


MITEL 6920 SIP PHONE FOR MIVOICE OFFICE 400




Place a Call

1. Lift the handset, press the **Line** key or press the  key, and at the dial tone, enter the number.

2. Press the **Dial** softkey.

From Directory Lookup

1. Press the  (**Directory Lookup**) key or press the **Menu** softkey or press the function key for the **Menu** (if defined). Alternatively, you can also press **Phone book** function key (if defined).

2. Scroll to **Directory Lookup** and press the **Select** softkey. The **Quickdial** and the Dial by name option appears.

3. Directory lookup with quickdial: In the **Quickdial** field, enter the first few letters of the name you are looking for using the corresponding digits.

OR


Directory lookup with dialing by name: In the **Dial by name** field, enter the first few letters of the name.

4. Press the **Lookup** softkey. Names list (or List empty, if the phone is unable to find a matching user) is displayed.

5. Scroll through the list, select the user, and press the **Dial** softkey or press the **Select** button.





Answer a Call

- Press the **Answer** softkey and lift the handset or
- Press the **Line** key and lift the handset or
- Press the  key for handsfree operation.





Mute/Unmute a Call

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



Hold/Resume a Call

- To place an active call on hold, press the  key. The LED flashes on the respective **Line** key.
- To resume the call, press the  key again or press the respective **Line** key.





End a Call

- Place the handset back in its cradle or
- Press the **Drop** softkey or
- Press the  key.





Access Voicemail

Contact your system administrator to configure the voicemail functionality.

When the voicemail functionality is enabled, the Message Waiting Indicator (MWI) LED on the phone flashes red and the  icon displays on the status bar indicating there are new voicemail messages. You can access your voicemail service by pressing the  key.



Redial a Number

1. Press the  key once to access a list of recently dialed numbers.
2. Use the up and down navigation keys to scroll through the entries and select a number using the **Select** button.
3. Press either the **Dial** softkey or the  key to redial the selected number.



Set Up a Conference Call

1. While on an active call, to create a conference by involving a third participant, press the **Conference** softkey. The active call is placed on hold.
2. Enter the target participant's number and press the **Dial** softkey.
3. Wait for an answer and then press the **Conference** softkey to complete the conference call.



View Call List

The **Call List** menu displays a list of your missed calls and outgoing and incoming calls. You can view, delete, or dial the numbers in the **Call List** menu. The **Call List** menu displays the following list:

- unanswered
- answered
- redial list



Transfer a call

Use the call transfer function to connect your active call partner to another number.



- **Call transfer with prior notice:** You can transfer the call only after you have first talked to the second party yourself.
- **Call transfer without prior notice:** You can transfer the call without talking to the second party.
 1. While on an active call with one of the contacts, press the **Transfer** softkey. The active call is placed on hold.
 2. Enter the target's number and press the **Dial** softkey.
 3. Do one of the following:
 - a. For **Call transfer with prior notice:** Wait for an answer and then press the **Transfer** softkey to complete the call transfer.
 - b. For **Call transfer without prior notice** (or blind transfer): Press the **Transfer** softkey to complete the call transfer.



More Information

For details on all the available features and options, refer to the [Mitel 6920 SIP Phone User Guide for MiVoice Office 400](#).

