

# Mitel MiVoice 6920 IP Phone

58015114 REV05

RELEASE 1.4 USER GUIDE FOR MIVOICE BUSINESS

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## Mitel MiVoice 6920 IP Phone User Guide

58015114 - September 2018

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## Welcome

Part of the new-generation desktop family, the Mitel MiVoice 6920 IP phone demonstrates Mitel's commitment to ease of use and enhanced user value, while delivering innovative features and applications. A full-feature enterprise-class telephone, the Mitel MiVoice 6920 IP phone provides a large color backlit graphics display with 6 programmable self-labeling keys allowing up to 18 functions and four intuitive state sensitive softkeys.

This applications phone also features superior sound quality with wideband audio, an enhanced speakerphone that utilizes advanced audio processing to achieve richer and clearer handsfree conversations, and native analog, DHSG/EHS, and USB headset functionality.

Accommodating today's high speed networks through dual Gigabit Ethernet ports, the Mitel MiVoice 6920 IP phone also offers plenty of support for Mitel and third-party peripherals and has an environmentally efficient PoE class 2 rating. The Mitel MiVoice 6920 IP phone is one of the most advanced desktop IP phones available on the market today and is ideal for enterprise executives, managers, and employees.

The 6920 IP phone is compatible with the MiVoice Business phone system.

## About this guide

This guide explains how to use the basic features of your new Mitel MiVoice 6920 IP phone. Not all features listed are available by default. Your System Administrator has the ability to customize many features on this phone. Contact your System Administrator to find out which features and services are available to you on your phone system.

## Supporting documentation

To access phone and system-specific documentation:

1. Log in to [Mitel Connect](#).
2. In the left-hand menu, click **Mitel OnLine**.
3. Click **Product Documentation** under the **Support** section.
4. Select **PDF Guides and Online Help** under the **End User Documents** drop-down menu.
5. In the left-hand menu, navigate to **Telephones**.

## Phone features

Feature highlights include:

- 3.5" QVGA (320x240) color TFT LCD display with brightness controls
- Built-in-two-port, 10/100/1000 Gigabit Ethernet switch
- USB 2.0 port (100mA maximum)
- Wideband handset
- Enhanced wideband, full-duplex speakerphone for handsfree calls

- Extensive support for peripherals and modules: USB, DHSG/EHS, and wired analog headsets, Mitel M695 Programmable Key Module, and Mitel Wireless LAN Adapter
- AC power adapter (sold separately)
- Six programmable, multi-function, self-labeling keys allowing up to 18 functions and four intuitive state-sensitive softkeys

## Installation and setup

Please refer to the *Mitel MiVoice 6920 IP Phone Installation Guide* included with your phone for basic installation and physical setup information.

## Tips for your comfort and safety

### Don't cradle the handset

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See ["Accessory support"](#) on [page 86](#) for more information on headsets.

### Protect your hearing

Your Mitel MiVoice 6920 IP phone has a control for adjusting the volume of the handset, headset, and speakerphone. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

### Adjust the viewing angle

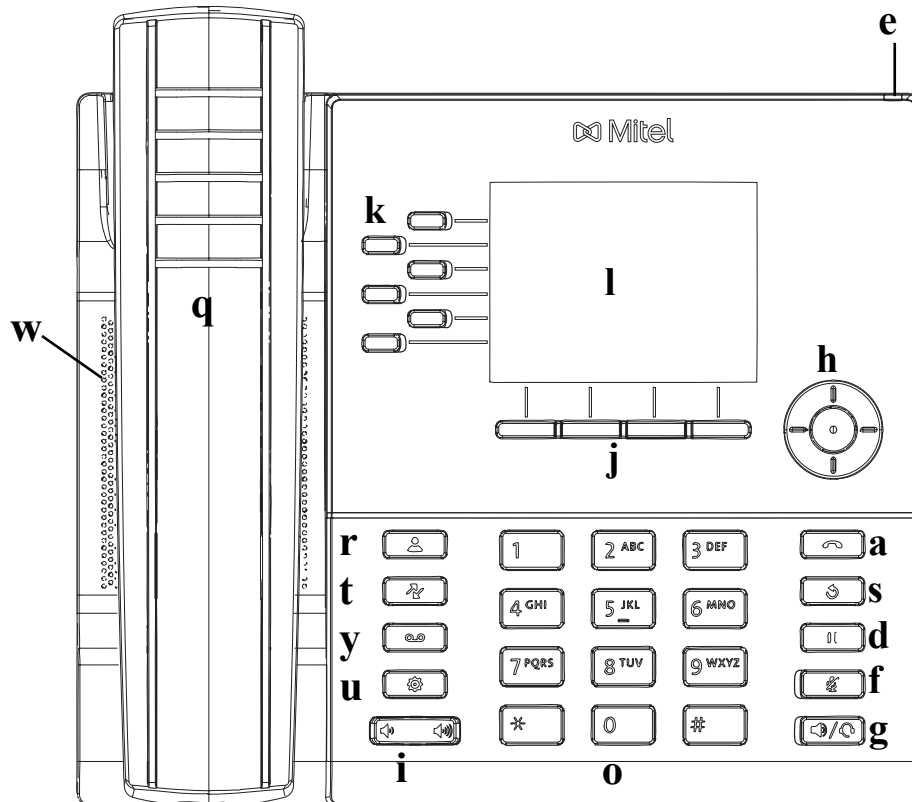
The stand for your Mitel MiVoice 6920 IP phone supports two viewing angles (30° and 60°). Adjust the stand to suit your viewing preference. For instructions on how to adjust the stand, see the *Mitel MiVoice 6920 IP Phone Installation Guide*.



# Phone keys

## Key panel











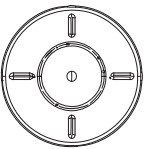

The following sections describe the various Mitel MiVoice 6920 IP phone key functions and how they can help you make and manage your calls and caller information.

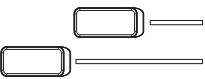


<b>a</b>	Goodbye Key	<b>l</b>	LCD Screen
<b>d</b>	Hold Key	<b>o</b>	Dialpad
<b>e</b>	Message Waiting Indicator (MWI)	<b>q</b>	Handset
<b>f</b>	Mute Key	<b>r</b>	Contacts Key
<b>g</b>	Speaker/Headset Key	<b>s</b>	Redial Key
<b>h</b>	Navigation Keys/Select Button	<b>t</b>	Call History Key
<b>i</b>	Volume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

## Key description

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

Key	Description
	<b>Contacts key</b> - Displays a list of your contacts. For more information, see <a href="#">“Contacts”</a> on <a href="#">page 55</a> .
	<b>Call History key</b> - Displays a list of your missed, outgoing, and answered calls. For more information, see <a href="#">“Call History”</a> on <a href="#">page 67</a> .
	<b>Voicemail key</b> - Provides access to your voicemail service (if configured). For more information, see <a href="#">“Voicemail”</a> on <a href="#">page 73</a> .
	<b>Settings key</b> - Provides services and settings that allow you to customize your phone. For more information, see <a href="#">“Customizing your phone”</a> on <a href="#">page 15</a> .
	<b>Volume controls</b> - 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).
	<b>Goodbye key</b> - Ends an active call. The <b>Goodbye</b> key also exits an open list (such as <b>Call History</b> ) and menus (such as the <b>Settings</b> menu) without saving changes.
	<b>Redial key</b> - Displays a list of your previously dialed calls. Pressing the <b>Redial</b> key twice redials the last dialed number displayed on the <b>Home</b> screen. For more information, see <a href="#">“Redialing a number”</a> on <a href="#">page 47</a> .
	<b>Hold key</b> - Places an active call on hold. To retrieve a held call, press the applicable <b>Line</b> key. For more information, see <a href="#">“Placing a call on hold”</a> on <a href="#">page 50</a> .
	<b>Mute key</b> - 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 <a href="#">“Muting the microphone”</a> on <a href="#">page 50</a> .
	<b>Speaker/Headset key</b> - Transfers the active call to the speaker or headset, allowing handsfree use of the phone. For more information, see <a href="#">“Audio Path”</a> on <a href="#">page 23</a> .
	<b>Navigation keys and select button</b> - Multi-directional navigation keys that allow you to navigate through the phone's User Interface (UI). Pressing the center <b>Select</b> button sets options as well as performs actions such as dialing out from the <b>Contacts</b> or <b>Call History</b> . 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 <a href="#">“UI navigation is performed using the navigation keys located to the right of the softkeys.”</a> on <a href="#">page 14</a> .
	<b>State-sensitive softkeys</b> - 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><b>Programmable keys</b> - Six programmable, multi-function self-labeling keys that allow you to use up to 18 specific functions.</p> <p>For more information see <a href="#">“Configuring and using programmable keys”</a> on <a href="#">page 38</a>.</p>

## Dialpad keys

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 46](#)) 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 <b>A</b> with one press, <b>B</b> with two presses, and <b>C</b> with three presses.
3 DEF	Dials 3 When entering text, this key enters <b>D</b> with one press, <b>E</b> with two presses, and <b>F</b> with three presses.
4 GHI	Dials 4 When entering text, this key enters <b>G</b> with one press, <b>H</b> with two presses, and <b>I</b> with three presses.
5 JKL	Dials 5 When entering text, this key enters <b>J</b> with one press, <b>K</b> with two presses, and <b>L</b> with three presses.
6 MNO	Dials 6 When entering text, this key enters <b>M</b> with one press, <b>N</b> with two presses, and <b>O</b> with three presses.
7 PQRS	Dials 7 When entering text, this key enters <b>P</b> with one press, <b>Q</b> with two presses, <b>R</b> with three presses, and <b>S</b> with four presses.
8 TUV	Dials 8 When entering text, this key enters <b>T</b> with one press, <b>U</b> with two presses, and <b>V</b> with three presses.
9 WXYZ	Dials 9 When entering text, this key enters <b>W</b> with one press, <b>X</b> with two presses, <b>Y</b> with three presses, and <b>Z</b> with four presses.

The \* is called the star key. The # is called the pound key, number sign, or hash key, depending on one's nationality or personal preference. These can be used for special functions such as accessing advanced services. The star key and pound key functions are dependent on your call server's feature availability. Contact your System Administrator for more information about available functions using these keys.

When entering characters in the various **Settings** menus or in different applications (for example, when adding a contact to your **Contacts** application), advanced characters can be entered using the dialpad keys.

The following tables identifies the characters that you can use and the order in which they are accessible.

Key	Uppercase Characters	Lowercase Characters
0	0 +	0 +
1	1 . : ; = _ , - ' & ( ) \$ !	1 . : ; = _ , - ' & ( ) \$ !
2	A B C 2	a b c 2
3	D E F 3	d e f 3
4	G H I 4	g h i 4
5	J K L 5	j k l 5
6	M N O 6	m n o 6
7	P Q R S 7	p q r s 7
8	T U V 8	t u v 8
9	W X Y Z 9	w x y z 9
*	* <SPACE>	* <SPACE>
#	# / \ @	# / \ @

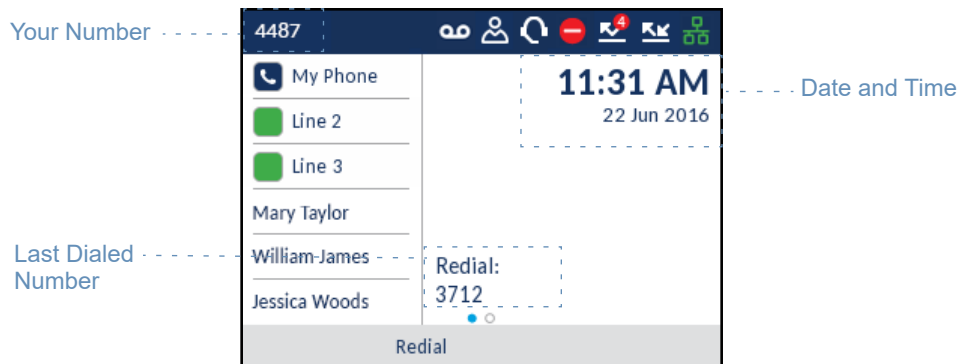
## Getting started

The Mitel MiVoice 6920 IP phone must be set up and be configured by the System Administrator prior to its first use.

### UI overview

#### Home screen

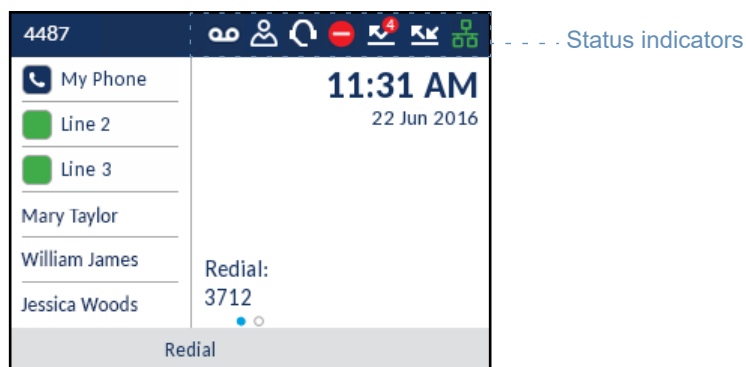
When the phone has successfully booted up and connected to the network, the phone displays the **Home** screen. The **Home** screen shows the date and time along with your number and last dialed number. It is the default screen displayed when the phone is in an idle state.














**Note:** Your System Administrator should have configured your number and any other administrative features required. If your number does not display on the screen, contact your System Administrator.

#### Phone and network status indicators

There are icons that display on the phone to indicate the status of the phone and network. These icons display on the upper right corner of the **Home** screen.



The following table identifies and describes the phone and network status indicators on the **Home** screen.


Icon	Description
	<b>Network Connected</b> - The Network Connected icon displays on the <b>Home</b> screen when the phone is connected to the MiVoice Business call server.
	<b>Attempting Network Connection</b> - The Attempting Network Connection icon displays on the <b>Home</b> screen when the phone is attempting to connect to the MiVoice Business call server.
	<p><b>Network Disconnected</b> - The Network Disconnected icon displays on the <b>Home</b> screen when the phone loses connection to the MiVoice Business call server.</p> <p>If this icon is displayed and you are using an AC adapter for power, check that the Ethernet cable is tightly connected to the phone and to the network device port. The phone should automatically detect when it is reconnected and attempt to connect to the network. If this does not resolve the issue, check with your System or Network Administrator for assistance.</p>
	<p><b>Call Forward Always</b> - The Call Forward Always icon displays on the <b>Home</b> screen when the Call Forward feature is enabled using the "Always" condition (as opposed to the "Busy" and "No Answer" conditions).</p> <p>For more information on the Call Forward feature, see <a href="#">"Call Forward"</a> on <a href="#">page 20</a>.</p>
	<p><b>Missed Calls</b> - The Missed Calls icon displays on the <b>Home</b> screen only when incoming calls have not been received. The number in the red badge indicates how many calls were missed. To access a list of your missed calls, press the  (<b>Call History</b>) key.</p> <p>For more information on missed calls, see <a href="#">"Missed calls indicator"</a> on <a href="#">page 72</a>.</p>
	<p><b>Do Not Disturb</b> - The Do Not Disturb (DND) icon displays on the <b>Home</b> screen when the DND feature is enabled. When DND is enabled, callers calling into the phone may hear a DND signal and a "Do Not Disturb" message is displayed on their phones, depending on the setting in the System Administrator Tool.</p> <p>For more information on the DND feature, see <a href="#">"Do Not Disturb"</a> on <a href="#">page 42</a>.</p>
	<p><b>Headset Connected</b> - The Headset Connected icon displays on the <b>Home</b> screen when a headset (USB, DHSG/EHS, or analog wired) connection has been detected.</p> <p>For more information on headset functionality, see <a href="#">"Analog, DHSG/EHS, and USB headsets"</a> on <a href="#">page 89</a>.</p>
	<b>Hotdesk User</b> - The Hotdesk User icon displays on the <b>Home</b> screen when you log in using your hotdesk account.
	<p><b>Voicemail</b> - The Voicemail icon displays on the <b>Home</b> screen only if you have new messages waiting. To access your voicemail messages, press the  (<b>Voicemail</b>) key.</p> <p>For more information on voicemail functionality, see <a href="#">"Voicemail"</a> on <a href="#">page 73</a>.</p>

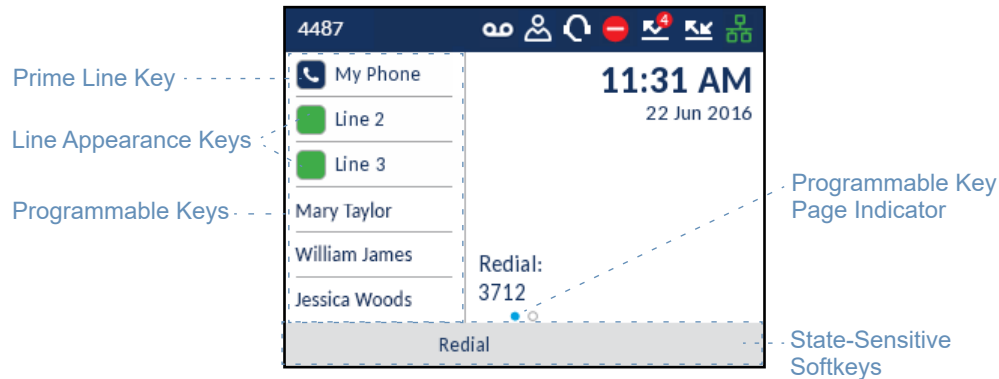
### *Programmable keys, state-sensitive softkeys, and line keys*

Six programmable keys (including the **Prime Line** key) and four state-sensitive softkeys are always displayed on the **Home** screen. The programmable keys allow you to configure up to 18 different features (such as speed calls, phone lock, DND, and so on).

**Note:** If enabled by your System Administrator, certain features can be programmed on the programmable keys by pressing and holding the respective programmable key. Others can only be programmed by your System Administrator through the MiVoice Business call server. See ["Configuring and using programmable keys"](#) on [page 38](#) for information on how to program the programmable keys using the phone. Contact your System Administrator for details on what features are available to be programmed through the MiVoice Business call server.

The state-sensitive softkeys change depending on the state of the phone and are used to perform different functions when the phone is in an idle, connected, outgoing, or busy state.

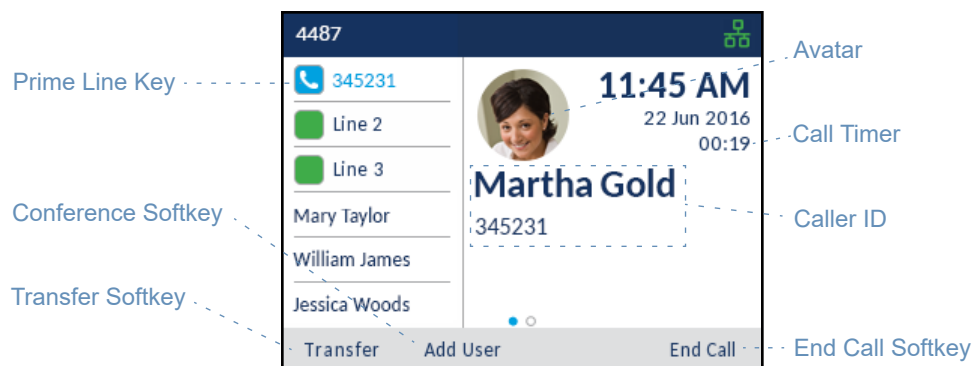
The **Prime Line** key is a visual indication of the status of your prime line. When your phone is in an idle state, your  (**Prime Line**) icon is solid blue. Your System Administrator may also have configured additional line appearances on your phone. Line appearance keys are solid green when your phone is in an idle state.





If you have six or more programmable keys configured, programmable page indicators are displayed above the softkeys. These dots indicate the number of programmable key pages and its relative position. Press the left and right navigation keys to switch the programmable key pages.


## Call screen

During an incoming or outgoing call and 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 (such as **Transfer** and **Add User** during an active call).






Additionally, if the call is on the **Prime Line** key, the **Prime Line** key changes to reflect the status of the line as per the following table.

Icon	Description
	(Blinking) Indicates the prime line is ringing due to an incoming call.
	Indicates the prime line is busy.

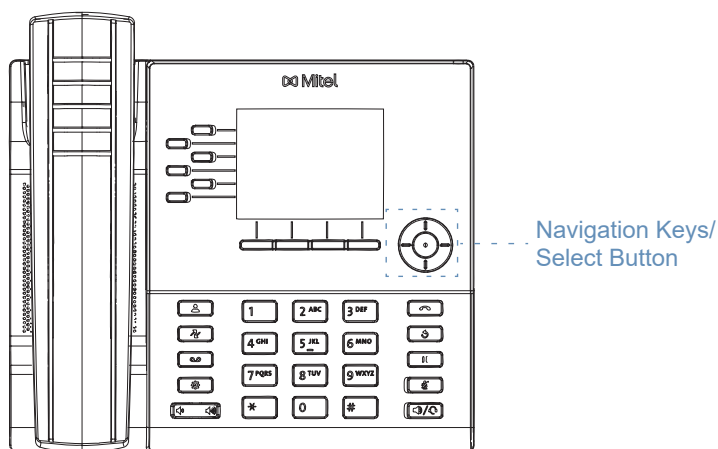
Icon	Description
	(Blinking) Indicates the call on the prime line is on hold.

If the call is on a different line, the applicable line appearance key change to reflect the status of the line as per the following table.

Icon	Description
	(Blinking) Indicates the applicable line is ringing due to an incoming call.
	Indicates the applicable line is busy.
	(Blinking) Indicates the call on the applicable line is on hold.

## UI navigation


UI navigation is performed using the navigation keys located to the right of the softkeys.

















There are four directional keys (up, down, left, and right) on the navigation cluster that can be used to navigate through the various applications and settings menus. The center key acts as a **Select** button that is used to set options and perform actions such as dialing out from the **Contacts** or **Call History** applications.



## Customizing your phone


You can customize your phone and view your phone status by pressing the  (**Settings**) key, opening the **Settings** menu. This menu provides a single location to access all your phone settings. The following phone settings can be configured through the **Settings** menu:

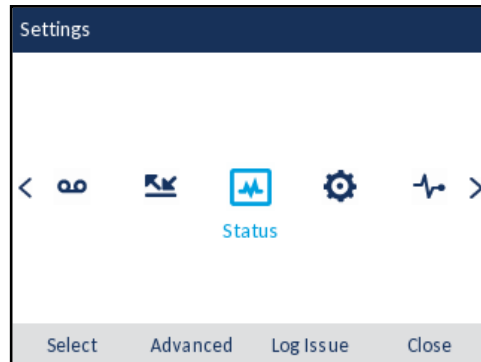
Icon	Option
	Status
	Language
	Voicemail
	Call Forward
	Voice Services
	Diagnostics
	• Audio Diagnostics
	• Ping
	• TCP DUMP
	• DHCP Trace
	Wi-Fi
	Audio
	• Ring Tones
	• Audio Path
	Display
	Restart


### Notes:

1. The **Advanced** options are Administrator-level functions only, and are not accessible by the user. These options should only be set up and changed by your System Administrator.
2. The **Log Issue** softkey is used to generate a log file that can help Administrators debug issues. You should only press this softkey when requested by your System Administrator.

### Using the Settings menu

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.



2. Use the left and right navigation keys to highlight an option and the up and down navigation keys to scroll through the sub options.
3. Press the **Select** button or **Select** softkey to select an option.
4. Use the navigation keys, dialpad keys, and softkeys that display for each setting to make any applicable changes.
5. Press the **Save** softkey to save your changes.
6. Press the  (**Goodbye**) key or the **Close** softkey at any time to exit without saving changes.

**Note:** For more information about **Advanced** options, contact your System Administrator.

### Status

The **Status** settings in the **Settings** menu allows you to view your phone's:


- **Network General Info:**  
General information regarding your phone's network settings such as IP address, subnet mask, gateway, MAC address, call server IP addresses, TFTP server IP address and port, IPA IP address, and DNS values.
- **Network Persistent Data:**  
The IP addresses for call servers 1 to 4.
- **Network DHCP Info:**  
Information regarding your phone's Dynamic Host Configuration Protocol (DHCP) status and T1/T2 renewal times.
- **Network Status QoS:**  
Information regarding Quality of Service (QoS) features such as Virtual LAN (VLAN), Layer 2 Priority (L2P), and Differentiated Services Code Point (DSCP).
- **Port Info:**  
Speed and duplex values for both the LAN and PC ports.

- **Phone Info:**

General phone-related information such as model number, hardware and call server revisions, main firmware version, and boot version.

**Note:** Press the **Copyright** softkey to view copyright information.

To view the **Status** menu:

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.
2. Press the **Select** button or **Select** softkey to enter the **Status** menu.
3. Use the up and down navigation keys to scroll through the following status items:
  - Network General Info

Status	
Net. General I...	IP Address
Net. Persist. D...	10.10.158.117
Net. DHCP Info	Subnet Mask
Net. QoS	255.255.255.128
Port Info	Gateway
Phone Info	10.10.158.1
Cancel	

- Network Persistent Data

Status	
Net. General I...	Call Server1 IP Address
Net. Persist. D...	
Net. DHCP Info	Call Server2 IP Address
Net. QoS	
Port Info	Call Server3 IP Address
Phone Info	
Cancel	

- Network DHCP Info

Status	
Net. General I...	DHCP Status
Net. Persist. D...	DISABLED
Net. DHCP Info	T1 (Seconds)
Net. QoS	0
Port Info	T2 (Seconds)
Phone Info	0
Cancel	

- Network Static QoS

Status	
Net. General I...	VLAN Id
Net. Persist. D...	-1 ()
Net. DHCP Info	L2P Default
<b>Net. QoS</b>	6
Port Info	L2P Voice
Phone Info	6
Cancel	

- Port Info

Status	
Net. General I...	LAN Port Speed
Net. Persist. D...	100M
Net. DHCP Info	LAN Port Duplex
Net. QoS	Full_Duplex
<b>Port Info</b>	PC Port Speed
Phone Info	No Link
Cancel	

- Phone Info

Status	
Net. General I...	Model
Net. Persist. D...	MINET_6920
Net. DHCP Info	Hardware Rev.
Net. QoS	000
Port Info	Call Server Rev.
<b>Phone Info</b>	14.0.1.22
Copyright	Cancel

4. To view more information on the selected status item, press the right navigation key and press the down navigation key to scroll through the information.

## Language

The Mitel MiVoice 6920 IP phone supports the following languages:

- English
- French
- German


- Spanish
- Spanish (Latin America)
- Portuguese
- Portuguese (Brazil)
- Dutch
- Italian
- Romanian
- Russian
- Swedish
- Polish

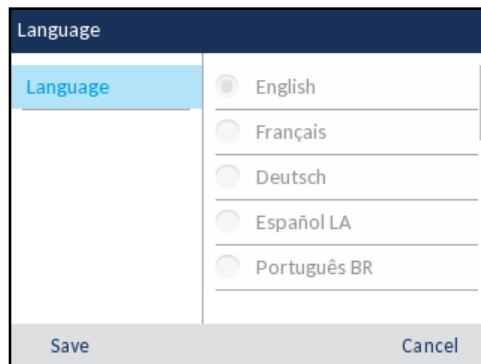
When you set the language on the phone, all on-screen text (in idle/call screens, setting menus, and applications) displays in the selected language.

**Notes:**

1. All languages may not be available for selection as availability is dependent on the language files provided by the MiVoice Business call server. Contact your System Administrator for details on what languages are available in your specific environment.
2. Unofficially supported languages may be available for selection on your phone depending on the language files available on the MiVoice Business call server. If available, these languages can be used by selecting Local 1 or Local 2 in the **Language** menu.

To specify the language in which on screen text displays:

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.
2. Navigate to the **Language** setting and press the **Select** button or **Select** softkey.



3. Press the right navigation key to move to the language selection column.
4. Use the up and down navigation keys to choose the applicable screen language.
5. Press the **Save** softkey to save your changes.

## Call Forward

**Call Forward** on the Mitel MiVoice 6920 IP phone allows incoming calls to be forwarded to another destination. You can enable your calls to be forwarded:


- When your phone is busy (individual settings for internal and external incoming calls).
- When you are not answering the phone (individual settings for internal and incoming calls).
- All the time.

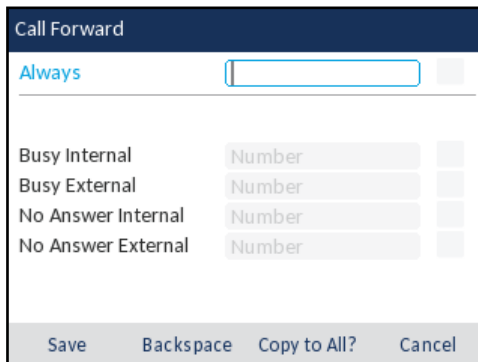
You can enable different call forward modes independently. For example, you can set different phone numbers for Always, Busy Internal, Busy External, No Answer Internal, and No Answer External, and then turn them on/off individually.

### Notes:

1. A **Call Forward Always** programmable key can be created that allows you quickly enable Always mode without having to enter the **Call Forward** settings menu. For more information on the **Call Forward Always** programmable key, see “[Call Forward Always](#)” on [page 40](#).
2. If voicemail is enabled, call forwarding numbers may already be defined by your System Administrator.

To configure call forward settings:

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.
2. Navigate to the **Call Forward** setting and press the **Select** button or **Select** softkey.



3. Enter forwarding numbers using the dialpad keys for any of the following states:
  - **Always:**  
Immediately forwards all incoming calls to the specified number.
  - **Busy Internal:**  
Immediately forwards internal phone calls if your line is busy.
  - **Busy External:**  
Immediately forwards external phone calls if your line is busy.
  - **No Answer Internal:**  
Forwards internal phone calls after several rings if you don't answer.

- **No Answer External:**

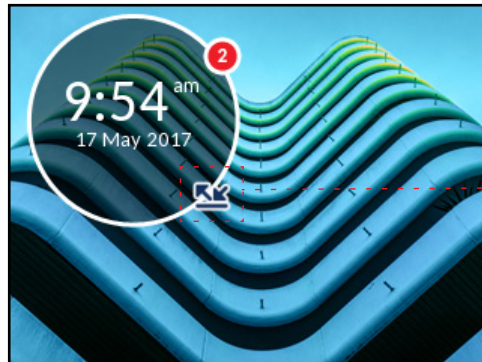
Forwards external phone calls after several rings if you don't answer.

**Notes:**

1. Pressing the down navigation key moves the selection to the next input field. Pressing the right navigation key moves the selection to the corresponding checkbox.
2. Press the **Backspace** softkey to delete the last digit entered.
3. Pressing the **Copy to All?** softkey copies the call forward number of the call forward mode in focus to every call forward mode. For example, if the cursor is on the **Busy Internal** field and the field has a phone number entered, pressing the **Copy to All?** softkey assigns the same phone number to all the other modes as well.
4. Using the up and down navigation keys, move to the checkbox beside the respective call forward mode you want to enable and press the **Select** button to turn on the call forward mode.
5. Repeat steps 3 and 4 for all call forward modes you want to enable.
6. Press the **Save** softkey to save your changes.

**Notes:**

1. When **Call Forward Always** is enabled, it takes precedence over all other types of call forwarding.
2. If **Call Forward Always** is enabled, then the **Call Forward Always** icon is displayed on the Screen Saver.
3. If both **Call Forward Always** and **DND** are enabled, then the **DND** icon is displayed on the Screen Saver.



Call Forward Always Icon


### Audio

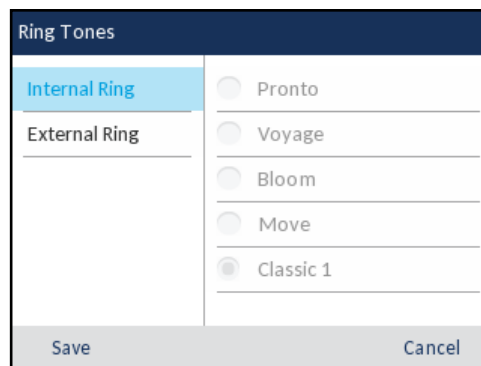
The **Audio** setting on the Mitel MiVoice 6920 IP phone allows you to personalize ring tones, select the initial audio path used when pressing the  (**Speaker/Headset**) key, and enable or disable DHSG headset mode.

#### Ring Tones

There are a total of 20 (10 modern and 10 classic) distinct ring tones available for selection on the Mitel MiVoice 6920 IP phone. Two different ring tones can be configured for incoming calls from internal numbers and external numbers.

To configure ringtones for internal and external calls:


1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.
2. Navigate to the **Audio > Ring Tones** setting and press the **Select** button or **Select** softkey.







3. With the **Internal Ring** setting highlighted press the right navigation key to move to **Internal Ring** selection column.
4. Use the up and down navigation keys to scroll through the list and choose the applicable ring tone.
5. Press the left navigation key and then the down navigation key to highlight the **External Ring** setting.
6. With the **External Ring** setting highlighted press the right navigation key to move to **External Ring** selection column.
7. Use the up and down navigation keys to scroll through the list and choose the applicable ring tone.
8. Press the **Save** softkey to save your changes.




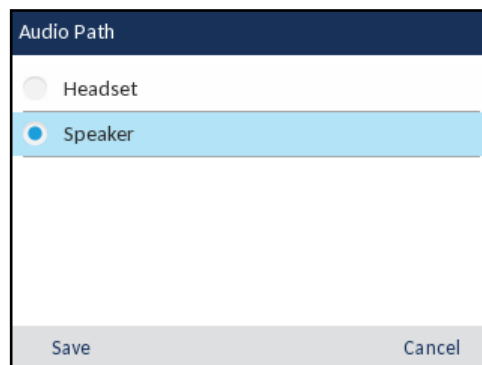
## Audio Path

The Mitel MiVoice 6920 IP phone allows you go "handsfree" when handling incoming and outgoing calls by supporting the use of a headset (USB, analog wired, or DHSG/EHS wireless) or through speakerphone mode. The **Audio Path** setting allows you to choose the initial audio path used when pressing the  (**Speaker/Headset**) key. There are two audio path options that you can select:

Audio path	Description
Speaker	The default setting. When using the handset, pressing the  ( <b>Speaker/Headset</b> ) key on the phone switches to the speakerphone. Pressing the  ( <b>Speaker/Headset</b> ) key again switches to the headset (if connected). When using the speakerphone or headset, lift the handset to switch to the handset.
Headset	When using the handset, pressing the  ( <b>Speaker/Headset</b> ) key on the phone switches to the headset. Pressing the  ( <b>Speaker/Headset</b> ) key again switches to the speakerphone. When using the headset or speakerphone, lift the handset to switch to the handset.

To configure the audio path:

1. Press the  (**Settings**) key to enter the **Settings** menu.
2. Navigate to the **Audio > Audio Path** setting and press the **Select** button or **Select** softkey.



3. Use the up and down navigation keys to select the applicable audio path (**Speaker** or **Headset**).


**Note:** If you select the **Headset** option, ensure that only one headset is connected to the phone.

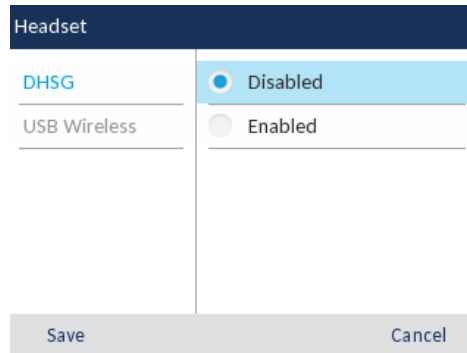
4. Press the **Save** softkey to save your changes.

### Headset

The **Headset** setting allows you to enable DHSG/USB Wireless mode when a DHSG/EHS or a USB Wireless headset is connected to the phone.

To enable/disable DHSG headset mode:


1. Press the  (**Settings**) key to enter the **Settings** menu.
2. Navigate to the **Audio > Headset** setting and press the **Select** button or **Select** softkey.

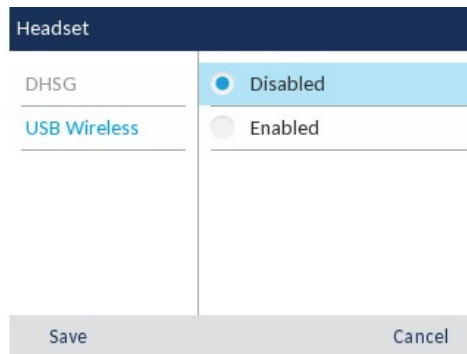


The screenshot shows the 'Headset' settings menu. On the left, there are two options: 'DHSG' and 'USB Wireless'. 'DHSG' is currently selected and highlighted in blue. To the right of 'DHSG', there are two radio button options: 'Disabled' (which is selected) and 'Enabled'. At the bottom of the screen, there are two buttons: 'Save' and 'Cancel'.

3. Press the right navigation key to move to enable/disable selection column.
4. Use the up and down navigation keys to choose the applicable setting.
5. Press the **Save** softkey to save your changes.

To enable/disable USB Wireless headset mode:

1. Press the  (**Settings**) key to enter the **Settings** menu.
2. Navigate to the **Audio > Headset** setting and press the **Select** button or **Select** softkey.
3. Press down navigation button to choose **USB Wireless**.



The screenshot shows the 'Headset' settings menu. On the left, there are two options: 'DHSG' and 'USB Wireless'. 'USB Wireless' is currently selected and highlighted in blue. To the right of 'USB Wireless', there are two radio button options: 'Disabled' and 'Enabled' (which is selected). At the bottom of the screen, there are two buttons: 'Save' and 'Cancel'.

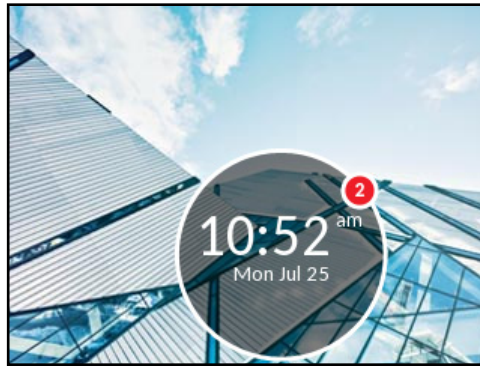
4. Press the right navigation key to move to enable/disable selection column.
5. Use the up and down navigation keys to choose the applicable setting.
6. Press the **Save** softkey to save your changes.

**Note:** Disable this setting if you are not using USB Wireless Headset.

## Display

The **Display** setting allows you to set the following on your phone:


- **Brightness Settings:**  
The **Brightness Level** setting on the Mitel MiVoice 6920 IP phone allows you to set the amount of light that illuminates the LCD display.
- **Screen Saver Settings:**  
The **Screen Saver Timer** setting allows you to configure the amount of time (from 1 to 90 minutes) the phone must be idle before the screen saver starts. When the specified amount of time expires, a screen saver displaying the date and time and the number of missed calls (if applicable) is displayed on screen.

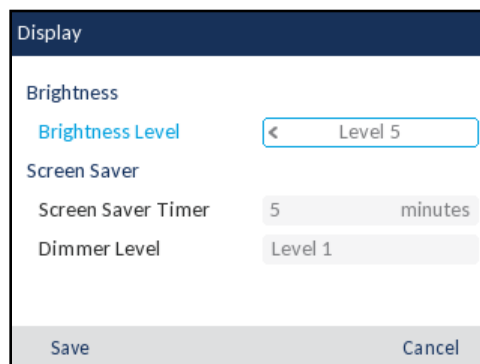


The **Dimmer Level** setting defines how brightly you want the screen to be illuminated when the screen saver is displayed.

**Note:** Availability of the above display settings is dependent on how your account is configured on the MiVoice Business call server.

To configure the display settings:

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.
2. Navigate to the **Display** setting and press the **Select** button or **Select** softkey.



3. Use the left and right navigation keys to increase or decrease the intensity of brightness on the LCD (valid values are from Levels 1 (darkest) to 5 (brightest)).
4. Press the down navigation key to highlight **Screen Saver Timer**.

5. Enter a value, in minutes, using the dialpad keys. You can set the timer from 1 to 90 minutes. The default is 5 minutes.
6. Press the down navigation key to highlight **Dimmer Level**.
7. Use the left and right navigation keys to increase or decrease the intensity of brightness on the LCD when the screen saver is displayed (valid values are from Levels 0 (LCD off) to 5 (brightest)).
8. Press the **Save** softkey to save your changes.

## Voice Services

The Mitel MiVoice 6920 IP phone can be configured to provide remote workers access to the same rich communications capabilities as in-office workers using **Voice Services**.

During the initial boot-up of the IP phone, at 95% a **Voice Services** screen auto prompts the user to select an appropriate service.

The user can select from one of the following service options -

- **MiCloud Connect service** for MiCloud Connect SIP users
- **MiVoice Border Gateway service** for MiNet Teleworker users

Mitel MiVoice 6920 Voice Services

Voice Services

☒ MiCloud Connect

☐ MiVoice Border Gateway

Next Cancel

- For MiCloud Connect, enter user DID and Password.

Mitel MiVoice 6920 Voice Services

MiCloud Connect

User DID

Password

Domain sky.shoretel.com

Register Backspace OK Cancel

- For MiVoice Border Gateway, enter the IP address of the server providing the teleworker configuration details in the **IP Address** field using the dialpad keys.

Mitel MiVoice 6920 Voice Services


MiVoice Border Gateway

IP Address

Save Backspace Dot "." Cancel

**Note:** The **Backspace** softkey can be used to delete the last digit/character entered and the dot (".") softkey can be used to enter a dot where applicable.

To view/edit the Voice Services settings on the Mitel MiVoice 6920 IP phone:

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.
2. Navigate to **Voice Services** using the navigation keys and press the **Select** softkey.
3. Use the up and down navigation keys to choose one of the following and then press **Next** soft key.
  - MiCloud Connect
  - MiCould Border Gateway
4. Make the required changes.
5. Press the **Save/Register** softkey to save your changes.

## Diagnostics


The **Diagnostics** menu allows you to perform the following diagnostic routines:

- Audio Diagnostics
- Ping
- TCP DUMP
- DHCP Trace

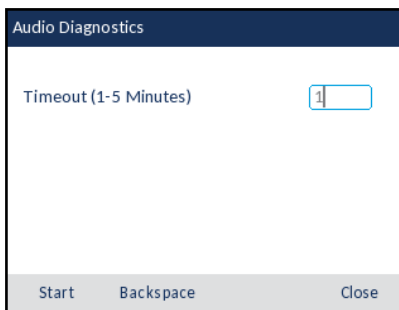
### Audio Diagnostics

The **Audio Diagnostics** sub-menu allows you to collect up to 5 minutes of audio log files that can help to debug audio issues on the Mitel MiVoice 6920 IP phone.

To capture audio diagnostic logs on the Mitel MiVoice 6920 IP phone:

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.
2. Navigate to **Diagnostics > Audio Diagnostics** using the navigation keys and press the **Select** softkey.

Mitel MiVoice 6920 Audio Diagnostics



3. In the **Timeout** input field, enter the amount of time (in minutes from 1 to 5) you would like to run the audio diagnostic tool for using the dialpad keys.  
The IP phone displays "Capturing..." and when the timeout elapses, "Collecting Logs..." is displayed. When all the logs have been collected, a "Complete..." message is displayed.

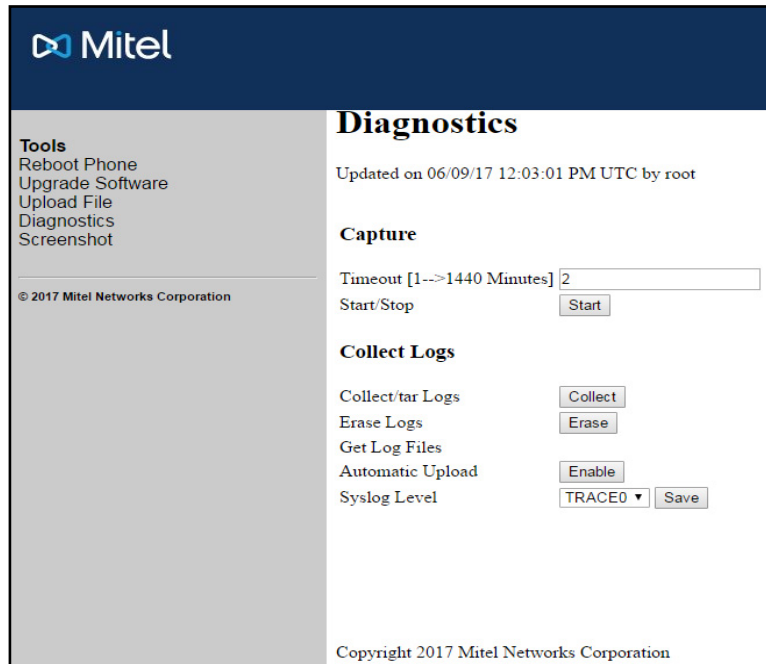
**Note:** Press the **Stop** softkey at any time to stop capturing the audio diagnostic logs.

To save the audio diagnostic logs to your PC using the Mitel Web UI:

1. Open your web browser and enter the phone's IP address or host name into the address bar.
2. Enter your username and password and click **OK/Login**.  
The status window displays for the IP phone you are accessing.

**Note:** The default username is "root" and the default password is "73738".

3. Click on **Diagnostics**.



The screenshot shows the Mitel Diagnostics web interface. On the left, there is a sidebar with the Mitel logo at the top, followed by a 'Tools' menu containing 'Reboot Phone', 'Upgrade Software', 'Upload File', 'Diagnostics', and 'Screenshot'. Below the menu is a copyright notice: '© 2017 Mitel Networks Corporation'. The main content area is titled 'Diagnostics' and shows the last update: 'Updated on 06/09/17 12:03:01 PM UTC by root'. Under the 'Capture' section, there is a 'Timeout [1-->1440 Minutes]' field set to '2' and a 'Start/Stop' button with a 'Start' sub-button. The 'Collect Logs' section includes 'Collect/tar Logs' with a 'Collect' button, 'Erase Logs' with an 'Erase' button, 'Get Log Files' with an 'Enable' button, and 'Syslog Level' set to 'TRACE0' with a 'Save' button. A copyright notice 'Copyright 2017 Mitel Networks Corporation' is at the bottom.

4. Click on the **Download Audio Log Files** link beside **Get Log Files**.


5. Save the file to the desired location on your computer.

**Note:** For more information on Mitel Web UI features, see the *Mitel MiVoice 6900 Series IP Phones Administrator Guide*.

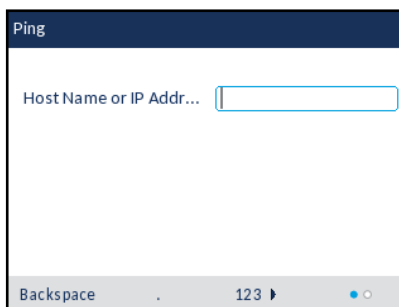
## Ping

The **Ping** sub-menu allows you to ping a host name or IP address directly from the Mitel MiVoice 6920 IP phone. This tool can be used to verify whether or not network connections between the Mitel MiVoice 6920 IP phone and other network endpoints are intact.

To use the ping tool on the Mitel MiVoice 6920 phone:

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.
2. Navigate to **Diagnostics > Ping** using the navigation keys and press the **Select** softkey.

### Mitel MiVoice 6920 Ping



The screenshot shows the 'Ping' screen on a Mitel MiVoice 6920 IP phone. It has a dark blue header with the word 'Ping'. Below the header is a text input field labeled 'Host Name or IP Addr...'. At the bottom, there is a navigation bar with a 'Backspace' button, a period '.', a '123' button with a right arrow, and two circular status indicators (one blue, one white).



3. In the input field, enter the host name or IP address of the network endpoint you want to ping using the dialpad keys.


**Note:** The **Backspace** softkey can be used to delete the last digit/character entered, the dot (".") softkey can be used to enter a dot where applicable, and the abc/123 softkey can be used to switch the dialpad keys from alphabetic to numeric.

4. Press the **Ping** softkey to begin.  
The IP phone displays the number of packets sent, the number of packets received, and the Round-Trip Time (RTT) min/avg/max in milliseconds.
5. In the input field, enter the host name or IP address of the network endpoint you want to ping using the on-screen keyboard.
6. Tap the **Ping** softkey to begin.  
The IP phone displays the number of packets sent, the number of packets received, and the Round-Trip Time (RTT) min/avg/max in milliseconds.

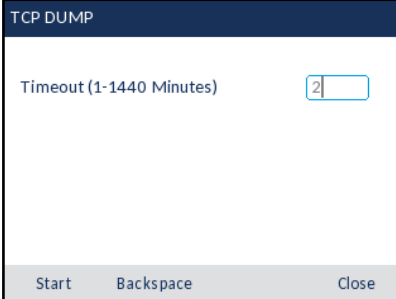
## TCP DUMP

The **TCP DUMP** sub-menu allows you to capture TCP network packets for up to 1440 minutes (24 hours) that can in turn be used to help debug and troubleshoot various issues.

To capture TCP network packets on the Mitel MiVoice 6920 IP phone:

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.
2. Navigate to **Diagnostics > TCP DUMP** using the navigation keys and press the **Select** softkey.

Mitel MiVoice 6920 TCP DUMP



3. In the **Timeout** input field, enter the amount of time (in minutes from 1 to 1440) you would like to capture TCP network packet data using the dialpad keys.  
The IP phone displays "Capturing..." and when the timeout elapses, "Complete..." is displayed.

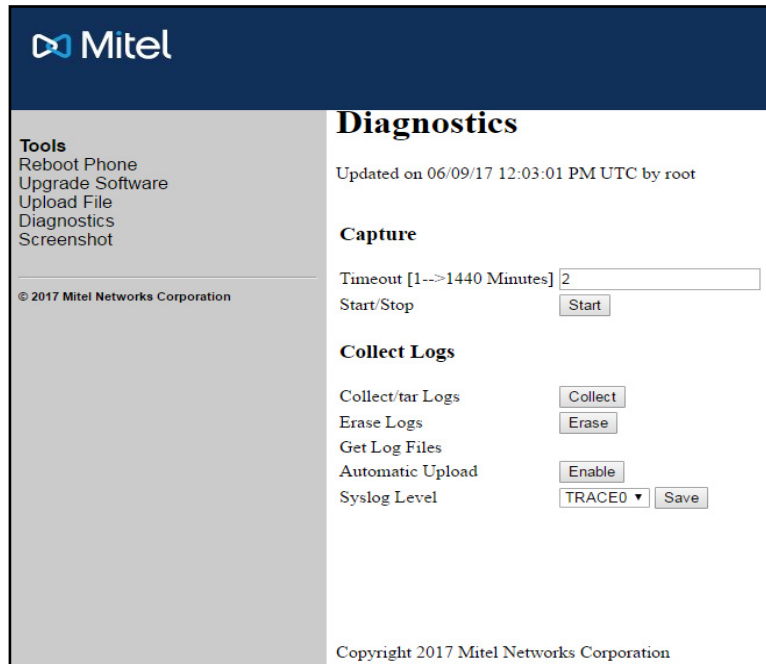
**Note:** Press the **Stop** softkey at any time to stop capturing the TCP DUMP logs.

To save the TCP network packet logs to your PC using the Mitel Web UI:

1. Open your web browser and enter the phone's IP address or host name into the address bar.
2. Enter your username and password and click **OK/Login**.  
The status window displays for the IP phone you are accessing.

**Note:** The default username is "root" and the default password is "73738".

3. Click on **Diagnostics**.



The screenshot shows the Mitel Diagnostics web interface. The header is dark blue with the Mitel logo. The left sidebar is grey and contains a 'Tools' menu with options: Reboot Phone, Upgrade Software, Upload File, Diagnostics, and Screenshot. Below the menu is the copyright notice '© 2017 Mitel Networks Corporation'. The main content area is white and titled 'Diagnostics'. It shows a status message: 'Updated on 06/09/17 12:03:01 PM UTC by root'. Under the 'Capture' section, there is a 'Timeout [1-->1440 Minutes]' field with the value '2' and a 'Start/Stop' button labeled 'Start'. Under the 'Collect Logs' section, there are buttons for 'Collect/tar Logs' (labeled 'Collect'), 'Erase Logs' (labeled 'Erase'), 'Get Log Files', 'Automatic Upload' (labeled 'Enable'), and 'Syslog Level' (set to 'TRACE0' with a dropdown arrow and a 'Save' button). The footer of the main content area says 'Copyright 2017 Mitel Networks Corporation'.

4. Click on the **Download Log Files** link beside **Get Log Files**.


5. Save the file to the desired location on your computer.

**Note:** For more information on Mitel Web UI features, see the *Mitel MiVoice 6900 Series IP Phones Administrator Guide*.

### DHCP Trace

The **DHCP Trace** sub-menu allows you to perform a DHCP trace request. You can then review the parameters that the DHCP trace returns. After you have reviewed the trace information, the DHCP Lease is released.

To perform a DHCP trace on the on the Mitel MiVoice 6920 IP phone:

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.

2. Navigate to **Diagnostics > DHCP Trace** using the navigation keys and press the **Select** softkey.

Mitel MiVoice 6920 DHCP Trace

DHCP Trace	
mac_addr:	08:00:0f:9f:9c:ec
ip addr:	10.30.100.105
netmask:	255.255.255.0
gateway:	10.30.100.1
dns:	10.72.2.26
Cancel	

The following parameters and associated values are displayed:

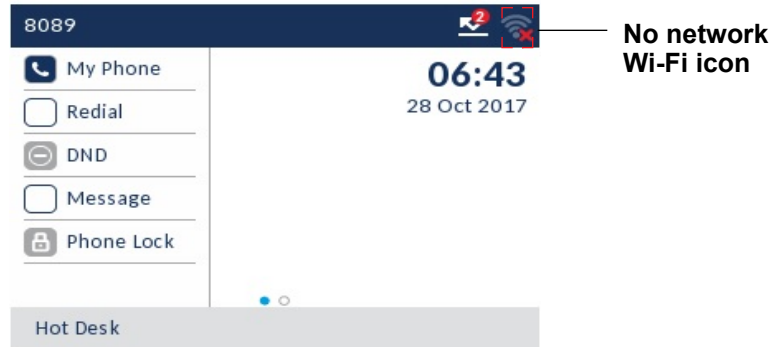
- **mac\_addr:**  
The MAC address of the IP phone.
- **ip addr:**  
The IP address of the IP phone.
- **netmask:**  
The IP address range local to the IP phone.
- **gateway:**  
The IP address of the network's gateway or default router IP address.
- **dns:**  
The IP address of the primary DNS server.
- **icp:**  
The IP address of the MiVB call server.
- **tftp:**  
The IP address of the TFTP server.
- **http:**  
The IP address of the HTTP server.
- **ipa:**  
The IP address of the IPA server.
- **VLAN:**  
The VLAN id of the IP phone.
- **l2p:**  
L2P priorities for default, voice, signaling, and other.
- **dscp:**  
DSCP values for default, voice, signaling, and other.

## Wi-Fi

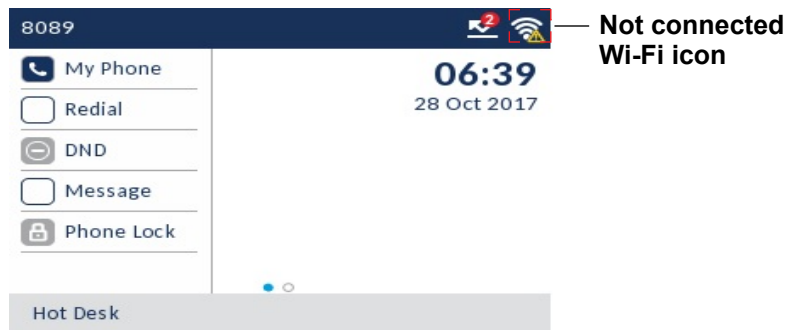
The **Wi-Fi** option in the **Settings** menu of Mitel MiVoice 6900 Series IP phones allows you to connect the phone to a Wi-Fi network.

The following describes the three Wi-Fi connectivity states along with the corresponding icons displayed on the status bar:

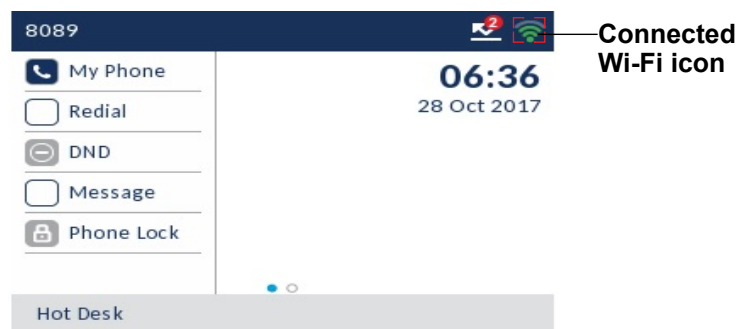
1. **No network** - The WLAN adapter is not configured or the connected SSID is down.



2. **Not Connected** - The phone is connected to the WLAN adapter but not connected to MiVoice Business or MiVoice Border Gateway.




3. **Connected** - The phone is connected to the WLAN adapter and MiVoice Business or MiVoice Border Gateway.



### Connecting to a Wi-Fi network

To connect the phone to a Wi-Fi network, perform the following steps:

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu and tap the **Wi-Fi** icon.



2. Ensure that a WLAN adapter connected to the phone. The phone displays an error if it is not connected to a WLAN adapter.



To set up a WLAN adapter, see the *Mitel WLAN Adapter Administration Guide* or contact your system administrator.

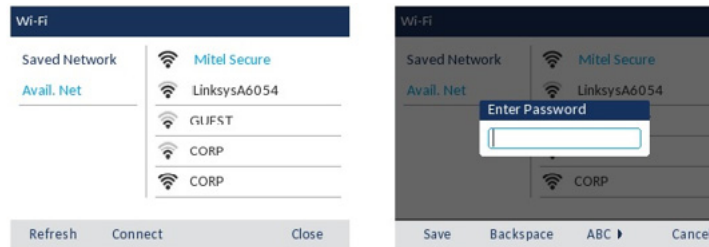
3. If a WLAN adapter is connected to the phone, two sets of **Wi-Fi** menu items are displayed:
  - a. **Saved Network:** Displays the Wi-Fi network currently connected to the phone.
  - b. **Available Networks:** Scans and displays a list of available networks within the range of your phone.



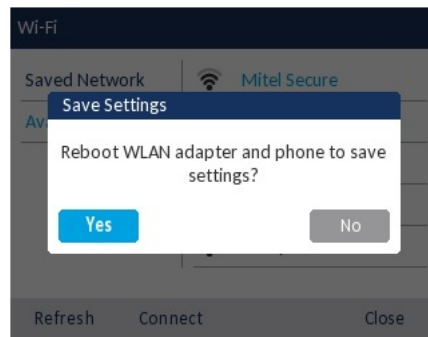
4. Select an SSID (that is, the name of a Wi-Fi network, for example, **Mitel Secure**) from **Avail. Net** (Available Networks) to connect. If the SSID is secured, a password prompt appears.

**Note:** SSIDs with UTF-8 characters are not supported.

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



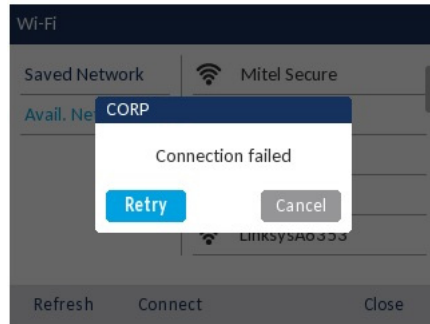
6. If you entered the correct password, the **Save Settings** window appears.
7. Select **Yes** to save your settings and to reboot the WLAN adapter and the phone. The phone is successfully connected to the network.



8. The connected SSID (Mitel Secure) is listed under **Saved Network**.



9. If the password you entered is incorrect, a **Connection failed** alert appears. To reenter the password, select **Retry**; to cancel the connection attempt, select **Cancel**.




**Note:** If the password that you entered is incorrect, the phone normally displays the option to retry. In some cases, an incorrect password is accepted by the WLAN adapter but on reboot the Wi-Fi app auto pops up if phones fails on DHCP due to misconfiguration. You must enter the correct password again for the SSID.

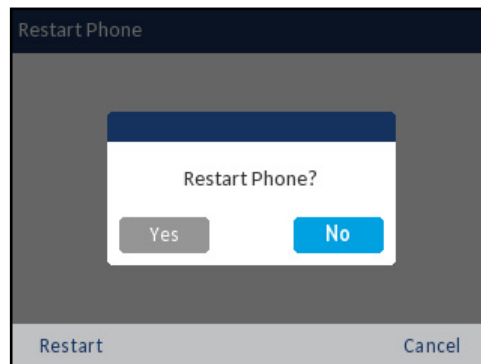
10. Press **Refresh** to refresh the list of available networks. The phone searches for new networks within its range and updates the list of available networks.

## Restart

The **Restart** setting allows you to restart your phone. You may need to restart your phone if you have been asked to do so by your System Administrator should you experience any unexpected behavior.

To restart your phone:

1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.
2. Navigate to the **Restart** option and press the **Select** button or **Select** softkey.

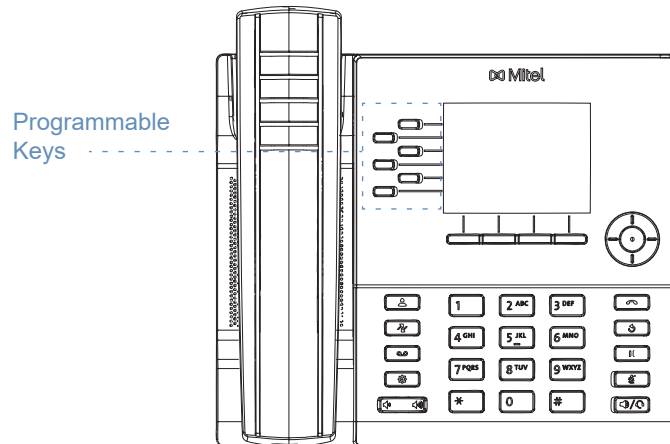


3. When the prompt, **Restart Phone?** appears, navigate to the **Yes** button and press the **Select** button or press the **Restart** softkey.  
If you do not wish to restart your phone, press **No** or the **Cancel** softkey.

**Note:** Your phone will be temporarily out of service during the restart process.

## Configuring and using programmable keys

Your Mitel MiVoice 6920 IP phone has six programmable, multi-function, self-labeling keys allowing you to program and use up to 18 functions.



### Notes:

1. If Mitel M695 Programmable Key Modules (PKMs) are attached to the phone, you can configure up to an additional 28 keys on each PKM.
2. The Mitel MiVoice 6920 IP phone allows up to three PKMs on each phone. For more information about PKMs, see [“Mitel M695 Programmable Key Module \(PKM\)”](#) on [page 86](#).

If enabled by your System Administrator, you can program or edit the following functions on the programmable keys by pressing and holding the respective programmable key for approximately four seconds:

Function	Default label
Speed Call	N/A
Phone Lock	Phone Lock
Call Forward Always	Fwd Always
Do Not Disturb	DND
Account Code Non Verified	Acct Non-Ver
Account Code Verified	Acct Verified

**Note:** Programming keys using the press-and-hold method is dependent on your Class of Service settings defined for your account on the MiVoice Business call server.

## LED Indicator

If a programmable key or a M695 PKM key is configured as a line key, the LED beside the key indicates the line status. The LED turns ON (solid red) when the line is active, turns OFF when the line is idle, and blinks (blinking red) when the line is ringing.



## Speed Call

The **Speed Call** key allows you to dial a specified number with one key press. **Speed Call** keys can be useful as they can be programmed to dial external numbers, dial directly to another person's extension or quickly access features that use feature access codes. You can also transfer calls to or create conference calls using your **Speed Call** keys in place of dialing out manually.

To program or edit a **Speed Call** key:

1. Press and hold the applicable programmable key for four seconds.

2. In the **Label Name** field, enter a label to apply to the key.

**Note:** If necessary, use the **ABC** 4 softkey to specify uppercase letters or lowercase letters when entering the label and use the **Backspace** softkey to delete the last character/digit entered. To add a space, press the \* (star) key twice.

3. Press the down navigation key to move to the **Number** field and enter a number using the dialpad keys.
4. (Optional) Press the down navigation key to move to the **Private** checkbox and press the **Select** button to make the key a **Private Speed Call** key. When a **Private Speed Call** key is pressed, the call is considered private and caller ID information is not displayed in the phone's call history.
5. Press the **Save** softkey to save the information to the key you selected.

To make a speed call, press the key that you have programmed with **Speed Call** functionality.

## Other Features

### Phone Lock

By programming a **Phone Lock** key you can lock your phone to prevent the phone from being used or configured. **Phone Lock** prevents access to all the features on the phone, with the following exceptions:

- Unlocking the set via a user PIN.
- Hot Desk Login and Logout support.
- Emergency Call Notification support.

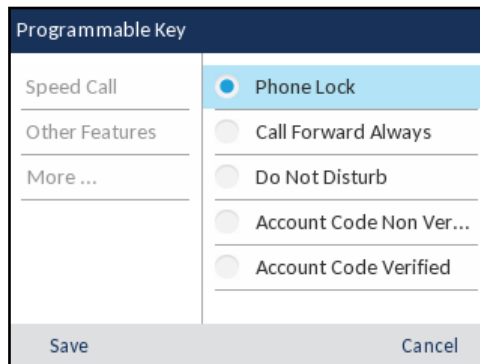
**Phone Lock** has no effect on incoming calls but restricts outgoing calls, with the following exceptions:

- Calls to emergency trunk routes.
- Local operators.

All hard keys on the device are disabled except for the dialpad and volume keys. All programmable keys and softkeys are disabled except for the **Phone Lock**, **Hot Desk**, and Emergency Notification feature access keys.

To program a **Phone Lock** key:

1. Press and hold the applicable programmable key for four seconds.
2. Press the left navigation key to move to the feature category column.
3. Press the down navigation key to highlight **Other Features**.
4. Press the right navigation key to move to the **Other Features** selection column.



5. With **Phone Lock** highlighted, press the **Save** softkey.

To lock the phone:

1. Press the **Phone Lock** key.  
A "Locked" prompt appears on screen and the **Phone Lock** key turns light blue indicating the phone is locked.

To unlock the phone:

1. Press the **Phone Lock** key again.
2. At the "Enter PIN:" prompt, enter your pin number and press the **Enter** softkey.

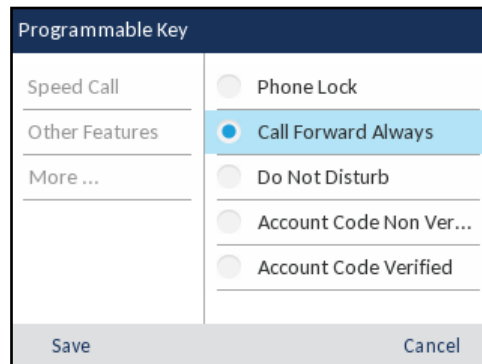
### Call Forward Always

Programming a **Call Forward Always** key allows you to quickly enable and disable call forwarding for all calls on your phone even if you have other call forward modes enabled through your **Call Forward** settings menu.

For example, you can enable settings to forward calls to your voicemail when your phone is busy or unanswered. Then, when you leave your desk, you can quickly enable **Call Forward Always** to forward calls to another phone, such as your home phone or cell. After you return to your desk and disable **Call Forwarding Always**, the defaults for busy or unanswered conditions remain active.


To program a **Call Forward Always** key:

1. Press and hold the applicable programmable key for four seconds.
2. Press the left navigation key to move to the feature category column.
3. Press the down navigation key to highlight **Other Features**.
4. Press the right navigation key to move to the **Other Features** selection column.
5. Navigate to **Call Forward Always** using the down navigation key.



6. With **Call Forward Always** highlighted, press the **Save** softkey.

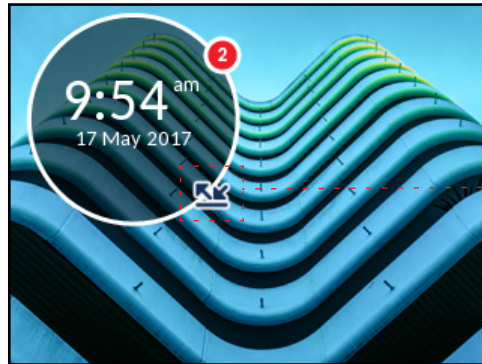
To enable **Call Forward Always**:

1. Press the key that you have programmed with **Call Forward Always** functionality.  
When Call Forward Always is enabled, a  (**Call Forward Always**) icon is displayed in the status bar.
2. If a number is already programmed, press **Activate** to enable forwarding to the current number or

If a number has not been programmed, enter a new destination number and then press the **Activate** softkey.

### Notes:

1. When **Call Forward Always** is enabled, it takes precedence over all other types of call forwarding.
2. If **Call Forward Always** is enabled, then the **Call Forward Always** icon is displayed on the Screen Saver.
3. If both **Call Forward Always** and **DND** are enabled, then the **DND** icon is displayed on the Screen Saver.



Call Forward Always Icon

To disable **Call Forward Always**:

1. Press the key that you have programmed with **Call Forward Always** functionality. When **Call Forward Always** is disabled, a  (**Call Forward Always**) icon is removed from the status bar.
2. Press the **Deactivate** softkey.

**Note:** When **Call Forward Always** is disabled, the default call forwarding settings are active.

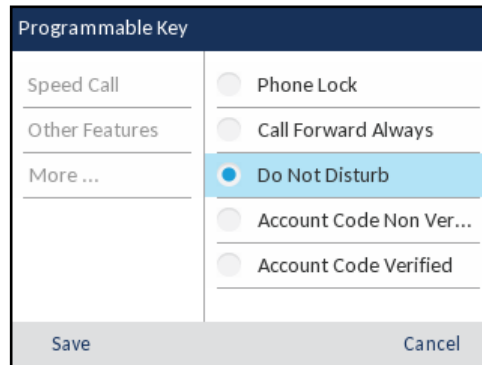
## Do Not Disturb

When you program and enable a **Do Not Disturb** key, callers may get a busy tone and an on-screen text message indicating that you do not wish to be disturbed, depending on the setting in the System Administrator Tool.

To program a **Do Not Disturb** key:


1. Press and hold the applicable programmable key for four seconds.
2. Press the left navigation key to move to the feature category column.
3. Press the down navigation key to highlight **Other Features**.
4. Press the right navigation key to move to the **Other Features** selection column.

5. Navigate to **Do Not Disturb** using the down navigation key.



6. With **Do Not Disturb** highlighted, press the **Save** softkey.

To enable **Do Not Disturb**:


1. Press the key that you have programmed with **Do Not Disturb** functionality.  
When DND is enabled, a  (DND) icon is displayed in the status bar and the **Do Not Disturb** key turns red.

### Notes:

4. The **DND** icon is displayed on the Screen Saver.



To disable **Do Not Disturb**:

1. Press the key that you have programmed with **Do Not Disturb** functionality.  
When DND is disabled, the  (DND) icon is removed from the status bar and the **Do Not Disturb** key returns to its normal color.

### Account codes

Accounts codes are an effective way of grouping calls together for accounting, auditing, and reporting purposes. When you tag a call with an account code, the code is picked up in the records generated by your call server. This allows System Administrators the ability to quickly identify groups of calls, which can then be used by different departments for organizational and reporting purposes.

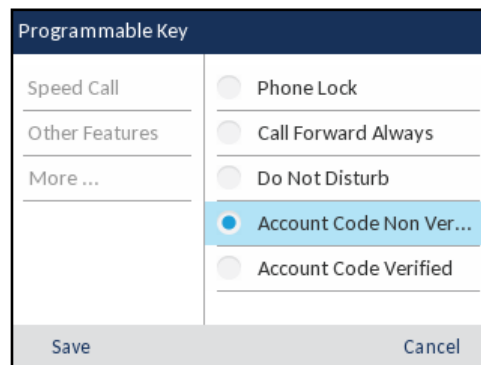
The following are the two types of account codes that you can add to a call:

- **Account Code Non Verified:**  
A non-verified account code is one that has not been pre-programmed on your call server. Non-verified account codes can be used to group a set of calls that has not yet been verified and pre-programmed on your call server.
- **Account Code Verified:**  
A verified account code is one that has been pre-programmed on your call server by a System Administrator.

#### *Account Code Non Verified*

To program an **Account Code Non Verified** key:

1. Press and hold the applicable programmable key for four seconds.
2. Press the left navigation key to move to the feature category column.
3. Press the down navigation key to highlight **Other Features**.
4. Press the right navigation key to move to the **Other Features** selection column.
5. Navigate to **Account Code Non Verified** using the down navigation key.



6. With **Account Code Non Verified** highlighted, press the **Save** softkey.

To assign a non-verified account code before a call:

1. Press the key that you have programmed with **Account Code Non Verified** functionality.
2. Enter the digits (up to 12) for the account code using the dialpad keys.
3. Press the # (hash) key.
4. Enter the number you wish to call.

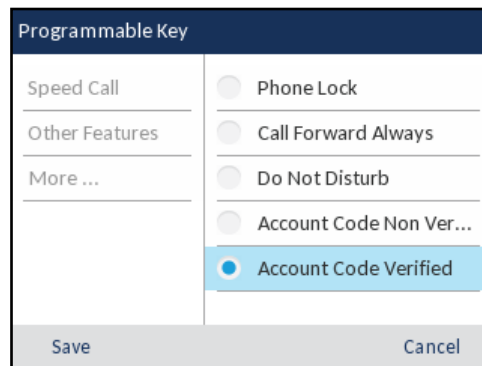
To assign a non-verified account code during a call:

1. While on an active call, press the key that you have programmed with **Account Code Non Verified** functionality.
2. Enter the digits (up to 12) for the account code using the dialpad keys.
3. Press the # (hash) key.

### *Account Code Verified*

To program an **Account Code Verified** key:

1. Press and hold the applicable programmable key for four seconds.
2. Press the left navigation key to move to the feature category column.
3. Press the down navigation key to highlight **Other Features**.
4. Press the right navigation key to move to the **Other Features** selection column.
5. Navigate to **Account Code Verified** using the down navigation key.



6. With **Account Code Verified** highlighted, press the **Save** softkey.

To assign a verified account code before a call:

1. Press the key that you have programmed with **Account Code Verified** functionality.
2. Enter the digits (up to 12) for the account code using the dialpad keys.
3. Press the # (hash) key.
4. Enter the number you wish to call.

To assign a verified account code during a call:


1. While on an active call, press the applicable key that you have programmed with **Account Code Verified** functionality.
2. Enter the digits (up to 12) for the account code using the dialpad keys.
3. Press the # (hash) key.

## Making calls

This section describes ways to make calls on your Mitel MiVoice 6920 IP phone, using your handset, speakerphone or headset.


### Dialing a number

First, take the phone off-hook by:

- Lifting the handset for handset operation, or
- Pressing the  (**Speaker/Headset**) key or **Prime Line** key for speaker or headset operation. Your phone must be configured to use the Speaker audio path for speaker operation or Headset audio path for headset operation.

At the dial tone, enter the number you wish to call. When your party picks up, a timer appears on your display that records the length of your call.

Alternatively, you can enter the number you wish to call without taking the phone off-hook. This method of dialing will use the speakerphone or headset audio path depending on the audio path setting you selected in the **Settings > Audio > Audio Path** menu. For more information, see the section “[Audio Path](#)” on [page 23](#).

**Note:** When dialing, press the **Backspace** softkey to delete the last digit entered. To cancel the dialing process, press the **End Call** softkey or the  (**Goodbye**) key.

If the dialed number matches with a contact stored in the **Personal**, **Mobile** or **Corporate** folder in the **Contacts** application, then the contact name is displayed. The contact name look up is in the following order:

1. Personal Contacts, where respective Personal Contacts name is displayed.
2. Mobile Contacts, where respective Mobile Contacts name is displayed.
3. MiVoice Business System Contacts, where if the MiVoice Business System is configured with MiNET Phone Object Message Name, then the respective MiVoice Business System name is displayed.
4. Corporate Contacts, where respective Corporate Contacts name is displayed.

If there is no match, then the number returned by the MiVoice Business system is displayed.

If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

### Initiating a callback

The callback feature allows you to be notified when a busy phone becomes free or when a phone has been used after a no-answer condition was encountered.

To request a callback when the call you initiated is busy or has not answered:


1. Press the **Call Me Back** softkey.



### 2. Hang up.

When the party is available, your phone starts ringing, and the display shows the callback ringing indicator.

To answer a callback when you see the callback ringing indicator:

1. Lift the handset, or press the  (**Speaker/Headset**) key or **Prime Line** key.

## Redialing a number

You can redial the most recently dialed number that is displayed on the **Home** screen by pressing the **Redial** hard key twice or by pressing the **Redial** softkey.

Pressing the **Redial** hard key once accesses the **Outgoing** calls list in the **Call History** application. For more information on the **Call History** application, see [“Call History”](#) on [page 67](#).

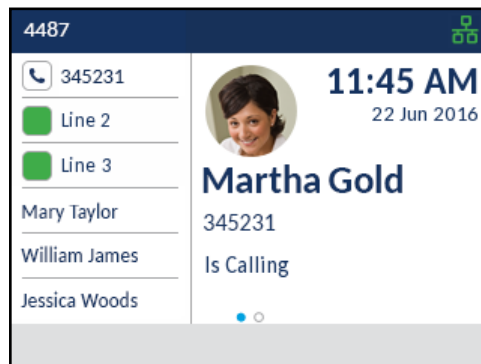
## Receiving calls

When a call is ringing at your extension, the callers name, number, and avatar (if applicable) display on the **Call** screen. Additionally, the **Prime Line** key icon flashes indicating the incoming call.

If the incoming number matches with a contact stored in the **Personal**, **Mobile** or **Corporate** folder in the **Contacts** application, then the contact name is displayed. The contact name look up is in the following order:



1. Personal Contacts, where respective Personal Contacts name is displayed.
2. Mobile Contacts, where respective Mobile Contacts name is displayed.
3. MiVoice Business System Contacts, where if the MiVoice Business System is configured with MiNET Phone Object Message Name, then the respective MiVoice Business System name is displayed.
4. Corporate Contacts, where respective Corporate Contacts name is displayed.

If there is no match, then the name returned by the MiVoice Business system is displayed.



## Answering an incoming call

To answer an incoming call:

- Lift the handset for handset operation.
- For speakerphone operation, press the  (**Speaker/Headset**) key, or the **Prime Line** softkey. Your phone must be configured to use the Speaker audio path.
- For headset operation, press the  (**Speaker/Headset**) key or the answer button on your headset (if available). Your phone must be configured to use the Headset audio path.

**Note:** The audio path setting you selected in the **Settings > Audio > Audio Path** menu determines if the call goes to the speakerphone or headset. For more information, see the section “[Audio Path](#)” on [page 23](#).

## Manually forwarding an incoming call

If call forwarding numbers have been defined for the **Always** or **No Answer** states, press the **Forward Call** softkey to manually forward an incoming call to the defined number.

A common way of using this feature is to configure call forwarding to forward calls to your voicemail service. You can then manually decide whether to answer an incoming call or send the call to voicemail.


**Notes:**

1. The number defined for the **Always** state has precedence over the numbers defined for the **No Answer** states.
2. For more information on how to configure the **Call Forward** feature, see the section [“Call Forward”](#) on [page 20](#).

## Handling calls


When you are connected to a call, you can use hard keys on the phone perform various action such as placing a call on hold or muting the microphone. Softkeys can also be used to perform actions such as transferring calls or creating multi-party conference calls.

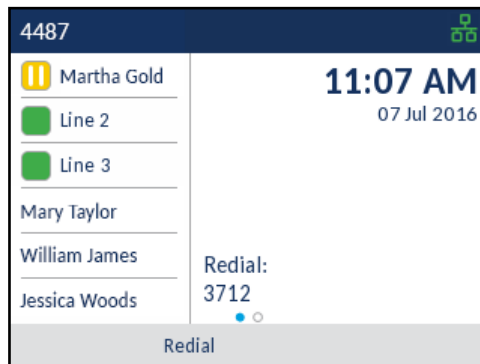
### Placing a call on hold

You can place an active call on hold by pressing the  (**Hold**) key.

To place a call on hold (while on an active call):

1. Press the  (**Hold**) key.



Your applicable **Line** key flashes the  (**Hold**) icon indicating the call is on hold. To let your caller know that they are on hold, music plays softly (if this has been set up on your call server).





**Note:** After a prolonged period of time on hold, the held call may automatically switch to an incoming call to remind you that the call was on hold.

2. To retrieve a call on hold press the applicable **Line** key.

### Muting the microphone

You can use the  (**Mute**) key to mute the microphone on the handset, headset, or speakerphone. When you use the  (**Mute**) key on your phone, you cannot be heard on an active call or on a conference.

To indicate a muted microphone, the LED beside the  (**Mute**) key turns on. To switch mute on or off, press the  (**Mute**) key.

**Note:** If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

## Transferring a call

There are two types of call transfers that can be performed on the Mitel MiVoice 6920 IP phone:

- **Unattended Transfer:**

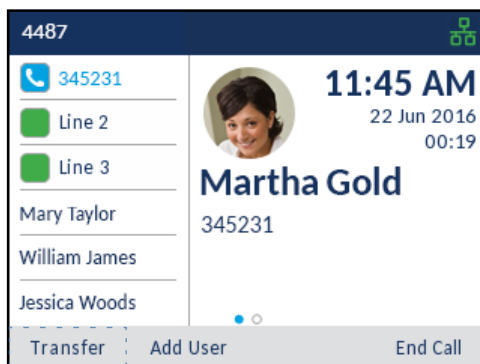
An unattended transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line to which you transferred.

- **Attended transfer:**

You also have the option to consult with the person to which you are transferring the call, before you complete the transfer. To do this, remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

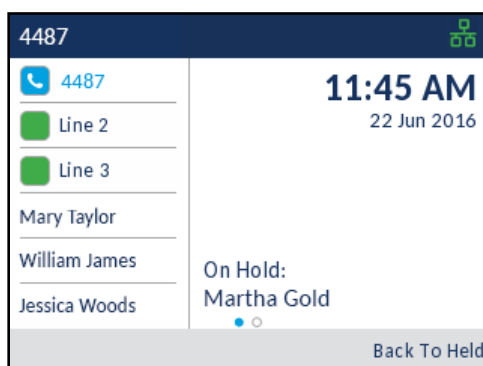
To transfer a call:

1. Ensure you are on active call with the party you wish to transfer.

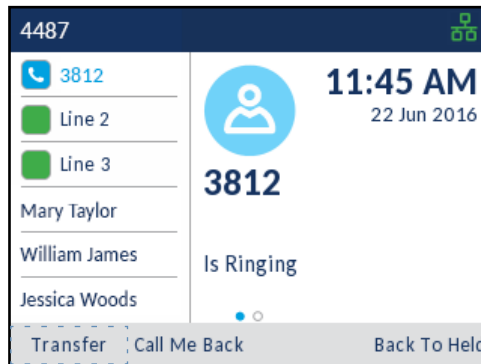


2. Press the **Transfer** softkey.

The active call is placed on hold.



3. Enter the transfer recipient's number.



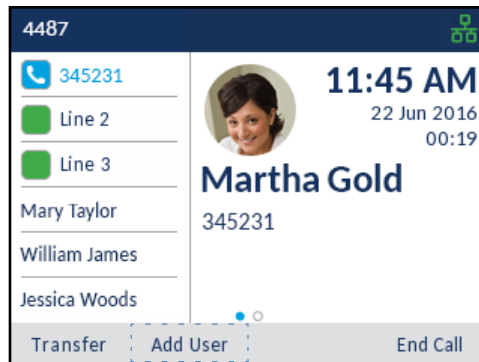
4. Press the **Transfer** softkey or hang up the handset to complete an unattended call transfer or  
Wait for an answer, consult, and then press the **Transfer** softkey or hang up the handset to complete an attended transfer.

## Creating a multi-party conference call

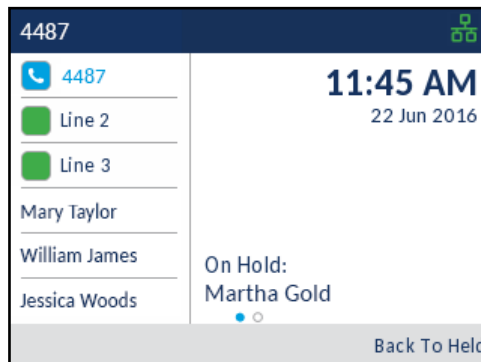
The Mitel MiVoice 6920 IP phone supports multiples parties in a conference call.

To create a multi-party conference call:

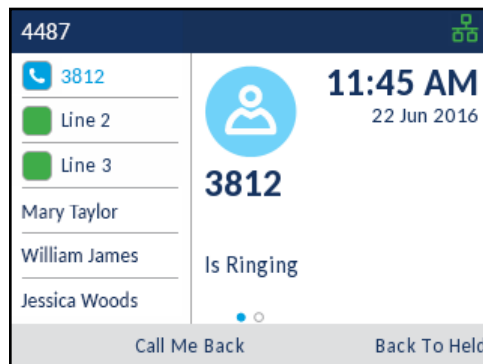
1. Ensure you are on active call with one of the parties with whom you wish to create a conference.



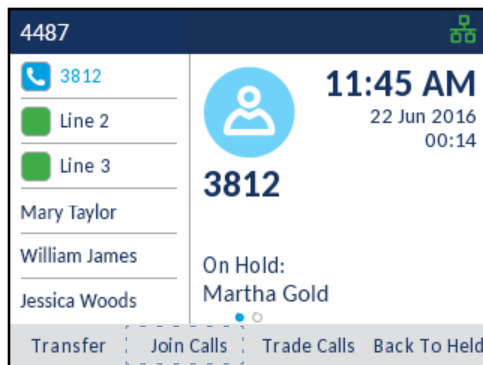
2. Press the **Add User** softkey.  
The active call is placed on hold.



3. Enter the conference target's number.



4. Wait for an answer, consult, and then press the **Join Calls** softkey to create the three-way conference call.



#### Notes:

1. Pressing the **Trade Calls** softkey swaps the active call with the other party currently on hold.
2. Pressing the **Split** softkey splits the conference call by placing all callers on hold except for the initial caller.

5. Repeat steps 2 to 4 to add additional parties to the conference.


**Note:** If you want to create a conference call with two parties you are already in calls with (on different line appearances), press the **Add Held** softkey and press the applicable **Line** key with the held call.

### Ending a conference and transferring remaining parties

The Mitel MiVoice 6920 IP phone allows a host to easily leave a conference call without disrupting the connection of the other remaining parties.

If you are the host of a conference call and want to leave the conference, press the **Leave Call** softkey on the phone. Your phone leaves the conference call but the remaining parties are still connected together.

### Ending calls

To end a call, you first need to connect or reconnect to the call if not already connected (e.g. if your caller is on hold). With the call connected, place the handset on its cradle, press the **End Call** softkey, or press the  (**Goodbye**) key.

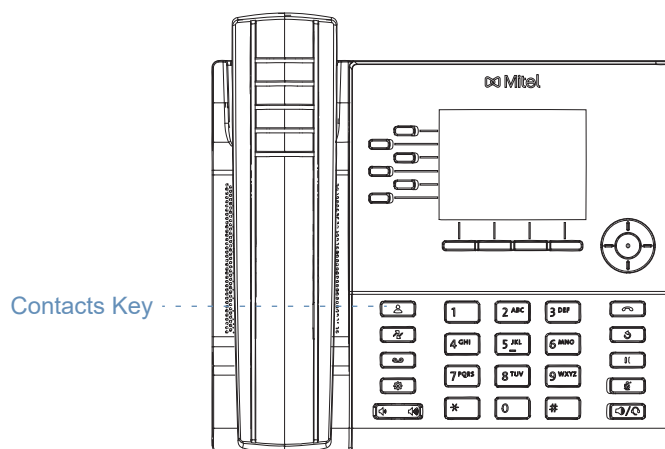


## Managing calls

The Mitel MiVoice 6920 IP phone has several features that make it easier to manage calls. Three of the main call management features include the **Contacts** application, the **Call History** application, and **Voicemail**.

### Contacts

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.



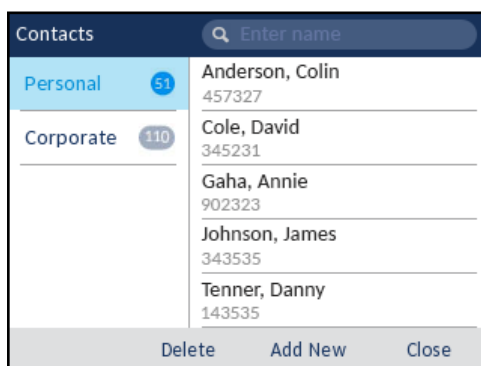
**Note:** Access to LDAP (**Corporate**) directories must be set up by your System Administrator.

### General functions

#### *Accessing and navigating the Contacts application*

To access and navigate the Contacts application:

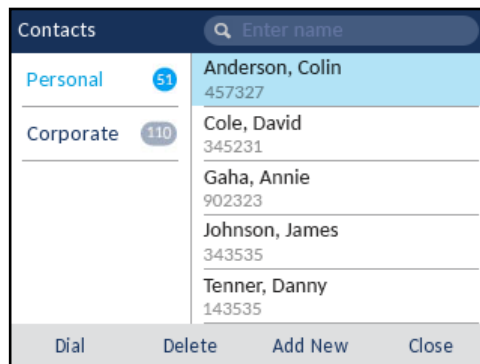
1. Press the  (**Contacts**) key.



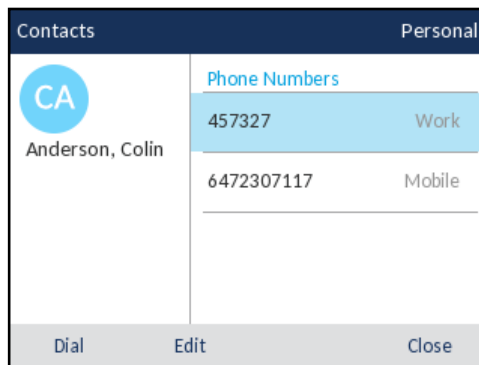
2. You can view the list of contacts on the right for each respective contact folder by pressing the up and down navigation keys.


**Note:** If any of the folders are empty, a "Directory empty" message displays on screen.

- Press the right navigation key to move to the contact selection column.  
From this column, you can use the up and down navigation keys to scroll through the list of contacts.



- From the contact selection column, press the right navigation key to display the contact card for the selected contact.



- Press the up and down navigation keys to scroll through the list of numbers.
- Press the  (Goodbye) key, or **Close** softkey to exit.

### *Performing a search*

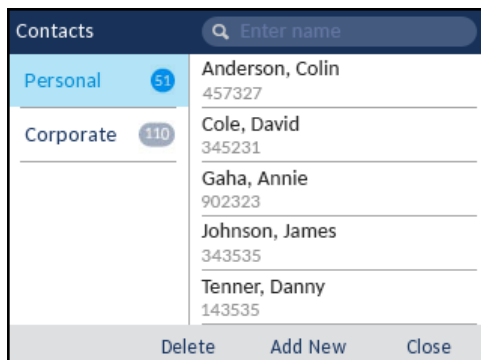
Search functionality is applied to your **Personal** contact folder and your **Corporate** contact folder if your corporate directory is configured to be cached.

**Note:** If you do not see a number indicating the amount of contacts beside your **Corporate** folder, your corporate directory is configured to be non-cached. See [“Performing a search on a non-cached Corporate contact folder”](#) on [page 64](#) if your phone is configured to use a non-cached corporate directory.

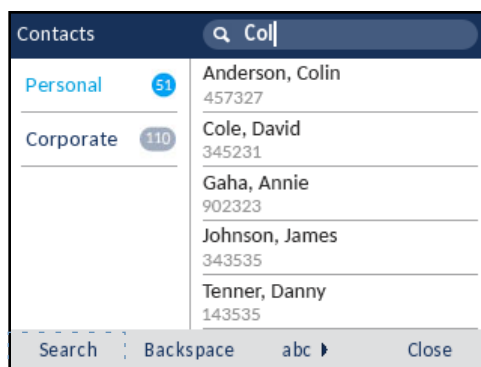
Pressing on any dialpad key initiates the search. After entering the first few letters of the contact's first name or last name and initiating the search, you can then quickly select a contact and perform the applicable action. Use the following procedure on the phone's UI to perform a search.

To perform a search:

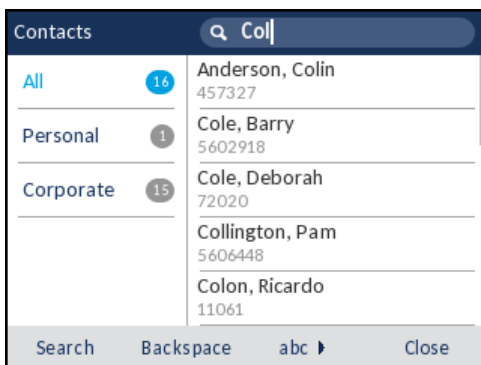
1. Press the  (**Contacts**) key.




2. Using the dialpad keys enter in the first letters of the contact's name and (if required) press the **Search** softkey.




3. When matches are found, navigate to the contact entry and perform your desired action.

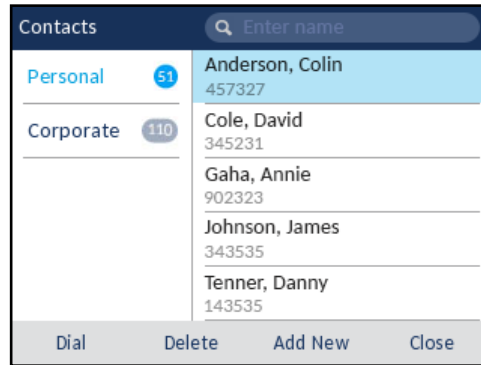



### *Dialing from the Contacts application*

Dialing can be performed by manually navigating to the contact, selecting a phone number (if the contact has more than one) and then by picking up the handset, or by pressing the **Dial** softkey, **Select** button or  (**Speaker/Headset**) key.

To dial a contact's phone number.

1. Press the  (**Contacts**) key.
2. (Optional) Using the dialpad keys input the first letters of the contact's name to initialize the search function.
3. Use the navigation keys to highlight the contact you want to call.



4. (Optional) If the contact has multiple phone numbers defined, press the right navigation key to navigate to the contact card and use the up and down navigation keys to select the phone number you wish to call.
5. Press the **Dial** softkey, **Select** button or  (**Speaker/Headset**) key for speaker or headset operation  
or  
Pickup the handset for handset operation.

### Personal folder features

The **Personal** folder contains the contacts (up to 50) that have been created or copied directly to the phone using the phone UI.

From the **Personal** folder you can search for a personal contact, place a call to the selected personal contact, add new personal contacts, delete all personal contacts, delete individual personal contacts, or edit existing personal contacts. You can also view contact details (e.g. avatar, name, and numbers) by navigating to the contact card.

#### *Adding a new contact to your Personal folder*

To add a new contact to your **Personal** folder:

1. Press the  (**Contacts**) key.

2. Press the **Add New** softkey.

Contacts - Add New		Personal
Name	First Name	
Number		
	Last Name	
Save		Cancel

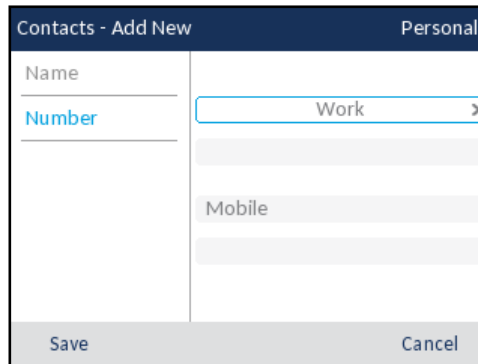
3. Press the right navigation key to move to the **First Name** input field and enter the first name of the personal contact using the dialpad keys.

Contacts - Add New		Personal
Name	First Name	
Number	John	
	Last Name	
Save	Backspace	abc ▶
		Cancel

4. (Optional) Press the down navigation key to move the **Last Name** input field and enter the last name of the personal contact using the dialpad keys.
5. Press the left navigation key to return to the **Name** and **Number** category column.
6. Press the down navigation key to select the **Number** category.

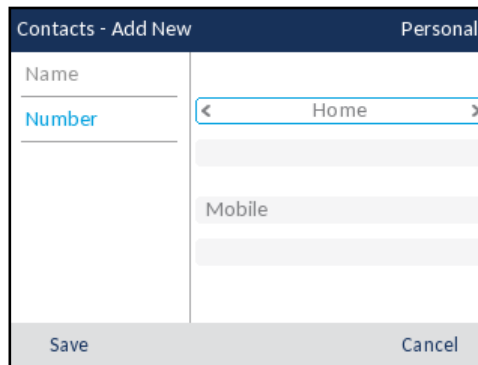
Contacts - Add New		Personal
Name		
Number	Work	
	Mobile	
Save		Cancel

7. With **Number** highlighted, press the right navigation key to move to the number type tab.



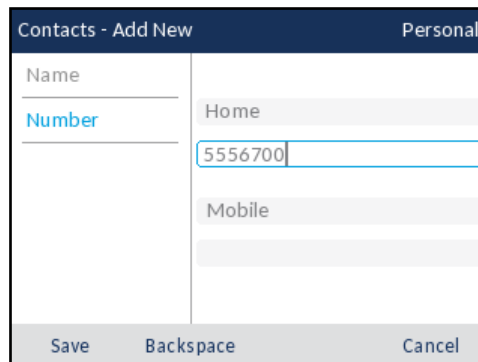
The screenshot shows the 'Contacts - Add New' screen with the 'Personal' folder selected. The 'Number' tab is highlighted in blue. The dropdown menu for the number type is open, showing 'Work' as the selected option. The 'Name' field is empty, and the 'Mobile' field is also empty. The 'Save' and 'Cancel' buttons are at the bottom.

8. Use the left and right navigation keys to switch the type of number to either Work, Home, or Mobile.



The screenshot shows the 'Contacts - Add New' screen with the 'Personal' folder selected. The 'Number' tab is highlighted in blue. The dropdown menu for the number type is open, showing 'Home' as the selected option. The 'Name' field is empty, and the 'Mobile' field is also empty. The 'Save' and 'Cancel' buttons are at the bottom.

9. Press the down navigation key to move to the number input field and enter the number of the personal contact using the dialpad keys.



The screenshot shows the 'Contacts - Add New' screen with the 'Personal' folder selected. The 'Number' tab is highlighted in blue. The 'Home' number type is selected. The number '5556700' is entered in the input field. The 'Name' field is empty, and the 'Mobile' field is also empty. The 'Save', 'Backspace', and 'Cancel' buttons are at the bottom.

10. (Optional) Press the down navigation key to move to the second number type tab field and repeat steps 8 and 9 to enter a secondary number.

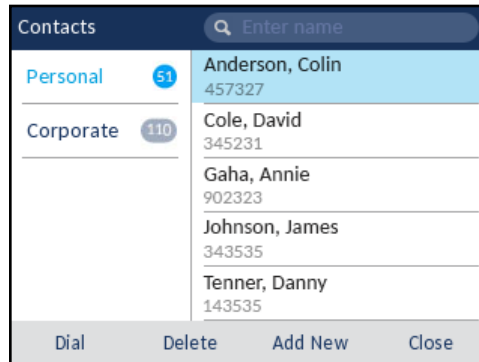
11. Press the **Save** softkey to save the contact to your **Personal** folder.

### *Editing an existing contact in your Personal folder*

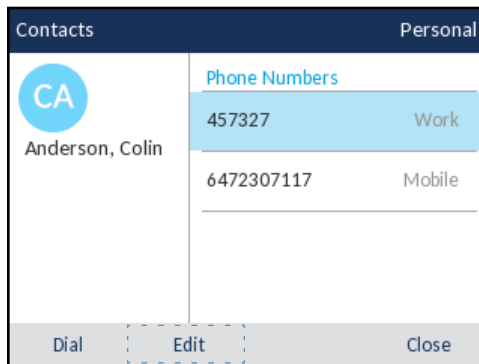
To edit an existing contact in your **Personal** folder:

1. Press the  (**Contacts**) key.

2. (Optional) Using the dialpad keys input the first letters of the contact's name to initialize the search function.
3. Use the navigation keys to highlight the contact you want to edit.



4. Press the right navigation key to view the contact card for the selected contact and press the **Edit** softkey.

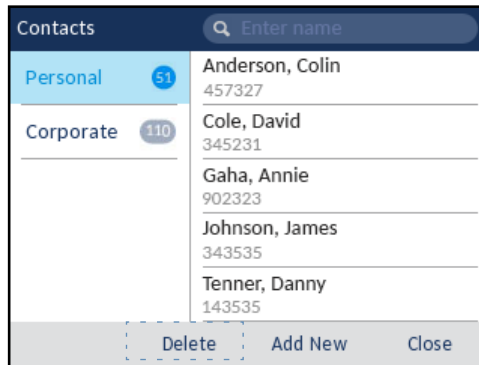


5. Use the navigation keys to navigate through the various tabs and fields and edit any information using the dialpad keys.
6. Press the **Save** softkey to save your changes.

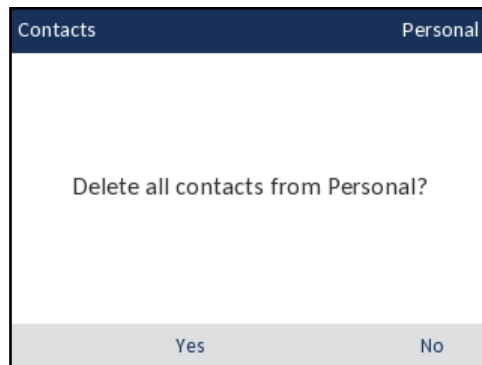
*Deleting all contacts from the Personal folder*

1. Press the  (**Contacts**) key.

2. Press the **Delete** softkey.



A delete all confirmation message appears on screen.




3. Press the **Yes** softkey to delete all contacts from your **Personal** folder.

**Note:** Press the **No** softkey to cancel the delete process.

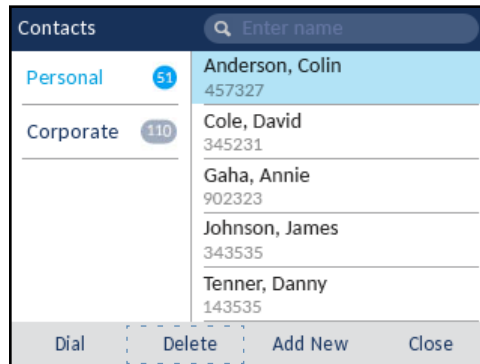
### *Deleting a contact from the Personal folder*

To delete contacts from your **Personal** folder:

1. Press the  (**Contacts**) key.
2. (Optional) If you want to delete an individual entry, using the dialpad keys input the first letters of the contact's name to initialize the search function.



- Highlight the applicable contact and press the **Delete** softkey.



A delete confirmation message appears on screen.



- Press the **Yes** softkey to delete the selected contact from your **Personal** folder.

**Note:** Press the **No** softkey to cancel the delete process.

### Corporate folder features

The **Corporate folder** contains the contacts that are available through your corporate LDAP directory.

#### Notes:

- Access to corporate directories must be set up by your System Administrator.
- Updates made to your corporate directory are reflected on your phone only at the re-synchronization time configured on the MiVoice Business phone system.

There are two types of corporate directories that can be configured:

#### 1. **Cached:**

Contacts are cached on the phone and are viewable as a list in the **Corporate** contact folder upon entering the Contacts application. You can scroll up and down to view your list of corporate contacts. Performing a basic search applies to both the **Personal** and **Corporate** contacts folders.

## 2. Non-cached:

Contacts are not cached on the phone and therefore contacts are not available until you perform a lookup in the **Corporate** contact folder. Used for corporate directories with a large amount of contacts as caching a large amount of contacts could, at times, overload the IP phone.

You can perform all the same functions as the **Personal** folder from the **Corporate** folder except for adding, deleting, and editing entries. In addition to being able to search for a corporate contact, place a call to the selected corporate contact, and view a corporate contact's contact card, you can copy the corporate contact to your **Personal** folder.

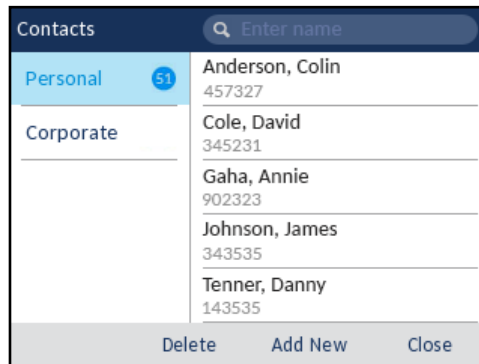
If a call is placed from the **Corporate** folder matches with a contact stored in the **Personal** or **Mobile** in the **Contacts** application, then the contact name is displayed. The contact name look up is in the following order:

**Note:** See “Performing a search” on page 56 for details on how to perform a search on your cached **Corporate** contact folder.

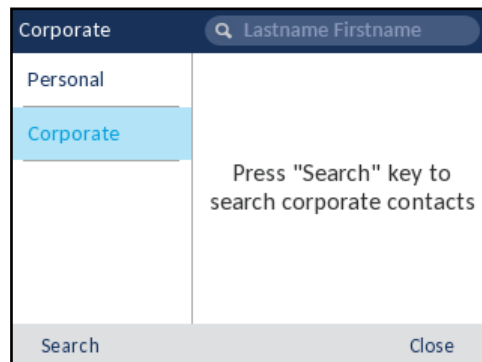
### *Performing a search on a non-cached Corporate contact folder*

To perform a search on a non-cached **Corporate** contact folder:

1. Press the  (**Contacts**) key.

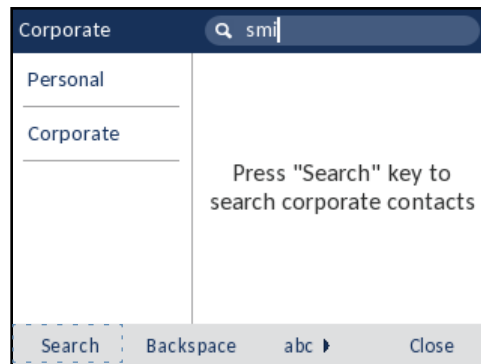


2. Press the down navigation key to select the **Corporate** folder.



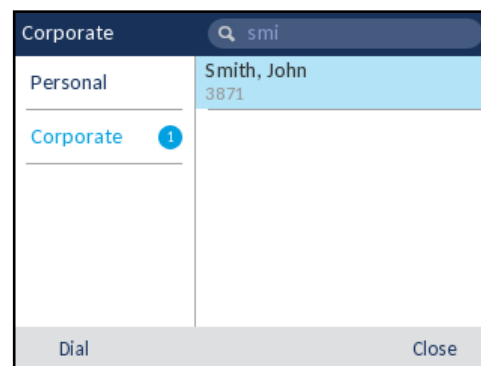
3. Press the **Search** softkey to enter the search bar.

4. Using the dialpad keys enter in the first letters of the contact's last name and press the **Search** softkey.




**Note:** For non-cached corporate directories, searches are based on the last name of the contact.

5. If matches are found, navigate to the contact entry and perform your desired action.

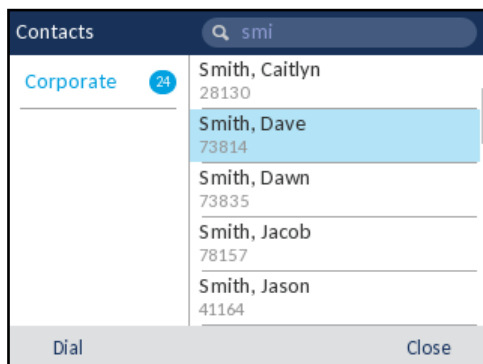


### *Copying a Corporate contact to the Personal folder*

To copy a contact in your **Corporate** folder to your **Personal** folder:

1. Press the  (**Contacts**) key.
2. For non-cached corporate directories, perform a search as detailed in [“Performing a search on a non-cached Corporate contact folder”](#) on page 64  
or  
(Optional) For cached corporate directories, using the dialpad keys input the first letters of the contact's name to initialize the search function.

3. Use the navigation keys to highlight the corporate contact you want to copy to your **Personal** folder.



4. Press the right navigation key to view the corporate contact's contact card.

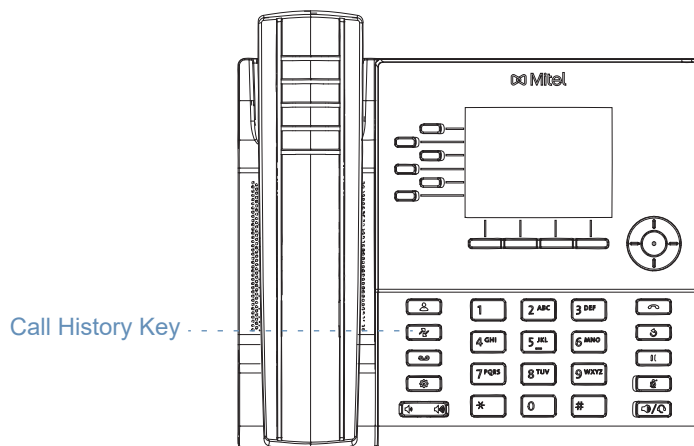


5. Press the **Add Contact** softkey.  
A copy confirmation message is displayed.

## Call History

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

You can view and delete entries in the **Call History** as well as copy selected entries to the your **Personal** folder in the **Contacts** application. You can also dial an entry directly from the **Call History** application.

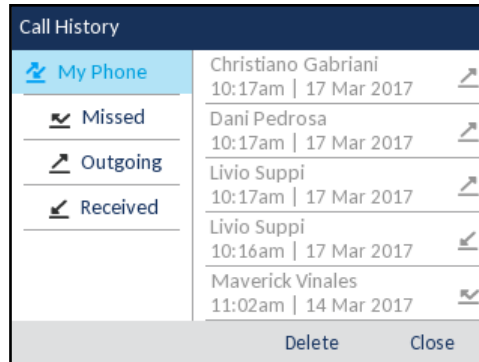


The following table identifies and describes the various icons displayed in the **Call History** application:

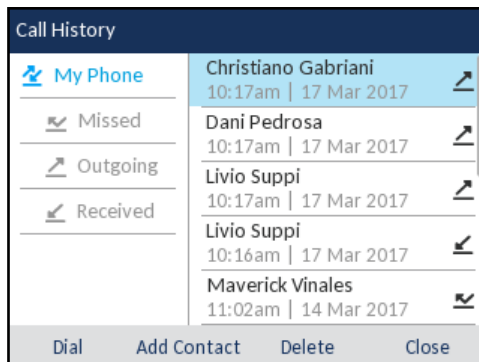
Icon	Description
	Indicates an incoming call that was not answered (missed).
	Indicates an outgoing call (outgoing)
	Indicates an incoming call that was answered (received).

To access and use the **Call History** application:



1. Press the  (**Call History**) key.



2. You can view the list of call entries on the right for each respective type of call by pressing the up and down navigation keys.
3. Press the right navigation key to move to the call entry column. From this column, you can use the up and down navigation keys to scroll through the call entries.
4. From the call entry column, press the right navigation key to display the individual call details for the selected call.



**Note:** The call details screen contains the date and time of the call, and the caller ID details.

5. Press the **Dial** softkey, **Select** button or  (**Speaker/Headset**) key for speaker or headset operation  
or  
Pickup the handset for handset operation.
6. Press the  (**Goodbye**) key, or **Close** softkey to exit.

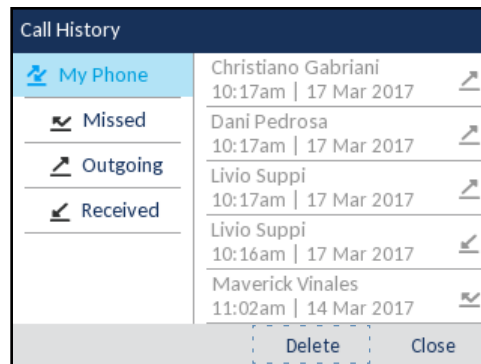
## Deleting entries from the Call History application

You can delete all entries in the **Call History** application regardless of call type, all entries within a call type folder, or individual entries.

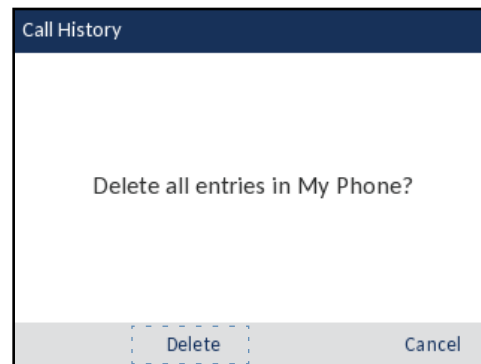
To delete all entries from the **Call History** application:

1. Press the  (**Call History**) key.

2. Use the navigation keys to highlight the **My Phone** call type folder.




3. Press the **Delete** softkey.  
A delete all confirmation message appears on screen.

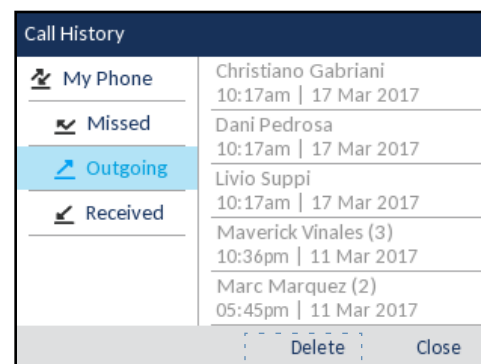


4. Press the **Delete** softkey again to delete all entries in the **Call History** application.

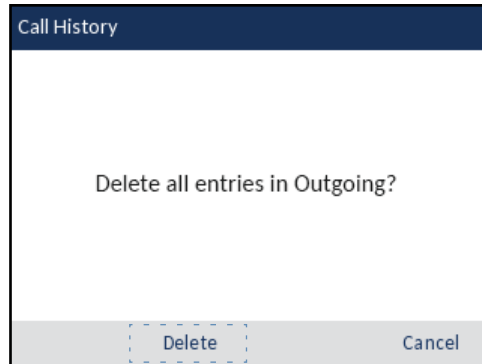
**Note:** Press the **Cancel** softkey to cancel the delete process.

To delete all entries from a call type folder:

1. Press the  (**Call History**) key.
2. Use the navigation keys to highlight the applicable call type folder.




3. Press the **Delete** softkey.  
A delete all confirmation message appears on screen.

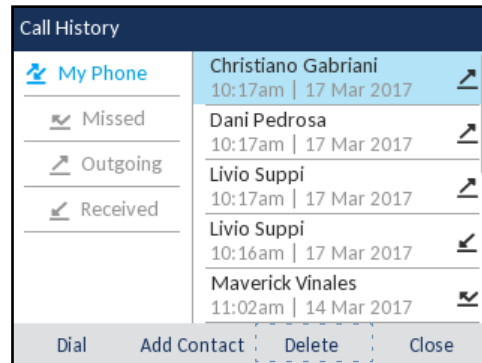


4. Press the **Delete** softkey again to delete all entries in the selected call type folder.

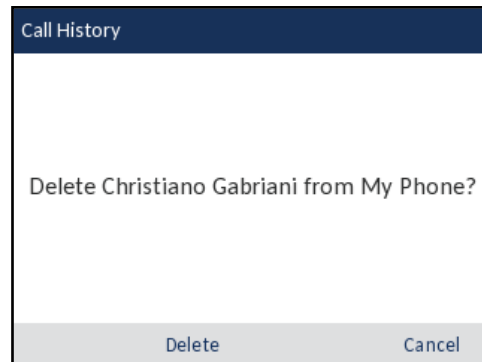
**Note:** Press the **Cancel** softkey to cancel the delete process.

To delete individual entries from a call type folder:

1. Press the  (**Call History**) key.
2. Use the navigation keys to highlight the applicable call type folder.
3. Press the right navigation key to move to the call entry column.
4. Use up and down navigation keys to highlight the individual call entry.



5. Press the **Delete** softkey.  
A delete confirmation message appears on screen.






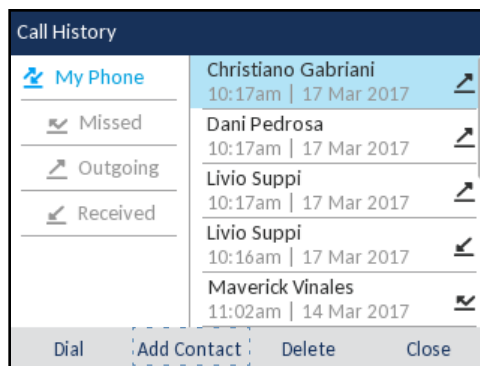
6. Press the **Delete** softkey again to delete the individual call entry.

**Note:** Press the **Cancel** softkey to cancel the delete process.

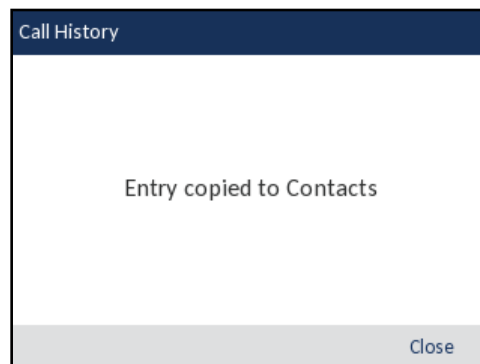
### Copying entries to the Personal folder in the Contacts application

To copy a Call History entry to the **Personal** folder in the **Contacts** application:

1. Press the  (**Call History**) key.
2. Use the navigation keys to highlight the applicable call type folder.
3. Press the right navigation key to move to the call entry column.
4. Use the navigation keys to highlight the call entry you want to copy to your **Personal** folder in your **Contacts** application.

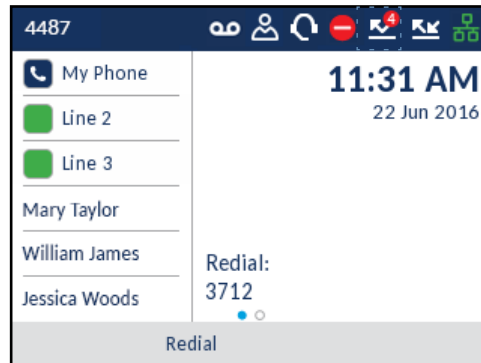


5. Press the **Add Contact** softkey.  
A copy confirmation message is displayed.



### Missed calls indicator


The Mitel MiVoice 6920 IP phone has a missed calls icon located on the status bar that indicates the number of calls that went unanswered.

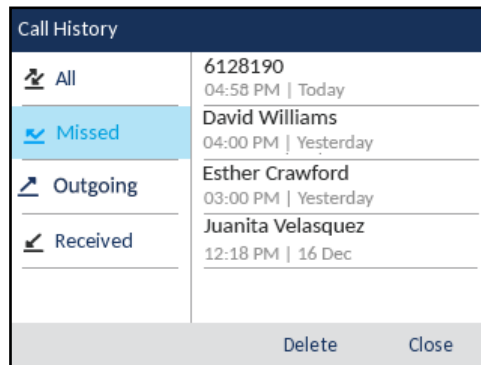



As the number of unanswered calls increment, the information associated with the calls are stored in the **Call History** application under the **Missed** call folder. When the user accesses the **Missed** call folder, the missed call indicator on the **Home** screen is removed.

**Note:** Missed calls are also indicated on the screensaver.

To view missed call details in Call History application:


1. Press the  (**Call History**) key.
2. Use the navigation keys to highlight the **Missed** call type folder.

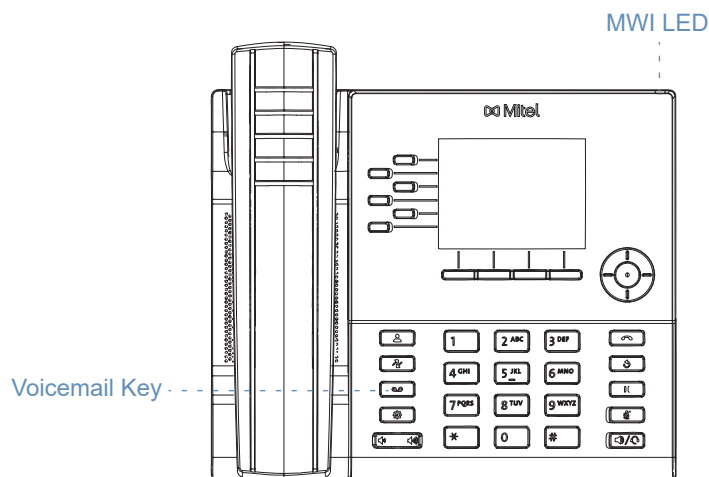


3. Press the right navigation key to move to the call entry column.
4. Use up and down navigation keys to highlight the individual call entry.
5. Press the right navigation key to see more detailed information about the call entry.
6. Press the  (**Goodbye**) key, or **Close** softkey to exit.  
The missed calls indicator on the **Home** screen is cleared upon exit.

## Voicemail

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


When voicemail functionality is enabled, the MWI LED on the Mitel MiVoice 6920 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.



To access your voicemail:

1. Press the  (**Voicemail**) key.

### Notes:

1. If the handset is offhook or if the phone is in speakerphone or headset mode, pressing the  (**Voicemail**) key will call your message center directly.
2. The call to your message center is placed regardless of whether or not a message is pending.
2. (Optional) If your phone is idle, press the **More** softkey to view the date and time of the last voicemail message received.

**Note:** Pressing the **Erase** key clears the current message indicators on the phone (i.e. MWI LED and last voicemail message received history). It does not delete the messages contained in your voicemail account.

3. If your phone is idle, press the **Call** softkey.
4. When you are connected to your message center, follow the audio prompts to perform any applicable actions.

**Note:** For more detailed information on voicemail features and functionality, see the *Mitel MiVoice Business Voice Mail User Guide*.

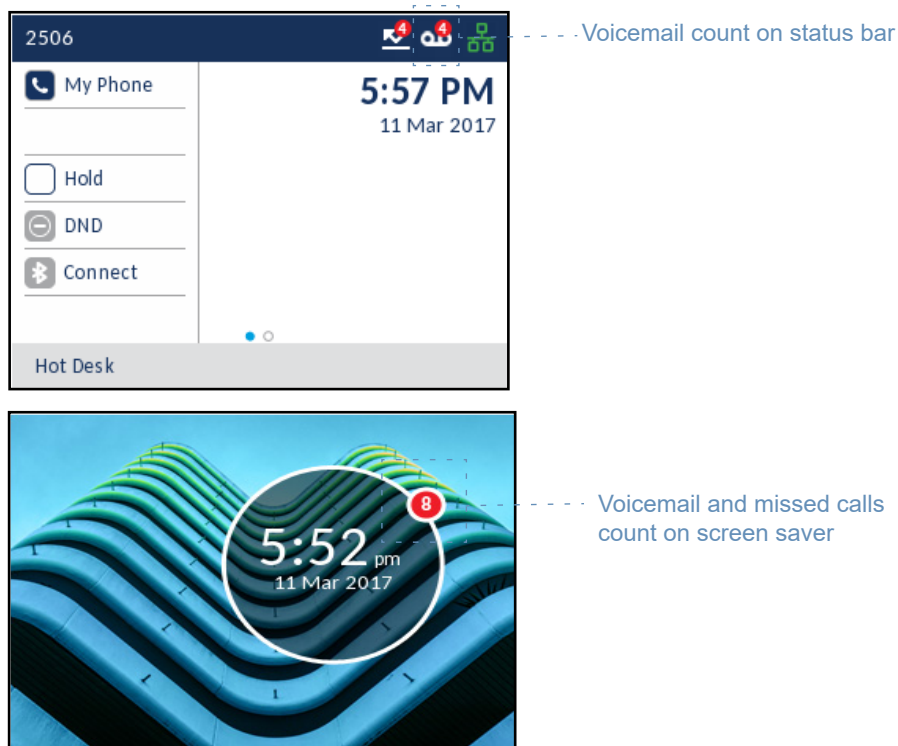
### Visual voicemail

**Note:** Visual voicemail functionality must be configured by your System Administrator.

Visual voicemail allows you to visually interact with your voicemail. Visual voicemail displays an accurate count of your voicemail messages on the status bar and the screen saver. The count on the screen saver is a total of missed calls and voicemail messages.

**Notes:**


1. If you have subscribed to Embedded Voicemail (EMEM), missed voicemail count is displayed only if the EMEM and the 6900 Series IP Phones are programmed on the same MiVoice Business System.
2. If you have subscribed to NuPoint visual voicemail, the message count is not supported.

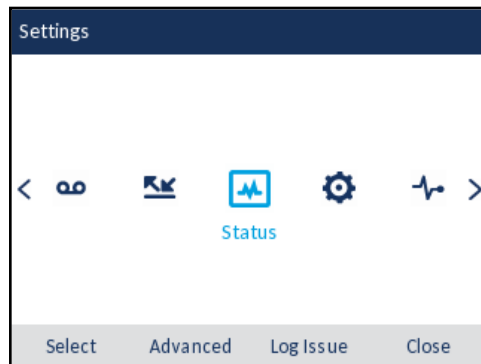


Visual voicemail by default, selects **New** and displays new voicemail messages in Bold font. Urgent voicemail messages are indicated by a Red exclamation point.

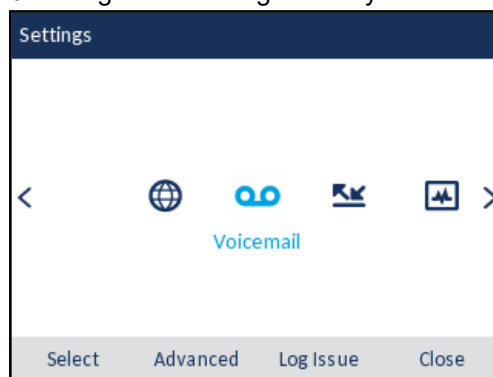
### Enable voicemail application

To enable voicemail application:

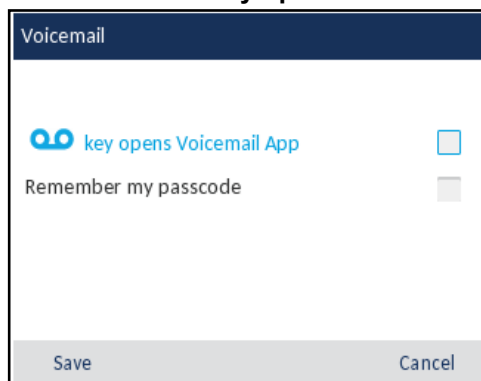
1. Press the  (**Settings**) key on the phone to enter the **Settings** menu.



2. Navigate to **Voicemail** using the left navigation key and then press the **Select** softkey.



3. Press the **Select** button to select the **key opens Voicemail App** checkbox.



4. Press the **Save** softkey.

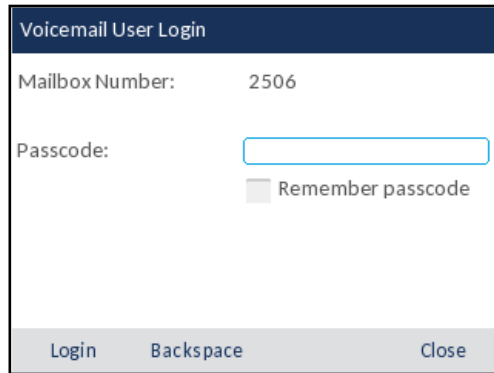
**Note:** For security reasons, the password can be enabled only from the user login screen.

## Log into your voicemail

To log into your voicemail:

1. Press the  (**Voicemail**) key.

2. In the **Passcode** field, enter the passcode.



The screenshot shows the 'Voicemail User Login' interface. It has a dark blue header with the title. Below the header, there are two fields: 'Mailbox Number:' with the value '2506' and 'Passcode:' with an empty text input box. To the right of the passcode field is a checkbox labeled 'Remember passcode'. At the bottom of the screen, there are three buttons: 'Login', 'Backspace', and 'Close'.

3. (Optional) Press the down navigation key and press the **Select** button to select the **Remember passcode** checkbox.

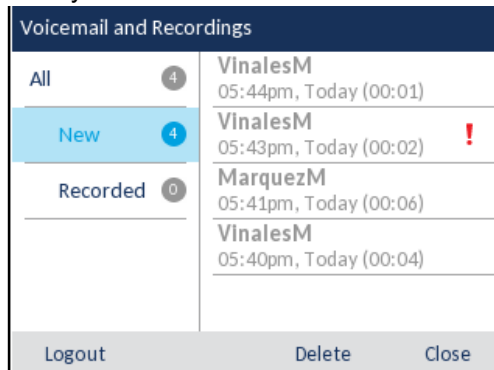
**Note:** If **Remember passcode** checkbox is selected, the phone stores your passcode and launches your voicemail without having to enter your passcode each time you log into your voicemail.

4. Press the **Login** softkey to log into your voicemail.

## Log out of your voicemail

To log out of your voicemail:

1. Press the **Logout** softkey.



The screenshot shows the 'Voicemail and Recordings' interface. It has a dark blue header with the title. Below the header, there is a list of categories on the left: 'All' (4), 'New' (4), and 'Recorded' (0). The 'New' category is currently selected and highlighted in blue. To the right of these categories is a list of voicemail messages. The messages are: 'VinalesM' (05:44pm, Today (00:01)), 'VinalesM' (05:43pm, Today (00:02)) with a red exclamation mark icon, 'MarquezM' (05:41pm, Today (00:06)), and 'VinalesM' (05:40pm, Today (00:04)). At the bottom of the screen, there are three buttons: 'Logout', 'Delete', and 'Close'.

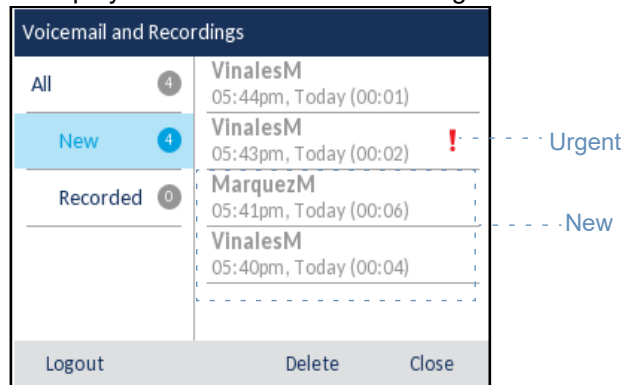
**Note:** After five minutes of inactivity, you are automatically logged out of your mailbox and the **Voicemail** application closes. When you close the **Voicemail** application, you are not automatically logged out of your mailbox.

## Play a voicemail

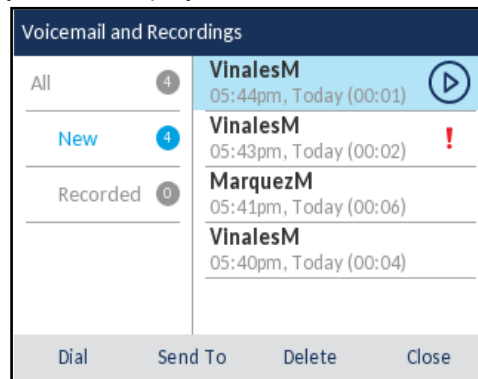
To play a voicemail:

1. Log into your voicemail.
2. Use the up and down navigation keys to choose one of the following:
  - **All** - Displays all voicemail messages.
  - **New** - Displays new voicemail messages.

- **Recorded** - Displays recorded voicemail messages.



3. Press the right navigation key and then use the up and down navigations keys to choose the voicemail message you want to play.



4. Press the **Select** button to play the voicemail.

**Notes:**

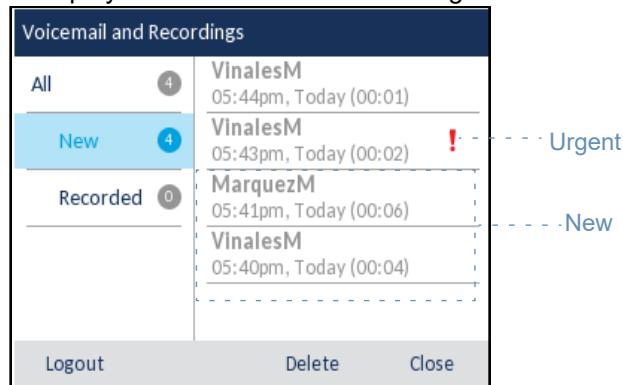
- If your voicemail system is on EMEM, then use **Replay**, **Backward**, **Forward**, and **Cancel** softkeys to control the audio of the voicemail.
- If your voicemail system is on NuPoint Unified Messaging, then pressing the **Select** button will pause or stop the voicemail audio. Use the **Cancel** softkey to cancel the operation.

## Dial a voicemail

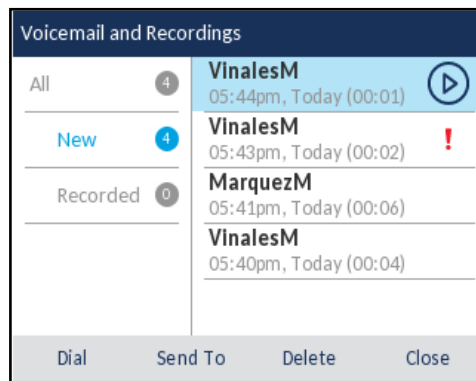
To dial a voicemail:

1. Log into your voicemail.
2. Use the up and down navigation keys to choose one of the following:
  - **All** - Displays all voicemail messages.
  - **New** - Displays new voicemail messages.

- **Recorded** - Displays recorded voicemail messages.



3. Press the right navigation key and then use the up and down navigations keys to choose the voicemail you want to dial.

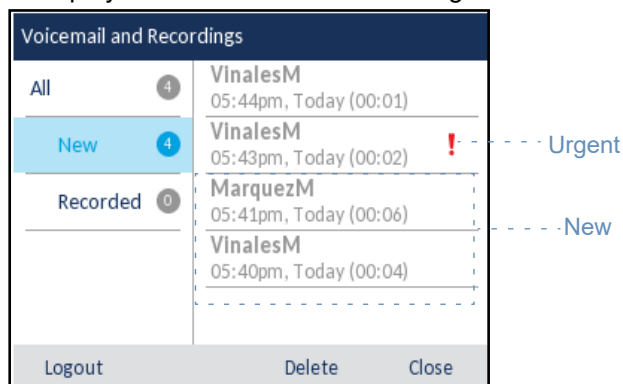


4. Press the **Dial** softkey to dial the number.

## Delete a voicemail

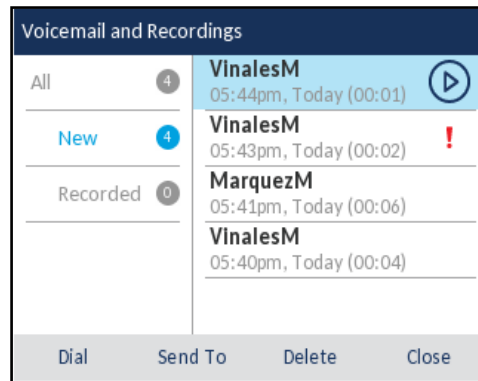
To delete a voicemail:

1. Log into your voicemail.
2. Use the up and down navigation keys to choose one of the following:
  - **All** - Displays all voicemail messages.
  - **New** - Displays new voicemail messages.
  - **Recorded** - Displays recorded voicemail messages.





- Press the right navigation key and then use the up and down navigations keys to choose the voicemail message you want to delete.



- Press the **Delete** softkey.  
A delete confirmation message appears on screen.
- Press the **Delete** softkey to delete the voicemail.

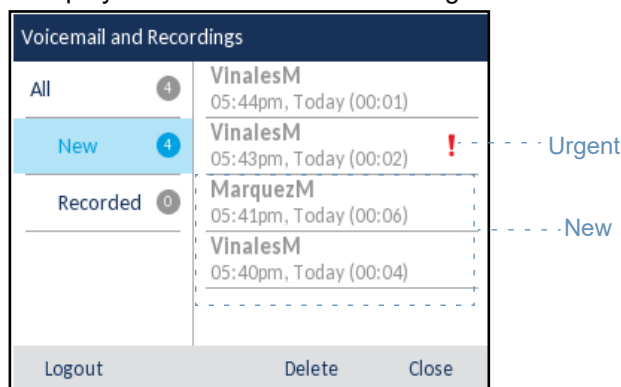
### Save a voicemail

Visual voicemail automatically saves played voicemail messages in the **All** folder.

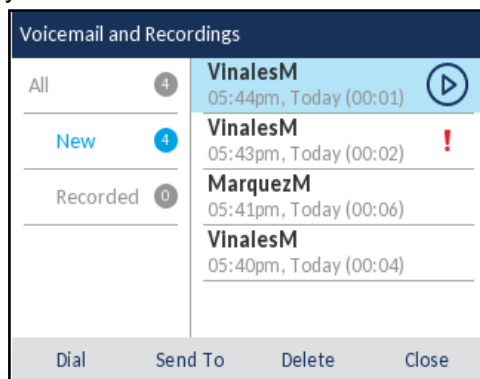
### Send voicemail to a number

To send a voicemail to a number:

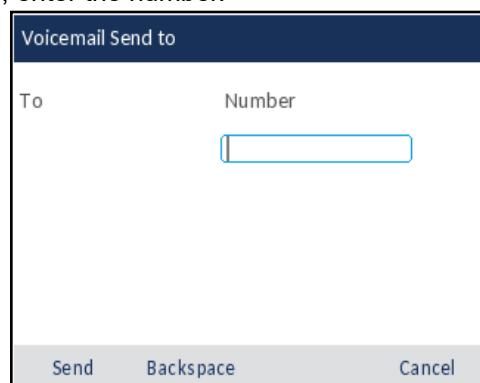
- Log into your voicemail.
- Use the up and down navigation keys to choose one of the following:
  - All** - Displays all voicemail messages.
  - New** - Displays new voicemail messages.
  - Recorded** - Displays recorded voicemail messages.



- Press the right navigation key and then use the up and down navigations keys to choose the voicemail message you want to send.



- Press the **Send To** softkey.
- In the **Number** field, enter the number.


















- Press the **Send** softkey to send the voicemail to the number. A confirmation message appears on screen.







## Additional features

The following features are available using feature keys only if your System Administrator has defined a programmable key or softkey with the respective functionality on your phone.
















When configured on a programmable key, icons are displayed beside the label indicating type of functionality. When a generic ON/OFF icon or a custom ON/OFF icon (such as those displayed for DND, Make Busy, Phone Lock, Call Fwd Always, Night Service, and Record a Call) is displayed, the key acts as a toggle to enable and disable the respective feature. If no icons displayed beside the key's label, the feature either requires user input or is used to convey information.






For detailed information on how to use any of the following features, please contact your System Administrator.

Feature	Description	Icons	Type
Account Code NonVerified	Non-verified Account Codes let you enter codes on the SMDR record for billing and/or call management.		Non-Toggle
Account Code Verified	Verified Account Codes let you access features that are not normally available at a station. You enter Verified Account Codes before making a call to change the COS and COR at any station. When you hang up, the station returns to normal.		Non-Toggle
ACD	Automatic Call Distribution (ACD) functionality allows call centers to process incoming calls based on a number of customizable parameters.		Non-Toggle
Auto Answer	Auto-Answer lets you automatically answer calls that ring your Prime line.	 	Toggle ON/OFF
Call Fwd Always	Call Fwd Always is used to redirect all incoming calls to an alternate number.	 	Toggle ON/OFF
Call Fwd Busy	Call Fwd Busy is used to redirect both incoming internal and external calls to an alternate number when your phone is busy.	 	Toggle ON/OFF
Call Fwd Busy External	Call Fwd Busy External is used to redirect incoming external calls to an alternate number when your phone is busy.	 	Toggle ON/OFF
Call Fwd Busy Internal	Call Fwd Busy Internal is used to redirect incoming internal calls to an alternate number when your phone is busy.	 	Toggle ON/OFF
Call Fwd No Ans. External	Call Fwd No Ans. External is used to redirect incoming external calls to an alternate number when you do not answer.	 	Toggle ON/OFF

Feature	Description	Icons	Type
Call Fwd No Ans. Internal	Call Fwd No Ans. Internal is used to redirect incoming internal calls to an alternate number when you do not answer.	 	Toggle ON/OFF
Call Fwd No Answer	Call Fwd No Answer is used to redirect both incoming internal and external calls to an alternate number when you do not answer.	 	Toggle ON/OFF
Call Park and Call Park - Retrieve	Call Park allows you to place a call in a special hold state. You, or someone else, can then retrieve the call from another extension in the system by pressing the Call Park - Retrieve key.	 	Toggle ON/OFF
Call Pickup	Call Pickup lets you answer a call that is ringing at another station, including an attendant console.	 	Toggle ON/OFF
CDE Speedcall	This feature allows you to speed dial telephone numbers that the administrator has programmed into the system.		Non-Toggle
Direct Page	Direct Page allows you to page another telephone over its built-in speaker, even if the telephone is in use.	 	Toggle ON/OFF
Do Not Disturb	Do Not Disturb (DND) stops internal calls from ringing on your phone and returns busy tone to the caller. DND does not stop external calls from ringing nor does it affect your ability to make calls.	 	Toggle ON/OFF
DSS/Busy Lamp	You can use the Busy Lamp Field feature to monitor the status of single-line sets, single-member lines, key system lines, multicall Broadcast Groups, and Hot Desk users.	Line States	Non-Toggle
Emergency Call	The Emergency Call Notification key allows you receive emergency call notifications. Pressing the key allows you to view the caller's directory number, special instructions that are programmed for the DN in the Comments field of the CESID Assignment form, and the date and time of the call.	 	Toggle ON/OFF
Group Listen	With Group Listen, you can carry on a conversation using the handset or headset while allowing others nearby to listen to the person at the far end over the handsfree speaker.	 	Toggle ON/OFF

Feature	Description	Icons	Type
Group Park	Group Park allows you to place a call in a special hold state. You, or someone else, can then retrieve the call from another extension in the system. Group Park uses a single feature key to both park and retrieve calls. Any telephone programmed with the same Group Park key can retrieve the call.	 	Toggle ON/OFF
Group Presence	Group Presence allows members of call groups (Hunt, ACD, Ring, Personal Ring, and Multi-device User) to make themselves absent or present in a group. Only members who are present in a group are offered calls to that group.	 	Toggle ON/OFF
Handoff	The Handoff feature for Personal Ring Groups (PRGs) allows calls to be "Pushed" or "Pulled" between group member devices. A Push passes the call to the group, where it can be answered by any other present group device. A Pull takes an in-progress call away from another member.	 	Toggle ON/OFF
Key System	Key System Groups let multiple telephones share the same extension number. Incoming calls ring all of the idle stations, and the stations stop ringing when one member answers the call. Only one member of a Key System Group can use the line at one time.	Line States	Non-Toggle
Make Busy	The Make Busy feature ensures an ACD extension does not receive ACD calls when the agent is unavailable. The ACD extension remains in the Make Busy state until an agent deactivates it.	 	Toggle ON/OFF
Meet Me Answer	Meet-Me Answer lets you respond to a Group Page that you missed, even if you do not know the identity or location of the person that paged you.		Non-Toggle
Message Waiting Indication	Keys can be programmed as message waiting indicators which are associated with the mailboxes of other stations. The indicator flashes when a message is waiting in the associated mailbox. This allows you to look at the phone and recognize which mailboxes have messages.	 	Toggle ON/OFF

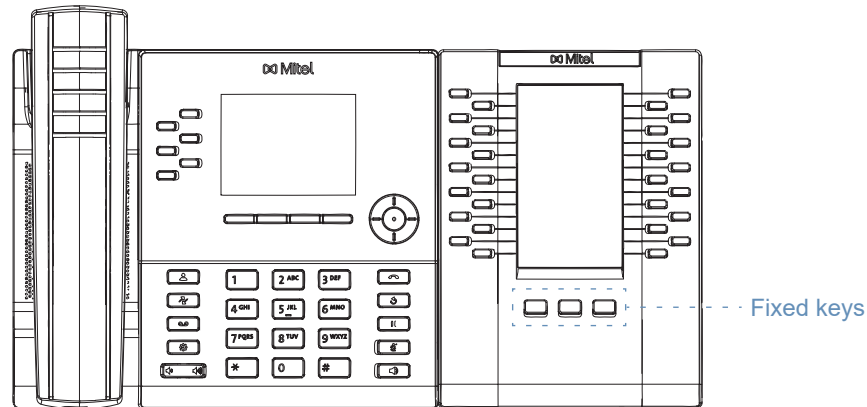
Feature	Description	Icons	Type
Multicall	Multicall Groups let multiple telephones share the same extension number. Incoming calls ring all of the idle stations, and the stations stop ringing when one member answers the call. A Multicall group allows more than one group member to use the line at the same time.	Line States	Non-Toggle
Night Answer	Night Answer lets you send your calls to another location when the system is in Night Service.	 	Toggle ON/OFF
Night Service Indication	Night Service switches the system from day service to night service and vice versa. When the system is placed into night service (usually at the end of the workday) incoming external calls ring at an extension(s) selected by the Administrator.	 	Toggle ON/OFF
Paging	Paging lets you connect to loudspeaker or paging equipment to make an announcement. You can access individual paging zones or all paging zones simultaneously. A one-way connection is established for "All Zones" paging. A two-way connection is established for "Individual Zones" loudspeaker page.	 	Toggle ON/OFF
Personal Presence	Personal Presence lets you choose which of your personal answer points you want to receive your calls at.	 	Toggle ON/OFF
Phone Lock	The Phone Lock feature locks a set, preventing access to the majority of features, with the following exceptions: unlocking the set via a user PIN, Hot Desk Login and Logout support, and Emergency Call Notification support. Phone Lock has no effect on incoming calls but restricts outgoing calls, with the following exceptions: calls to emergency trunk routes and local operators.	 	Toggle ON/OFF
Privacy Release	Privacy Release allows members of a Key System Group to disable automatic call privacy protection to allow another member of the group to join the call. When a new member enters the call the original members receive a conference tone and the privacy feature is restored.	 	Toggle ON/OFF
Record a Call	Record-a-Call (RAC) allows extension users to record a two-party call when one party is connected to a trunk. The recorded conversation is stored in the users' voice mail mailbox.	  	Toggle ON/OFF (and Pause)

Feature	Description	Icons	Type
Secretarial	A DSS key provisioned with the "secretarial" option allows you to perform a transfer to the associated device or directory number.	Line States	Non-Toggle
Single Line	The Single Line feature is used to set the prime line as a single line, whereby it is dedicated to one phone only.	Line States	Non-Toggle
Specific Group Alert	A Specific Group Alert key normally appears only on an ACD supervisor's telephone. Each Specific Group Alert key allows the supervisor to obtain queue status information for a specific agent skill group. A supervisor's telephone may have several Specific Group Alert keys.		Non-Toggle
Superkey	Superkey programming allows for easy access to telephone system features and feature-set customization.		Non-Toggle
Tag Call	Tag Call allows phone users to signal that they are the victim of a malicious call. This Malicious Call Indication is logged as an SMDR record.		Non-Toggle
User Speedcall	User Speedcall keys allow you to store external numbers under feature keys for faster dialing. You can press a Speed Call Key to dial a phone number or, during a call, to outpulse DTMF tones.		Non-Toggle
User Speedcall - Private	A private User Speedcall is a User Speedcall that is considered private, whereby Caller ID information is not displayed in the phone's call history.		Non-Toggle

## Accessory support

### Mitel M695 Programmable Key Module (PKM)

Up to three Mitel M695 PKMs can be attached to the right of the Mitel MiVoice 6920 IP phone providing you with 84 additional programmable keys (28 keys per PKM).



The Mitel M695 PKM features a 4.3" 480x272 pixel color backlit LCD display that provides a unified graphical user experience with the Mitel MiVoice 6920 IP phone.

The Mitel M695 PKM supports the same programmable key functions as the Mitel MiVoice 6920 IP phone. The programmable keys can only be programmed by your System Administrator.

#### Notes:

1. The fixed keys on the Mitel M695 PKM are not supported on the Mitel MiVoice Business System.
2. Use a IEEE 802.3at compliant PoE L2 Switch, IEEE 802.2at Inline Power Injector, or an AC to DC Adapter to power the Mitel MiVoice 6920 IP phone.
3. For information how to install your Mitel M695 PKM, see the *Mitel M695 PKM Installation Guide*.

The Mitel MiVoice 6920 IP phone supports up to 3 pages on the PKM.

The following describes the PKM behavior for multipage support:

1. When one PKM with three pages is attached to the IP phone -
  - a. The PKM displays all the three pages.
2. When two PKMs with 3 pages are attached to the IP phone -
  - a. The first PKM displays Page 1 where Page 2 and Page 3 are blank.
  - b. The second PKM displays Page 1 and Page 2 where Page 3 is blank.
3. When three PKMs with 3 pages are attached to the IP phone -
  - a. The first PKM displays Page 1 where Page 2 and Page 3 are blank.
  - b. The second PKM displays Page 1 where Page 2 and Page 3 are blank.
  - c. The third PKM displays Page 1 where Page 2 and Page 3 are blank.



**Notes:**

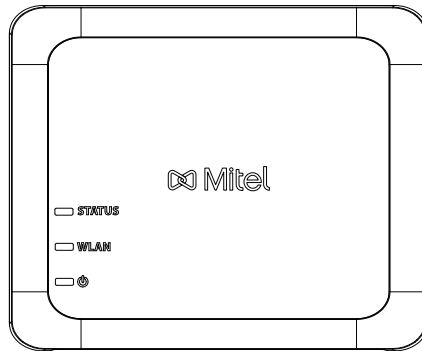
1. Similar PKM behavior is observed when 1 and 2 pages are programmed.
2. Handling of PKM key press on blank page is ignored on the IP Phone.
3. The corresponding page LED turns solid when user presses the PKM page keys.

The following describes the LED behavior for the PKM page keys:

1. If there is a ringing line programmed on the second PKM page and the first PKM page is active then the LED for the second PKM page blinks.
2. The page LED turns off when the screen saver is activated on the PKM.

### Mitel Wireless LAN Adapter

The Mitel Wireless LAN Adapter is a wireless bridge that can add wireless connectivity functionality to your Mitel MiVoice 6920 IP phone. It allows your Ethernet-enabled phone to join a secure, high-speed network. It is software transparent meaning no changes to drivers, management tools, or applications are needed.



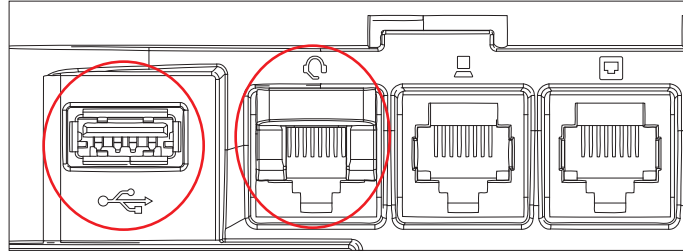
Feature highlights include:

- **Easily add robust, secure wireless capabilities to Ethernet devices:**  
The Mitel Wireless LAN Adapter is a high-performance wireless network adapter which enables any Ethernet device to become an 802.11a/b/g/n dual band wireless network device, giving you freedom to place it anywhere in your facility.
- **Dual band IEEE 802.11a/b/g/n support:**  
The Mitel Wireless LAN Adapter is designed to communicate in the 2.4 GHz and 5 GHz bands. Radio interference in the commonly used 2.4 GHz band can be avoided by utilizing 5 GHz.
- **Gigabit Ethernet support:**  
The wired LAN port supports 10/100/1000BASE-T (auto-recognition).
- **Simple to setup and use:**  
The Mitel Wireless LAN Adapter is easy to set up using the enclosed network setup cable. No special drivers or software are required.
- **Enterprise security:**  
The Mitel Wireless LAN Adapter supports the following security functions:
  - WEP (64 Bit/128 Bit)
  - WPA-PSK (TKIP/AES)
  - WPA2-PSK (AES)
  - IEEE 802.1X EAP-PEAP, EAP-TLS, EAP-TTLS, EAP-FAST, EAP-LEAP

**Note:** For information how to install and set up your Mitel Wireless LAN Adapter, see the *Mitel Wireless LAN Adapter Setup Guide*.

## Analog, DHSG/EHS, and USB headsets

The Mitel MiVoice 6920 IP phone accepts analog and DHSG/EHS headsets through the modular RJ22/RJ45 port on the back of the phone or USB headsets through the USB port.



Contact your telephone equipment retailer or distributor to purchase a compatible headset.

### Notes:

1. The RJ22/R45 headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.
2. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.
3. Contact your System Administrator for questions regarding supported headsets or refer to the *MiVoice Business Release 8.0 Release Notes*.
4. Headsets connected to the Mitel MiVoice 6920 IP phone are limited in functionality to answering, ending, and muting calls. Additional headset features (such as rejecting calls) are not supported and will cause unexpected behavior (e.g. invoking the reject call function will answer instead of reject).
5. If both an analog (non-DHSG) headset and a USB headset are connected to the phone, the USB headset will take precedence over the analog headset (i.e. the USB headset will be functional while the analog headset will not be functional).
6. If both a DHSG headset and a USB headset are connected to the phone and DHSG is enabled, the DHSG headset will take precedence over the USB headset.

To make and receive calls using a headset:

1. Ensure that you have selected the Headset audio path (see [“Audio Path”](#) on [page 23](#)).
2. Turn the phone over and, depending on the type of headset, locate the headset jack marked f or the USB port.
  - a. If you have a USB headset, insert the USB plug into the USB port.
  - b. If you have a headset with an RJ9/RJ22 4-pin connector, insert the headset cord into the jack until it clicks into place.
  - c. If you have a DHSG/EHS headset with an RJ45 6-pin or 8-pin connector, remove the plastic headset jack adapter and then insert the cord into the jack until it clicks into place.

**Note:** See the *Mitel MiVoice 6920 IP Phone Installation Guide* for more information.

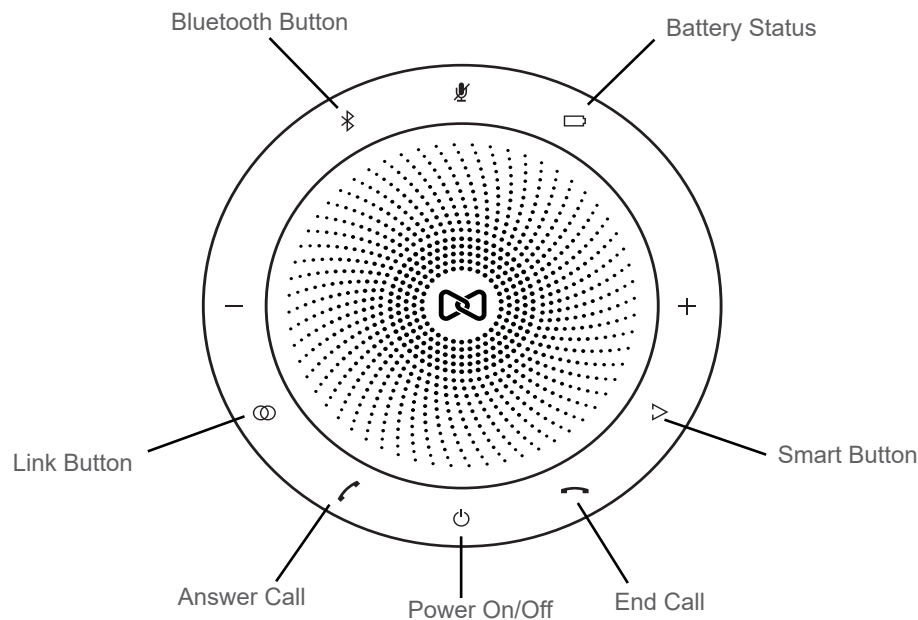
## Mitel S720 Bluetooth Speakerphone


The Mitel MiVoice 6920 IP phone provides support for the optional Mitel S720 Bluetooth Speakerphone through a Bluetooth dongle. Plug the Bluetooth dongle in to the USB port of the 6920 IP phone. Once connected, you can receive calls on the Mitel S720 Bluetooth Speakerphone. The Mitel S720 Bluetooth Speakerphone can be placed (on its base or upright using a table stand) on your work desk or in a small-to-medium conference room.







Feature highlights include:

- HD voice audio
- Omni directional microphone
- Functionally integrated with desk phone -pulling call to / from conference phone
- Connect two speakerphones wirelessly to extend speakerphone range and for stereo music playback
- Portable design, protective travel pouch, and battery powered with USB charging (15 hours of talk time)
- Flexible and scalable for office side tables and small meeting rooms


### Hardware features

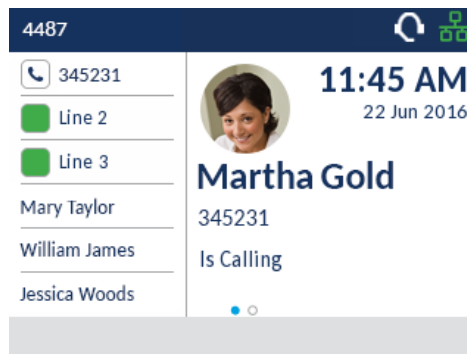



Icon	Button	Description
	Power On/Off	Turns of or off.

Icon	Button	Description
	Answer Call	Answers a call.
	End Call	Ends or rejects a call. Hold (8 seconds) to turn on or off voice guidance.
	Battery Status	Shows the battery status.
	Bluetooth	Connects to a Bluetooth device.
	Link	Links two speakerphones.
	Smart	Turns on or off the voice assistant application on your smartphone.

#### Notes:

1. To connect the Mitel S720 Bluetooth Speakerphone with the Mitel MiVoice 6920 IP phone, power on the speakerphone and pair it with the Bluetooth dongle plugged into the USB port of the IP phone.
2. When the S720 speakerphone is successfully connected, a headphone connected icon  is displayed in the status bar on the **Home** screen.



3. The  (**Speaker/Headset**) key LED on the IP phone will remain unlit when the call audio is presented on the speakerphone.
4. For information how to set up your Mitel S720 Bluetooth Speakerphone, see the *Mitel S720 Bluetooth Speakerphone Quick Start Guide*.

## Limited warranty

Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy, either repair or replace the product at no charge, if returned within the Warranty Period. If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the product, it may be replaced with a refurbished product of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

## Exclusions

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

Mitel shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customer's use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of products used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Mitel with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

## Warranty repair services

Should the product fail during the Warranty Period;

- **In North America**, please call 1-800-574-1611 for further information.
- **Outside North America**, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this product for warranty service, you must present proof of purchase.

## After warranty service

Mitel offers ongoing repair and support for this product. This service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions:

- **In North America**, contact our service information number: 1-800-574-1611.
- **Outside North America**, contact your sales representative.

**Note:** Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the Warranty Period. Unauthorized repair will void the warranty.

