# MIVOICE 6920 IP PHONE FOR MIVOICE CONNECT



#### Place a Call





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

## **From Directory**

- 1. Press the & key to access the Directory.
- Navigate to the respective contacts folder and scroll through the contacts using the navigation keys.

Enter characters using the keypad and press the **Search** softkey to use the search feature.

 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.





## Answer a Call

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



## 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.

## 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 skey 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.
- Dial the extension number.
   The call is now parked on the designated extension.

#### To Unpark a call:

- 1. Press the **Unpark** softkey.
- Dial the extension number.The call is now returned to your extension.

## 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 o icon displays on the status bar indicating that voicemail messages are available.

You can access your voicemail service by pressing the key.

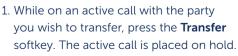
## 3-Way Conferencing

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





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.
- 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 Completes "blind" connection.

conference

Drop Disconnects selected party on confer-

ence call.

More Displays more options on screen.

Cancel Returns display screen to previous set-

ting or cancels initiated function.

Ignore Sends busy signal to the caller and ter-

minates 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)

• Extended Absence

• In a meeting

Custom

Out of office

• 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.
- 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 \*13 + extension

Extension

Pick up the Night Bell \*14

Use the Intercom \*15 + extension

Barge In \*16 + extension

Silent Monitor \*17 + extension

Toggle Hunt Group \*18 + Hunt Group's extension

status

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.



