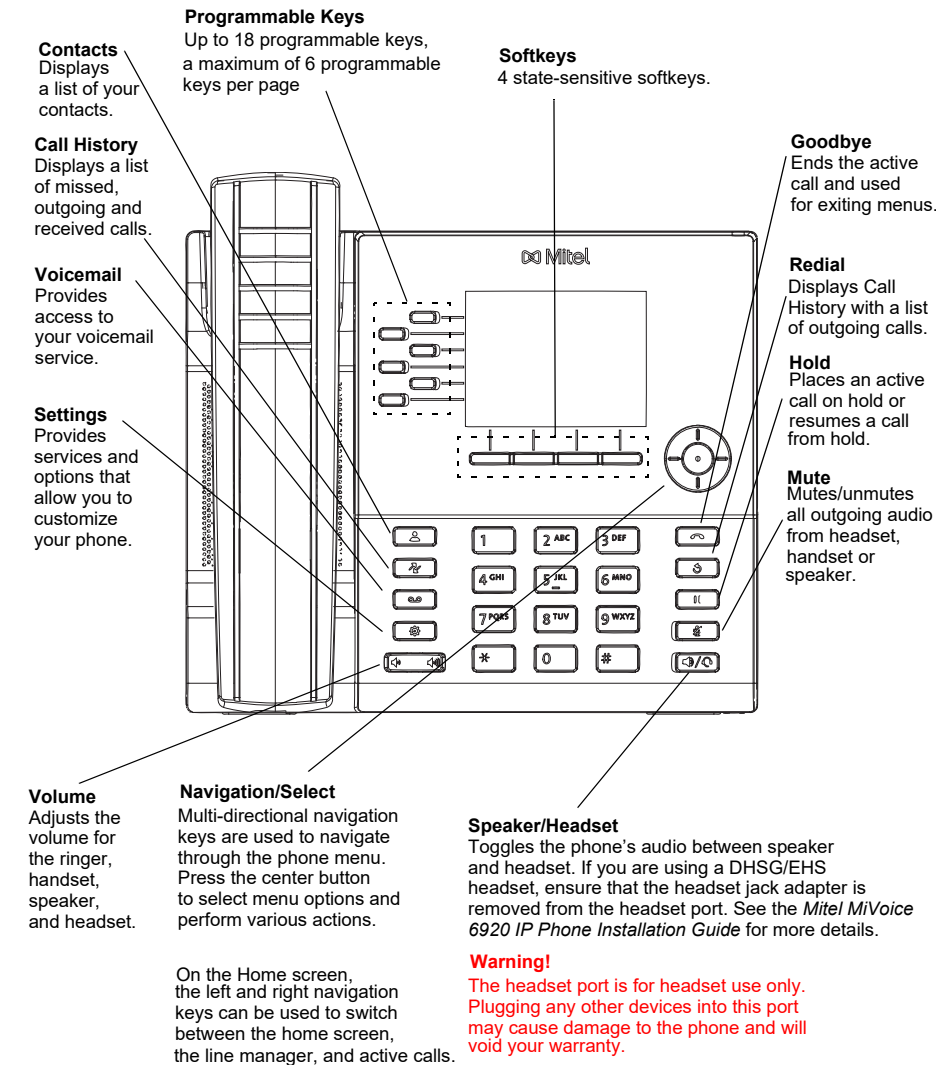


Mitel 6920/6920w IP Phone - Quick Reference Guide

Getting started



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.

Mitel 6920/6920w IP Phone - Quick Reference Guide

Holding and resuming a call

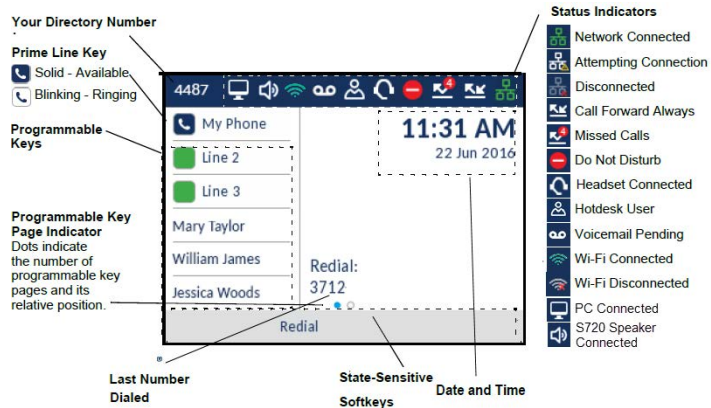
1. To place an active call on hold, press the  key. A  (hold) icon flashes on the respective **Line** key.
2. To resume the call, press the  key again or press the respective **Line** key.

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

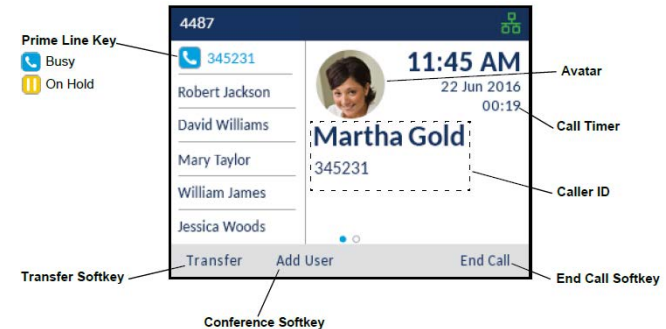
The Home (default) screen is displayed when the phone is in the idle state. The Home screen displays status indicators, user directory number, avatar, last dialed number, time, date and list of programmable softkeys.



Call screen

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

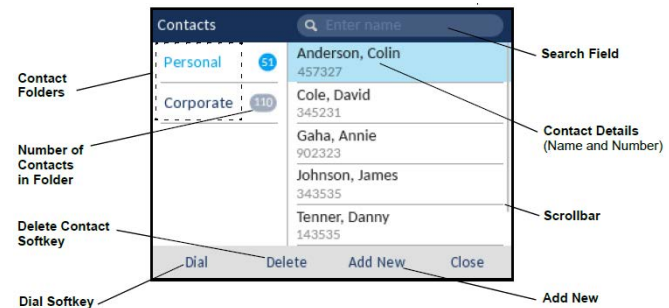
The context-sensitive softkeys are updated with applicable call handling features.




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

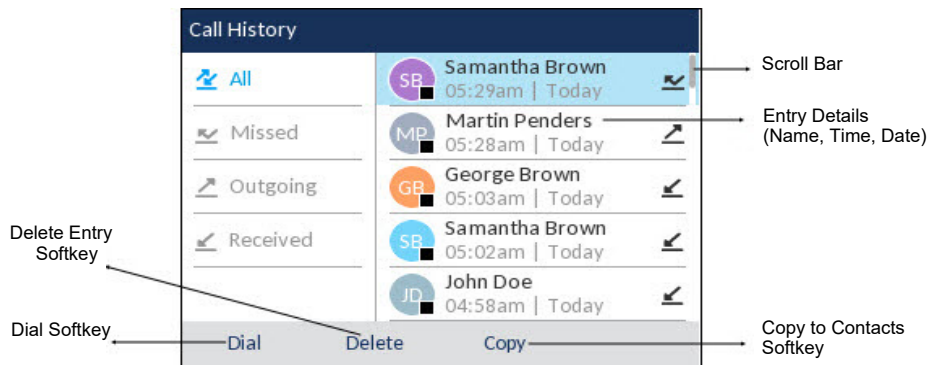
1. Press the  key to access the Contacts application.
2. Navigate to the respective contacts folder and scroll through the contacts by using the navigation keys
or
Enter characters using the keypad and press the **Search** softkey to use the search feature.
3. When the applicable contact is highlighted, press the **Select** button or **Dial** softkey to place a call using the entry's default phone number
or

Mitel 6920/6920w IP Phone - Quick Reference Guide


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  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  (Voicemail) icon displays on the status bar indicating that voicemail messages are available.

You can access your voicemail service by pressing the **Voicemail**  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

Mitel 6920/6920w IP Phone - Quick Reference Guide

using the dialpad keys.

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

The image shows a 'Speed Dial Edit' screen. It has a title bar 'Speed Dial Edit'. Below it, there are three rows for 'Speed Dial Key 1', 'Speed Dial Key 2', and 'Speed Dial Key 3'. Each row has two input fields: 'Number' and 'Line: 1'. At the bottom, there is a bar with four buttons: 'Save', 'Backspace', '123', and 'Cancel'.

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 pairing request displays on both the Mitel MiVoice 6920w IP Phone and your mobile device.

The image shows a 'Bluetooth' screen. It has a title bar 'Bluetooth'. Below it, there are two sections: 'Paired Devices' and 'Available Devices'. Under 'Paired Devices', there is an entry for 'iPhone'. Under 'Available Devices', there is an entry for 'Galaxy S6'. At the bottom, there are three buttons: 'Turn Off', 'Pair', and 'Close'.

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.

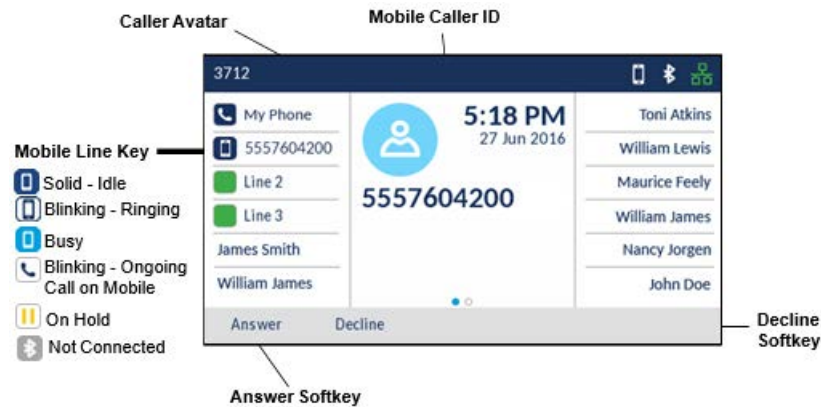
Note: If the update fails, a failed to retrieve contacts message displays on screen. Press Retry to attempt to update again, or Cancel to cancel the attempt.

Mitel 6920/6920w IP Phone - Quick Reference Guide

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 brand new 6920w IP Phone 'out-of-the-box' to a Wi-Fi network

1. Power the phone using an approved power adapter without an Ethernet cable connected to the phone.
2. As the phone boots up, the **No Ethernet Cable Attached would you like to connect via Wifi?** message is displayed.
3. Select **Yes**.
4. The **Available Networks** settings menu is displayed.
5. Select the desired Wi-Fi network and enter the password to connect.

Note: By default, the phone will only connect to a 2.4GHz network. If a 2.4GHz network is not available (i.e. only 5GHz networks available), then the phone must be plugged in via a wired Ethernet connection. Contact your system administrator to enable connection to a 5GHz network.