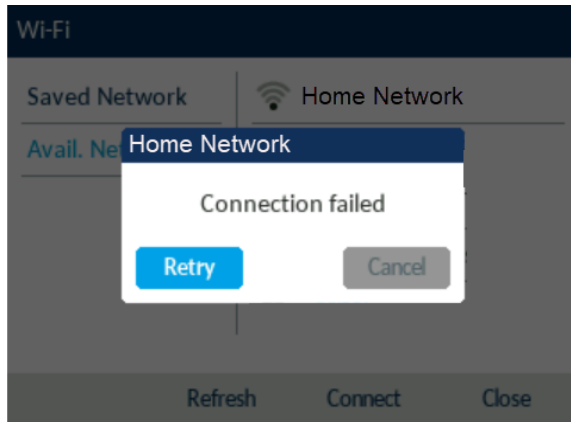
Note: You can connect to only one SSID at a time. The SSID can be any alphanumeric, case-sensitive entry from 2 to 32 characters. The printable characters plus the space are allowed. However, these characters are not allowed : ? , " \$, [, \ ,] , and + . In addition, ! # and ; cannot be the first character. Trailing and leading spaces are not permitted. This means that spaces are allowed within the SSID, but not as the first or last character, and the period "." is also allowed.

4. Enter the password for the network and select the **Save** softkey.

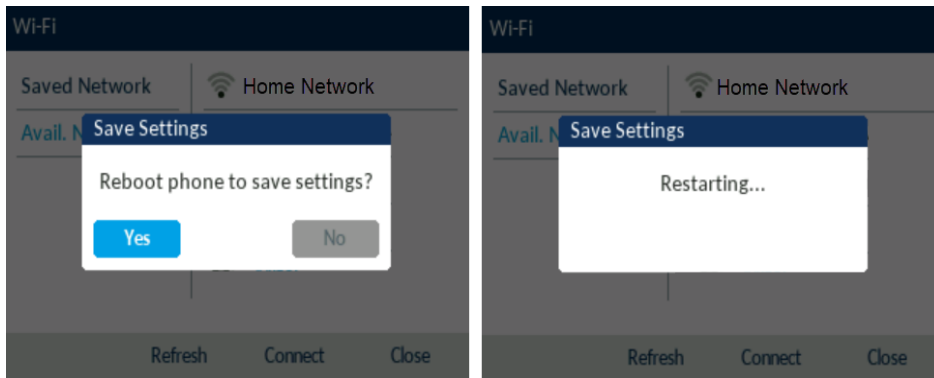


Note: If you enter an incorrect password, the following dialog box appears. Ensure you enter the correct password.

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5. The **Save Settings** dialog box appears. Click **Yes** to reboot the phone and apply the changes.

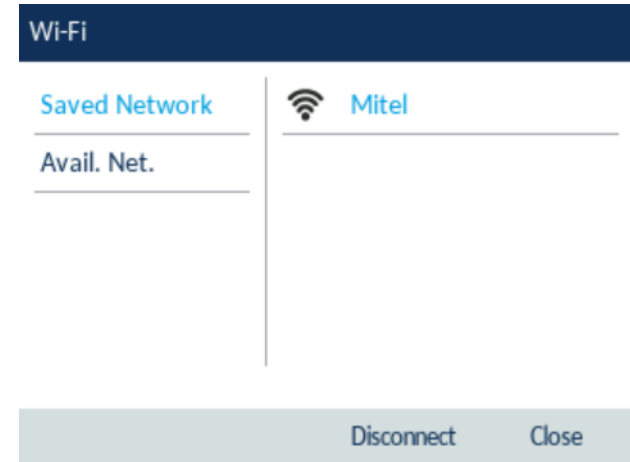


Note: After the phone restarts the LAN and PC ports are disabled (as it relates to network communications).

6. After the phone reboots, it is successfully connected to the network. The connected SSID (Home Network) is listed under **Saved Network**.
7. To disable Wi-Fi and use the LAN port again, navigate to **Settings > Wi-Fi** and press the **Disconnect** softkey. The **Save Settings** dialog box appears.
8. Click **Yes** to reboot the phone and apply the changes.

Wi-Fi Network Connected/Wi-Fi Network Disconnected

If your phone successfully connects to the Wi-Fi network, name of connected network is listed under **Saved Network**.



If your phone is disconnected from the Wi-Fi network Wi-Fi disconnected symbol is shown in the Status bar of the Home screen.