

Solutions that shine.



Mitel 6920w

Quickstart Guide

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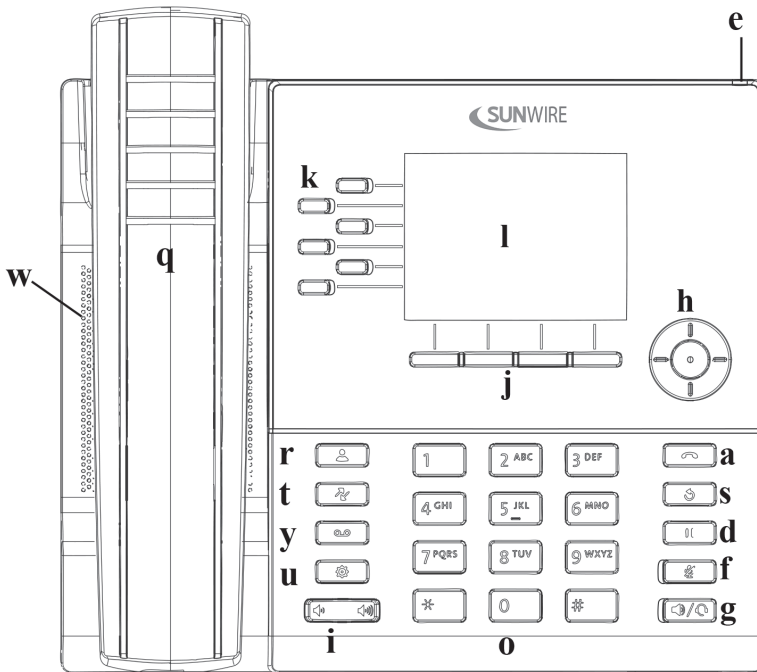
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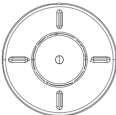

Overview with Key Descriptions

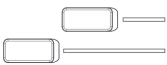


a	Goodbye Key	l	LCD Screen
d	Hold Key	o	Dialpad
e	Message Waiting Indicator (MWI)	q	Handset
f	Mute Key	r	Contacts Key
g	Speaker/Headset Key	s	Redial Key
h	Navigation Keys/Select Button	t	Call History Key
i	Volume Control	u	Settings Key
j	State-Sensitive Softkeys	w	Speaker
k	Programmable Keys	y	Voicemail Key

Solutions that shine.

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

Key	Description
	Contacts key - Displays a list of your contacts. For more information, see “Contacts” on page 54.
	Call History key - Displays a list of your missed, outgoing, and answered calls. For more information, see “Call History” on page 67.
	Voicemail key - Provides access to your voicemail service (if configured). For more information, see “Voicemail” on page 73.
	Settings key - Provides services and settings that allow you to customize your phone. For more information, see “Customizing your phone” on page 16.
	Volume controls - Adjusts the volume for the ringer, handset, headset, and speakerphone. 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).
	Goodbye key - Ends an active call. The Goodbye key also exits an open list (such as Call History) and menus (such as the Settings menu) without saving changes.
	Redial key - Displays a list of your previously dialed calls. Pressing the Redial key twice redials the last dialed number displayed on the Home screen. For more information, see “Redialing a number” on page 46.
	Hold key - Places an active call on hold. To retrieve a held call, press the applicable Line key. For more information, see “Placing a call on hold” on page 49.
	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). For more information, see “Muting the microphone” on page 49.
	Speaker/Headset key - Transfers the active call to the speaker or headset, allowing handsfree use of the phone. For more information, see “Audio Path” on page 26.
	Navigation keys and select button - Multi-directional navigation keys that allow you to navigate through the phone’s User Interface (UI). Pressing the center Select button sets options as well as performs actions such as dialing out from the Contacts or Call History . On the Home screen, the left and right navigation keys can be used to access the additional pages of programmable softkeys. For more information, see “UI navigation is performed using the navigation keys located to the right of the softkeys.” on page 15.
	State-sensitive softkeys - Four state-sensitive softkeys that allow you to perform different functions during specific states (i.e. when the phone is an idle, connected, incoming, outgoing, or busy state).

Key	Description
	<p>Programmable keys - Six programmable, multi-function self-labeling keys that allow you to use up to 18 specific functions.</p> <p>For more information see “Configuring and using programmable keys” on page 36.</p>

The Mitel MiVoice 6920 IP phone has a dialpad with digits from 0 through 9, a * key, and a # key. Keys 2 through 9 contain the letters of the alphabet. These dialpad keys can be used to dial a phone number to make a call (see “Making calls” on page 45) and to press keys requested by an Interactive Voice Response (IVR) system. The basic inputs for the Mitel MiVoice 6920 IP phone dialpad includes the following:

Dialpad Key	Description
0	Dials 0
1	Dials 1
2 ABC	Dials 2 When entering text, this key enters A with one press, B with two presses, and C with three presses.
3 DEF	Dials 3 When entering text, this key enters D with one press, E with two presses, and F with three presses.
4 GHI	Dials 4 When entering text, this key enters G with one press, H with two presses, and I with three presses.
5 JKL	Dials 5 When entering text, this key enters J with one press, K with two presses, and L with three presses.
6 MNO	Dials 6 When entering text, this key enters M with one press, N with two presses, and O with three presses.
7 PQRS	Dials 7 When entering text, this key enters P with one press, Q with two presses, R with three presses, and S with four presses.
8 TUV	Dials 8 When entering text, this key enters T with one press, U with two presses, and V with three presses.
9 WXYZ	Dials 9 When entering text, this key enters W with one press, X with two presses, Y with three presses, and Z with four presses.

Setting Up Your Voicemail

Choose a passcode and record your greetings.

Accessing your Voicemail

By default, your voicemail is set to answer after 5 rings. To access your voicemail, dial ***98**. To access another extensions voicemail, dial ***98+Ext**. To access your voicemail remotely, call your extension and press the * key when your voicemail answers.

Setting your Passcode

When accessing your voicemail, you are prompted for a passcode. The default passcode is 1234. Once logged in, you can change your passcode by pressing **0** for Mailbox Options and then **1**.

Recording your Greetings

Sunwire offers the option for up to three different types of greetings.

Unavailable Greeting

To record your main Unavailable Greeting, from the voicemail's main menu **press 3** for Greetings then **press 1** to Record a Greeting. **Press 2** to record your Unavailable Greeting and follow the voice prompts.

Busy Greeting

If you would like a different greeting to be played when you are on the phone and your line is busy, you can record a Busy Greeting. From the main menu, **press 3, 1, 1** to record your Busy Greeting.

Temporary Greeting

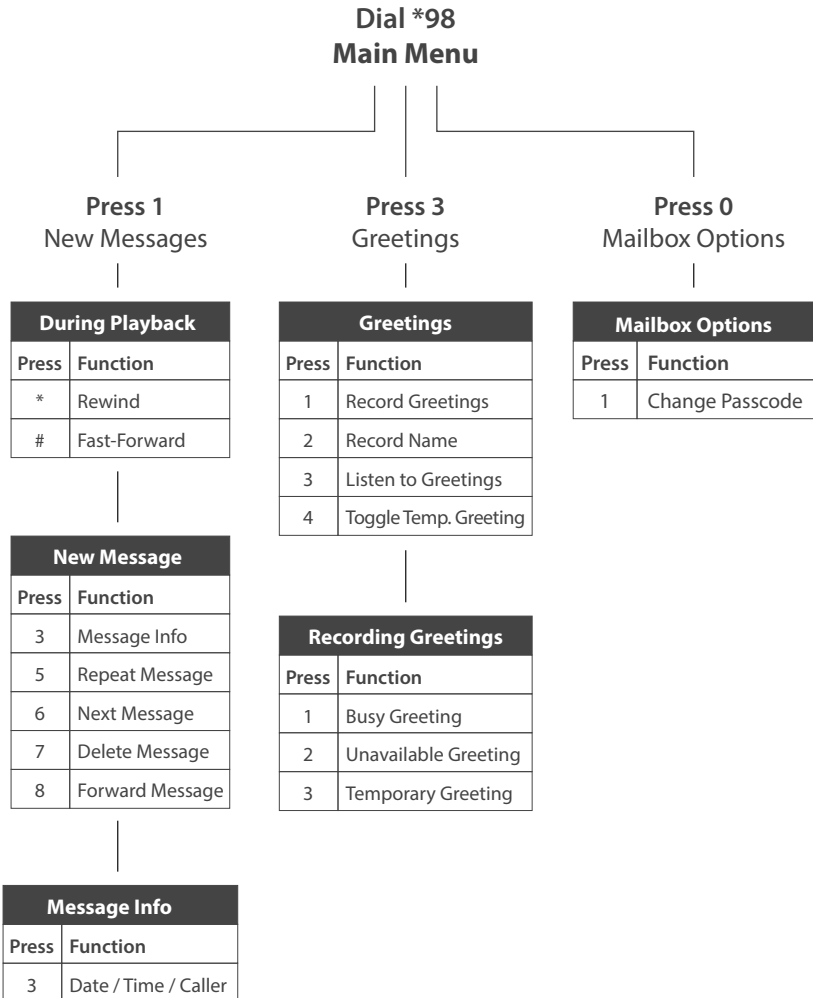
You can also setup a Temporary Greeting if you are going away but do not want to record over your existing greetings. Once enabled, the Temporary Greeting will always play until it is disabled.

To record a temporary greeting, **press 3, 1, 3** from the main menu.

To toggle (enable/disable) your temporary greeting, **press 3** then **4**.

Navigating Your Voicemail

See the big picture behind your voicemail system.



Most Common Phone Features

Learn how our most common features work.

Log In / Log Out of your Extension

This feature is most commonly used by individuals who share phone sets or those who wish to use their extension on different phones (and/or locations).

Your phone may be equipped with a Login and Logout softkey. You can also use *11 to log into your extension and *12 to log out of your extension. Dial *13 to playback the phone's current extension status.

Directory and Speed Dial

Pressing the Directory Listing key will give you the option to navigate your corporate and local contacts. The corporate directory is managed by your system administrator and is sorted alphabetically. Your local directory is only stored on your phone and you can add, remove or modify contacts as you wish without affecting others in the company.

Your Speed Dial settings can be added and managed from either your telephone set or the administrative web portal. Speed dials can range from 1 to 999; all speed dials are preceded by '0'.

To configure your extension's speed dial settings:

1. Dial: 00
2. Enter the speed dial number you'd like to edit followed by the # key.
3. Enter the phone number to be assigned for this speed dial option.
4. You will hear a recording state: "Speed Dial Saved."

If you select a speed dial which already has an entry; you will be given the option to: edit the entry, delete it or playback its assigned number.

Transferring Calls

There are two methods of transferring a call: Attended (full) Transfer and Blind Transfer. An attended transfer allows you to speak with the individual you are transferring to prior to completing the transfer whereas a blind transfer simply sends the call.

To complete an attended (full) transfer:

1. While on a call, press the Transfer Call key.
2. Enter the number or extension you would like to transfer the call to.
3. Press 'Dial' using the bottom softkeys.
4. You will then be connected with the person you are transferring to while the current call is placed on hold.
5. To complete the transfer, simply press the Transfer Call key again.

To complete a blind transfer, follow the same steps as above but rather than pressing 'Dial' at step 3 - simply press the 'Transfer Call' key again to complete the transfer.

Note: If you transfer a call and it is not answered, it will go to that extensions voicemail. You can also transfer a call using the Directory Listing key rather than entering a number or extension.

Conference Calling

The Conference Call (3-way) key allows you to add a third person to the call. It's functionality is the same as an attended transfer, although rather than completing the transfer it merges all the callers.

Note: Like an attended transfer, you must first speak to the person you are inviting into the conference call. There is no 'blind' conference call. Also, because you initiate the conference call, hanging up on the other users will drop the call completely. To avoid this, rather than hanging up the call, use the 'Leave' button which will appear as a bottom softkey during a conference call.

Parking a Call

Inbound calls can be parked (put on a public hold) by way of the bottom softkeys or by dialling: ##. Parking a call allows you or another user to pick up the call from any other device on the phone system.

While on a call, you will find a 'Park' softkey. If your phone is not equipped with a 'Park' softkey, simply press ##. This will place the call in the next available parking lot. The system will read back the parking lot number once the call is parked.

The call will then leave your phone and you can hang up the receiver.

You could now advise the person who must answer the parked call that they have a call parked on "XX" (where XX represents the parking lot number where the call was parked).

Using a pre-specified softkey for that parking lot will allow any user to pick up a call in that parking lot. Alternately, users can simply dial the parking lot number in order to pickup the parked call.

Note: If your phone is configured with pre-specified softkeys for parking lots, the status light next to the softkey will light up if a call is parked in that parking lot number.

Telephone Feature * Codes

Access features quickly using the following dial codes.

	Dial Code
Access Voicemail	*98
Anonymous Calling	*67 + Number
Call Forwarding Enabled	*72 + Number
Call Forwarding Disabled	*73
Park Call	##
Answer Parked Call	Dial Lot Number
Extension Login	*11
Extension Logout	*12
Extension Login/Logout Toggle	*904
Extension Status	*13
Record Call (if purchased)	#1



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