

Mitel 6920 Phone User Guide



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All feature codes mentioned in this guide are system default. If you have issues with any of the codes then they may have changed, please contact our support team for assistance.

Handling Calls

Make A Call

- Lift the handset (or leave handset in the cradle to dial handsfree)
- External Call – Dial 9 then the telephone number
- Internal Call – Dial the internal extension number or press a pre-programmed button
- To end the call, replace the handset (or if handsfree press the Goodbye button).

Answer A Call

- Lift the handset (or press the speaker/headset button to answer handsfree).

Place a Call on Hold

- Whilst on a call press the Hold button, you can then replace the handset into the cradle
- To return to the call press the Hold button or the flashing Line button that shows the call holding.

Mute

- Press the mute button to toggle mute on or off. The caller will not be able to hear you but you will be able to hear them.

Transfer a call

- Whilst on a call press the Xfer button then you can either:
 - Transfer internally by dialling the extension number
 - Transfer externally by dialling 9 followed by the telephone number
 - Transfer a call to someone's mailbox by dialling 2500 then enter the extension number
- Connect the call to the recipient by replacing the handset either before or after they have answered the call.
- Press the flashing call button to return to the call if you do not wish to transfer it or press cancel.

If you have a pre-programmed button for an extension you do not have to press the transfer button first you can simply press the button.

To Pick up a call ringing elsewhere

- Either press the button assigned as Group pickup
- Or press Pickup soft key followed by the extension number or button assigned to the extension or group that is ringing (which should be flashing to indicate a ringing call)

Redial

- Press the redial button once to access the call history then use the navigation button to scroll across to the list and select the call and select Dial.
- Press the redial button twice to redial the last number

Features

Do Not Disturb

- Press the DND button then use the up and down arrows to select the DND message press OK. Add any additional information and press OK or just press OK.
- To take phone out of DND mode press the button again.

Call Logs

- Press the call logs button and use the up and down arrows to navigate the All, Missed, Outgoing and Received lists. Use the right and left arrows to navigate across to the list and select the one you want then select Dial.

Conferencing

Maximum 3 x party

- Whilst on a call press the Conf softkey
- Dial the next party
- Press the Conf button to conference everyone together
- You can add more parties by repeating the above

Directory

- Press the Directory Key, use navigation key to select which directory to view or choose All.
- Use Navigation Key to scroll or use the search field at the top to type in alpha numerically.

Configuring your Phone

Change Ring Tone or Volume

- Press the Settings button then scroll to Audio then scroll down to Ring Tones and select the Tone then Save

Forward All calls to another number

Press the FWD button then select the FWD type, for all calls select Immediate, use the up and down arrows to select.

- Enter the forward destination:
 - Internal Number—enter the extension or group number
 - Voicemail—Enter 2500
 - External Number—enter the telephone number with or without 9 first
- Then press OK
- To cancel the forward press the FWD button

Programming Buttons

- To programme an individual speed dial to a button, press and hold a spare button
- Enter the name of the entry (* x 2 for a space) then navigate down to enter the number and press save.

Voicemail

The first time you use the voicemail you need to initialise your mailbox by changing the default passcode, recording your name for the internal directory and listen to the voicemail introduction entirely:

- Press the voicemail button
- Enter your password which will in default will be your extension number and # or just #
- Then follow the prompts to change your passcode, record your name and then remain on the call until you have heard the entire introduction.

To change your voicemail greeting:

- Press the voicemail button and then enter your passcode when prompted followed by #
- Dial 4 for greetings then 1 for personal greetings then 1 for primary greeting
- Follow the prompts to listen, re-record and save your greeting.

To change your passcode:

- Press the voicemail button and then enter your passcode when prompted followed by #
- Dial 4 for personal options then 3 to change passcode

To listen to a message received:

- Press the voicemail button
- Enter your passcode then # and follow the prompts
- The message notification will remain on the phone until a voicemail is either saved or deleted.

Whilst listening to a message you can skip past the callers number and date/time by pressing #

To listen to saved messages:

- Press the voicemail button
- Enter your passcode then #
- Press 3 to listen to saved messages.