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

Getting started

Contacts
Displays a list of your contacts.

Call History
Displays a list of missed, outgoing and received calls.

Voicemail
Provides access to your voicemail service.

Settings
Provides services and options that allow you to customize your phone.

Programmable Keys
Up to 18 programmable keys, a maximum of 6 programmable keys per page

Softkeys
4 state-sensitive softkeys.

Goodbye
Ends the active call and used for exiting menus.

Redial
Displays Call History with a list of outgoing calls.

Hold
Places an active call on hold or resumes a call from hold.

Mute
Mutes/unmutes all outgoing audio from headset, handset or speaker.

Volume
Adjusts the volume for the ringer, handset, speaker, and headset.

Navigation/Select
Multi-directional navigation keys are used to navigate through the phone menu. Press the center button to select menu options and perform various actions.

On the Home screen, the left and right navigation keys can be used to switch between the home screen, the line manager, and active calls.

Speaker/Headset
Toggles the phone's audio between speaker and headset. If you are using a DHSG/EHS headset, ensure that the headset jack adapter is removed from the headset port. See the *Mitel MiVoice 6920 IP Phone Installation Guide* for more details.

Warning!
The 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.

Information Regarding Model Variants

A new variant of the 6920 IP Phone is available called the 6920w IP Phone. The 6920w IP Phone is physically identical to the 6920 IP Phone. There are new features supported by the 6920w IP Phone relative to the 6920 IP Phone, namely embedded Wi-Fi, Bluetooth 5.2, IEEE 802.3az standard (Energy Efficient Ethernet) capability. The 6920w IP Phone also supports the same accessories as the current 6920 IP Phone.

Basic call handling

Making a call

1. Lift the handset or press the [◁/◯] key, and dial the number.
2. Press the **Line** programmable at dial the number.

Ending a call

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

Answering a call

Lift the handset or press the [◁/◯] key for handsfree operation.

Redialing

Press the **Redial** softkey once or the [↻] key twice to call the last dialed number as displayed on the Home screen.

or

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

Muting or unmuting a call

Press the [🔇] key while on an active call to mute the microphone for your handset, headset, or speaker. Press the [🔇] key again to unmute the audio.

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Holding and resuming a call

1. To place an active call on hold, press the [⏸] key. A ⏸ (hold) icon flashes on the respective **Line** key.

2. To resume the call, press the [⏸] key again or press the respective **Line** key.

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

User Interface (UI) overview

Home screen

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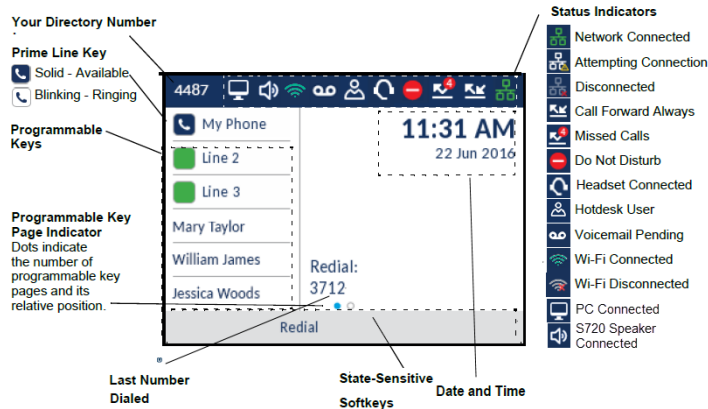
Call screen

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

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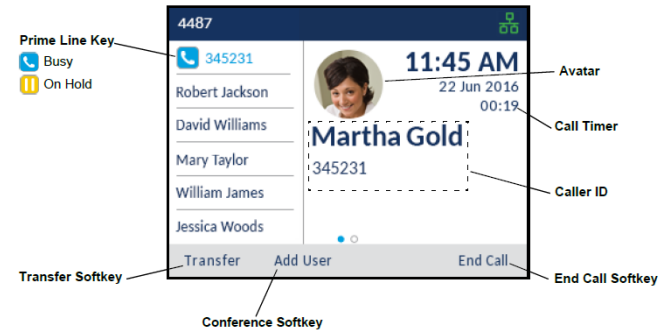
Applications

Contacts

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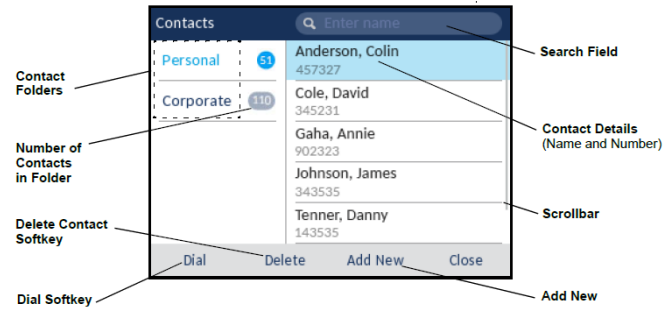
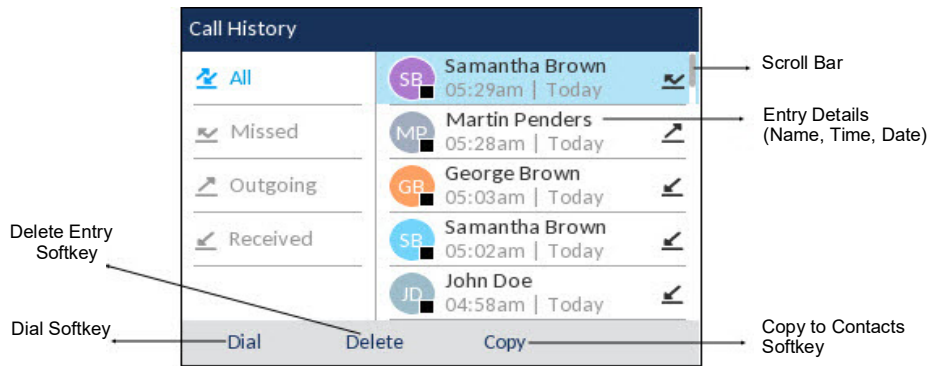### Making a call using the Contacts application

1. Press the [👤] key to access the Contacts application.

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

3. When the applicable contact is highlighted, press the **Select** button or **Dial** softkey to place a call using the entry¡¦s default phone number ƒn
or

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To place a call to a different phone number defined for the entry (for example, a mobile number), press the right navigation key, highlight the phone number you want to call using the up or down navigation keys, and press the **Select** button or the **Dial** softkey.

Call History

The Call History application displays a list of your missed, outgoing and received calls. You can view, delete and dial out to call history entries as well as copy entries to your Contacts application.

Using the Call History application

1. Press the [icon] key to access the Call History application.

2. Scroll through the lists by using the navigation keys. To view additional details for an entry, press the **Right** navigation key when the entry is highlighted.

3. Press the **Select** button or **Dial** softkey to place a call to the respective entry
   or
   Press the **Copy** softkey to copy the entry to your Contacts application
   or
   Press the **Delete** softkey to delete the entry from your Call History.

Voicemail

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

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

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

Advanced call handling

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

Call Transferring

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

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

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

3-Way Conferencing

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

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

3. Enter the conference target's number and press the **Dial** softkey.

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

Speed Dial configuration

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

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

Configuring a Speed Dial key

1. Press and hold the non-configured softkey, dialpad key, or expansion module key (for approximately 3 seconds) until the **Speed Dial Edit** screen is displayed.

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

> **Note:** Use the **ABC** softkey to specify uppercase letters or lowercase letters when entering the label.

3. Press the down navigation key to move to the **Number** field and enter the number

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using the dialpad keys.

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

MobileLink

> **Note:** The 6920w IP Phone supports MobileLink.

The Mitel MiVoice 6920w IP Phone supports MobileLink, a feature that provides seamless mobile integration using Bluetooth wireless technology. MobileLink highlights include the ability to:

• Sync your mobile phone's contact list and call history with your 6920w IP Phone.

• Answer a mobile phone call using your 6920w IP Phone.

• Move active calls between the 6920w IP Phone and your mobile phone.

MobileLink feature is supported only on iOS and Android mobile phones.

> **Note:** MobileLink features are available only if your Administrator has enabled them. Contact your Administrator for details on how to enable MobileLink functionality on your phone.

Pairing a mobile phone using Bluetooth

1. Press the key, navigate to **Bluetooth** setting, and press the **Select** button or Select softkey.

2. Press the **Turn On** softkey to enable Bluetooth functionality.
   Ensure your mobile phone is discoverable as the Mitel MiVoice 6920w IP Phone automatically scans for available Bluetooth devices.

> **Note:** For information on how to make your mobile phone Bluetooth discoverable, refer to the documentation provided with your respective mobile phone.

3. When your mobile phone has been discovered, use the navigation keys to highlight the respective entries in the list of available devices and press the **Select** button or **Pair** softkey. A bluetooth paring request displays on both the Mitel Mivoice 6920w IP Phone and your mobile device.
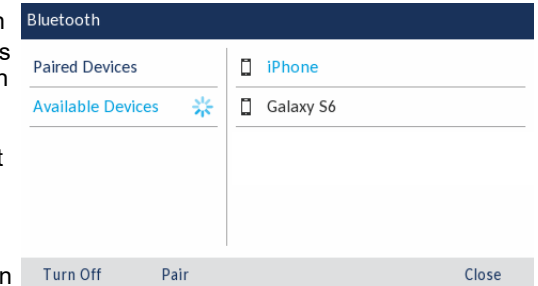
4. Ensure the pairing code matches on both devices and press **Yes** on the Mitel MiVoice 6920w IP Phone and acknowledge the pairing request on your mobile phone.
   The Mitel MiVoice 6920w IP Phone attempts to pair the mobile phone and if successful, automatically attempts to connect to the mobile phone.

> **Note:** If pairing or connecting fails, a failed error message displays on screen. Press Retry to attempt to pair or connect again, or Cancel to cancel the attempt.

5. Press **OK** to acknowledge the successful connection.
   The connected mobile phone is added to the list of **Paired Devices** and is ready to use.

Syncing mobile contacts

The Mitel MiVoice 6920w IP Phone automatically attempts to sync your mobile contacts to the Contacts application upon pairing and connection.

To manually update your mobile clients:

1. Press the [👤] key to access the Directory application.

2. Navigate to the **Mobile** contacts folder.

3. Press the **Update** softkey.
   The Mitel MiVoice 6920w IP Phone attempts to re-synchronize and update your mobile contacts.

> **Note:** If the update fails, a failed to retrieve contacts message displays on screen. Press Retry to attempt to update again, or Cancel to cancel the attempt.

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Answering an incoming mobile call using your Mitel MiVoice 6920w IP Phone

When your mobile phone is paired and connected to your Mitel MiVoice 6920w IP Phone, incoming calls on your mobile phone will be indicated on your 6920w IP Phone as well.

Note: A **Mobile Line** key must be configured to answer an incoming mobile call using your Mitel MiVoice 6920w IP phone. For more information, refer to the *Mitel MiVoice 6920w IP Phone User Guide*.
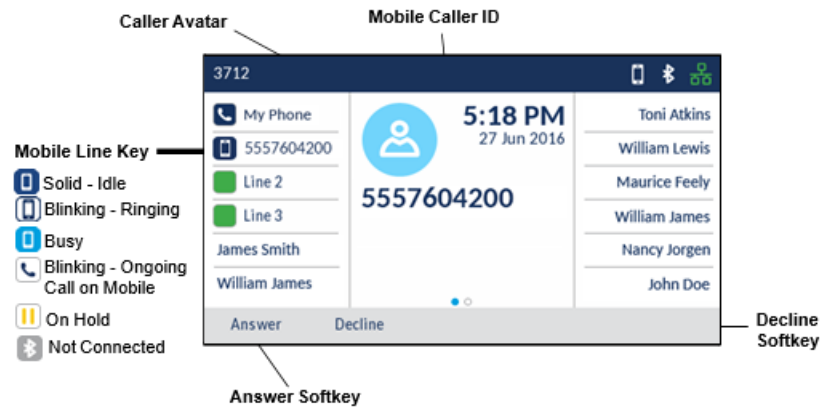
Lift the handset or press the ⊏▯/▯⊐ key, blinking 📱 **Bluetooth Line** key, or **Answer** softkey for handsfree operation.

Moving the audio of an active mobile call between your mobile phone and Mitel MiVoice 6920w IP Phone

Press the **Push call** softkey to push the mobile call's audio from your Mitel MiVoice 6920w IP Phone to your mobile phone

or

Press the 📞 **MobileLine** key to pull the mobile call's audio from your mobile phone to the Mitel MiVoice 6920w IP Phone.

Syncing mobile call history

The Mitel MiVoice 6920w IP Phone automatically syncs your mobile call history to the Call History application upon pairing and connection.

To manually update your mobile call history:

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

2. Navigate to the **My Mobile** or **Missed** folder.

3. Press the **Update** softkey.
   The Mitel MiVoice 6920w IP Phone attempts to re-synchronize and update your mobile callhistory.

Note: If the update fails, a failed to retrieve contacts message displays on screen. Press **Retry** to attempt to update again, or Cancel to **cancel** the attempt.

Note: For other functions, such as viewing mobile call history details, dialing a mobile call history entry, adding a mobile call history entry to Contacts, and deleting mobile call history, refer to the *Mitel MiVoice 6920w IP Phone User Guide*.

PCLink

The Mitel MiVoice 6920w IP Phone supports PCLink, a feature that enables the IP Phone to be used as the audio device for PC or MAC video collaboration with all the supported video collaboration applications, for both Windows 10 and MAC operating systems, through the IP Phone's Bluetooth interface. For more information, see:

PCLink for 6920w, 6930w and 6940w Mitel IP Phone Quick Reference Guide - MAC

PCLink for 6920w, 6930w and 6940w Mitel IP Phone Quick Reference Guide - Windows

Connecting to Wi-Fi for 6920w IP Phone

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

You can connect your phone to a enterprise network or to a home network or to a hidden network:
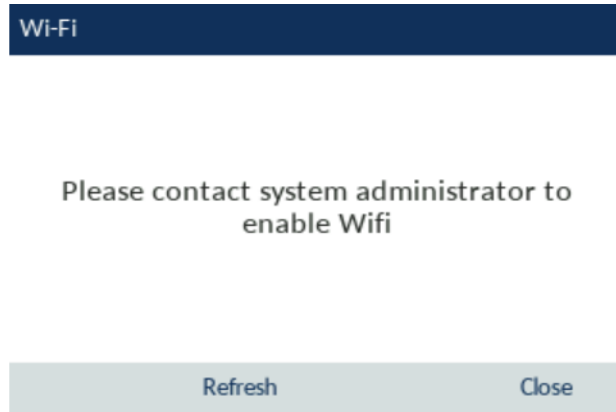
• "Connecting to a WPA2 Enterprise Network"

• "Connecting to a Home Network"

• "Connecting to Hidden Network"

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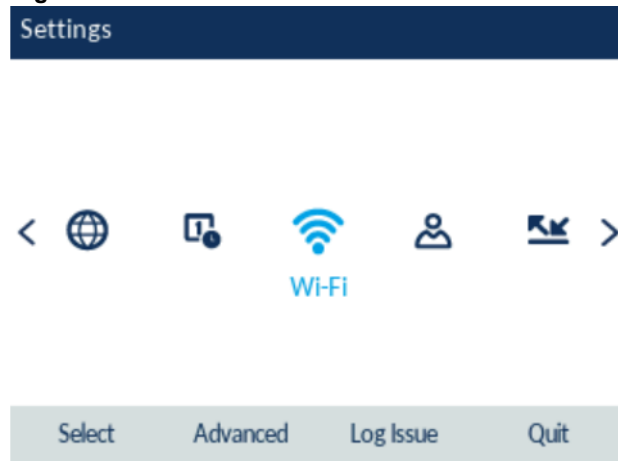
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Wifi message is displayed on the phone. Press **Close** softkey and contact your System Administrator to enable Wi-Fi.

Connecting to a WPA2 Enterprise Network
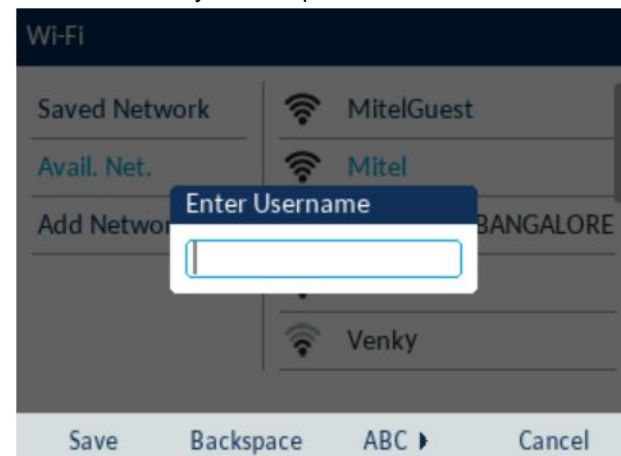
1. Navigate to **Settings** > **Wi-Fi**.

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

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

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

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

5. Enter the domain password for the network and select the **Save** softkey. Advanced characters can be entered by pressing the dialpad keys multiple times. The following

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table identifies the characters that you can use and the order in which they are accessible. For detailed information on the characters, refer to **Dialpad keys** section in the **Mitel MiVoice 6920/6920w IP Phone User Guide**.
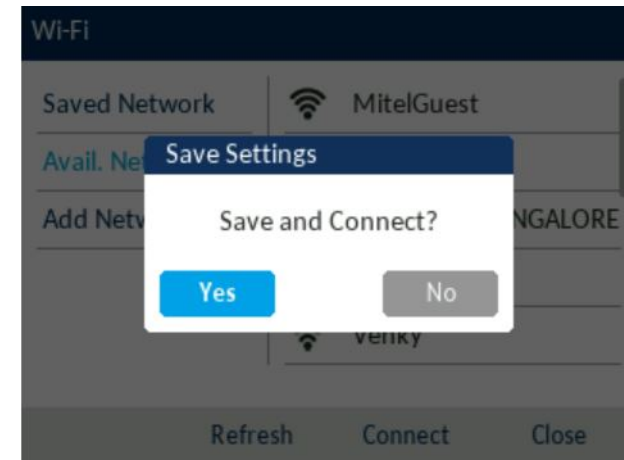
Key	Characters
0	0 +
1	1 . : ; = _ , - ' & ( ) [ ] $!
*	* <SPACE>
#	# / \ @
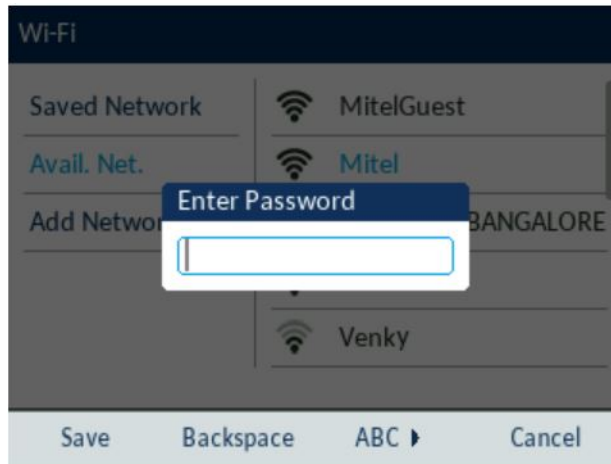
Note: If you enter an incorrect username or password, **Connection failed** dialog box appears.
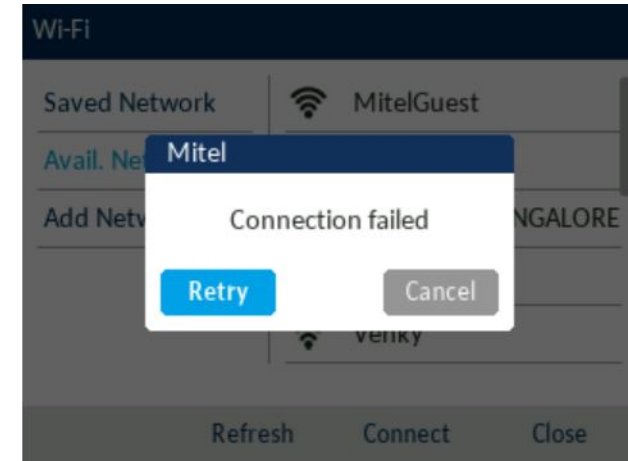
6. The **Save Settings** dialog box appears. The connected network (Mitel) is listed under **Saved Network**.

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

7. To disconnect from Wi-Fi (Mitel) and use the LAN port again, under **Saved Network** press the **Disconnect** softkey.

8. Click **Close** softkey to return to the **Settings** menu.

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Connecting to a Home Network

Note: You can connect to either a WPA2 or a WPA3 secured network. This is dependent on your router configuration. WPA3 network provides a more secure connection than WPA2 network.

1. Navigate to **Settings** > **Wi-Fi**.
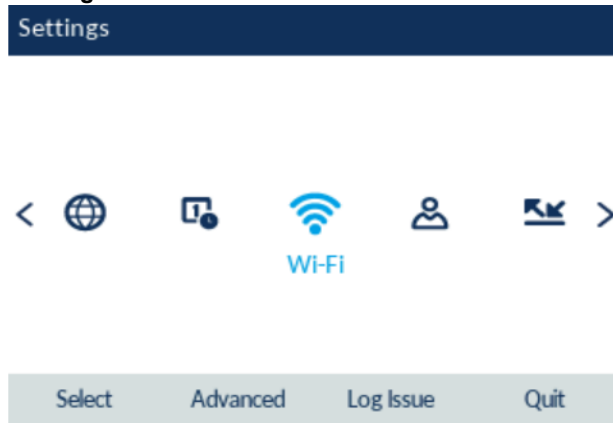
2. The **Available Networks** settings menu is displayed.

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

Note: You can connect to only one SSID at a time. The SSID can be any alphanumeric, case-sensitive entry from 2 to 32 characters. The characters allowed for the SSID depend on the router configuration.

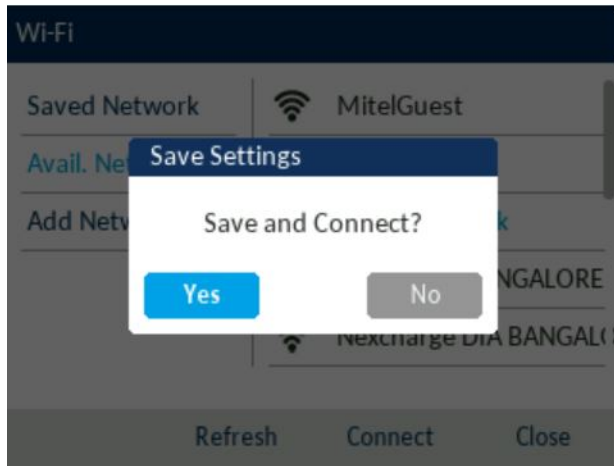4. Enter the password for the network and select the **Save** softkey.
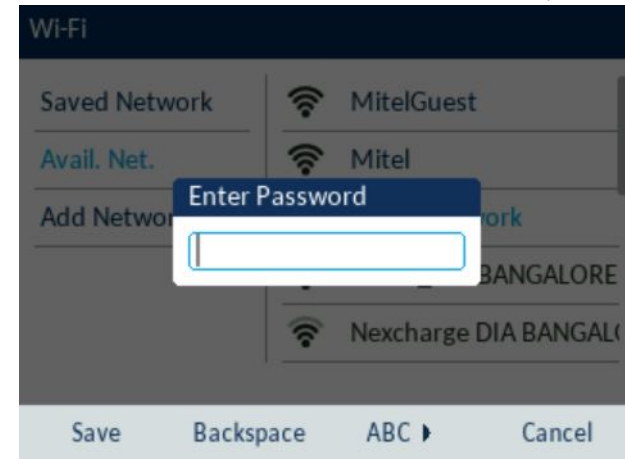
Note: If you enter an incorrect password, the **Connection failed** dialog box appears.
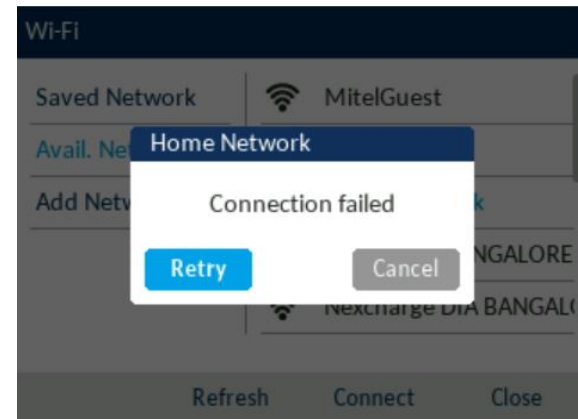
5. The **Save Settings** dialog box appears. Click **Yes** to connect. The connected network

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(Home Network) is listed under **Saved Network**.

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

6. To disconnect from Wi-Fi (Home Network) and use the LAN port again, under **Saved Network** press the **Disconnect** softkey.

7. Click **Close** softkey to return to the Settings menu.

Connecting to Hidden Network

A hidden network is an available wireless network which does not broadcast its SSID to all searching devices. Mitel IP phones can connect to a hidden network by manually entering Wi-Fi credentials.

1. Navigate to **Settings** > **Wi-Fi**.
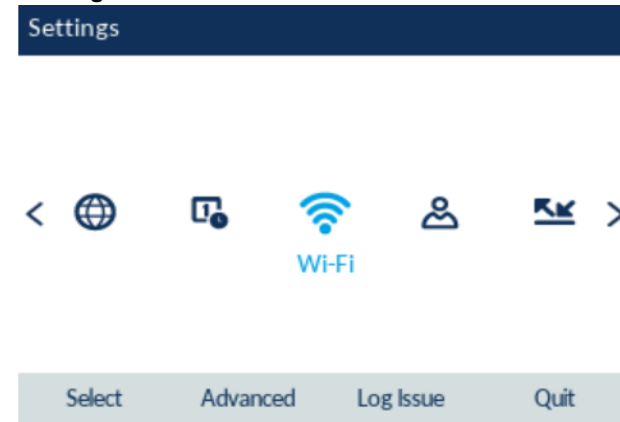
2. Select **Add Network** > **Hidden Network** and press **Connect** softkey.
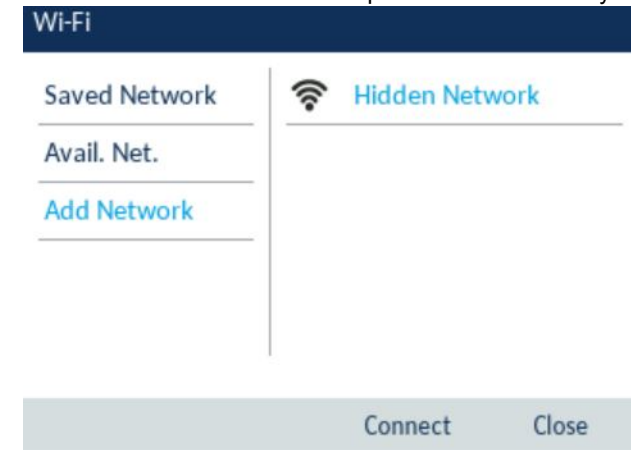
3. In the **Hidden Network** screen, select the type of **Security** of the Network you are trying to connect. The available options are:

a. **WPA2-Personal**- To connect to a WPA2-Personal network enter the **Network Name** (SSID) and **Password**.

b. **WPA2-Enterprise**- To connect to a WPA2-Enterprise network enter the **Network Name** (SSID), **Username** and **Password**.

c. **WPA3-Personal**- To connect to a WPA3-Personal network enter the **Network Name**

(SSID) and **Password**.

d. **Open**- To connect to a Open network enter the **Network Name** (SSID).

Note: You can connect to only one SSID at a time. The SSID can be any alphanumeric, case-sensitive entry from 2 to 32 characters. The characters allowed for the SSID depend on the router configuration.

Note: If you enter an incorrect network name or username or password, **Invalid Setting** dialog box appears. Ensure you enter the correct credentials.

4. Press **Save** softkey.

5. The **Save Settings** dialog box appears. Click **Yes** to connect. The connected network (SSID) is listed under **Saved Network**.

6. To disconnect from Wi-Fi and use the LAN port again, under **Saved Network** press the **Disconnect** softkey.

7. Click **Close** softkey to return to the **Settings menu**.

Wi-Fi Network Connected/Wi-Fi Network Disconnected

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

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