



MITEL 6920 & 6930 IP Phones Quick Reference Guide

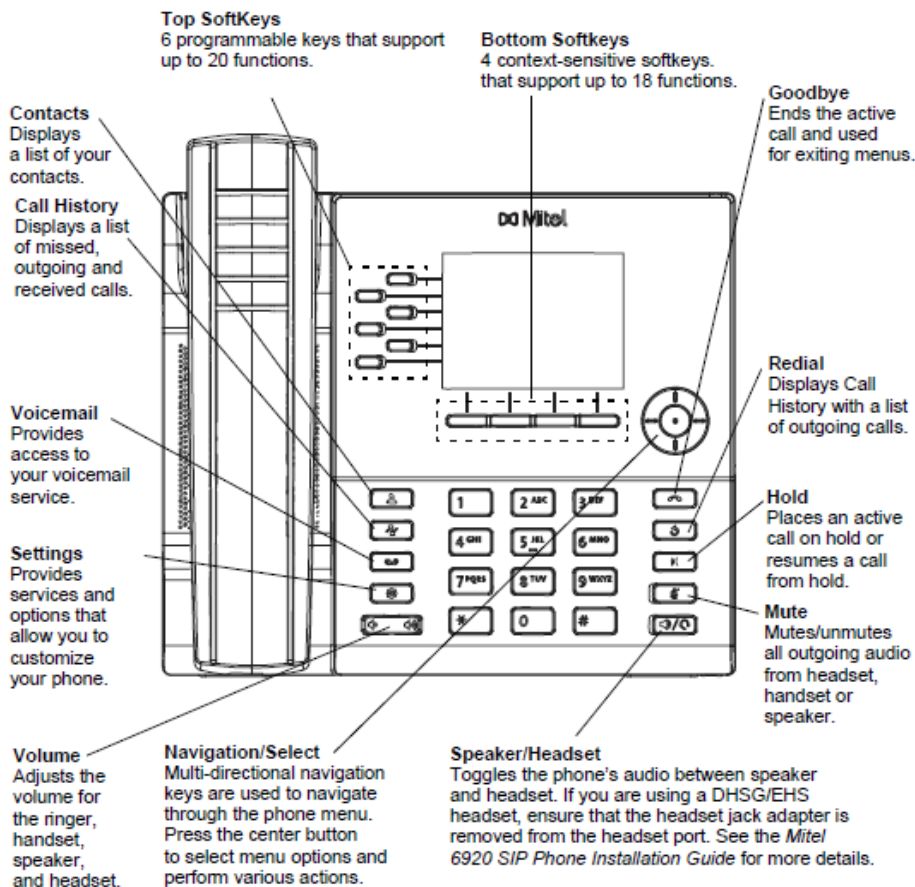


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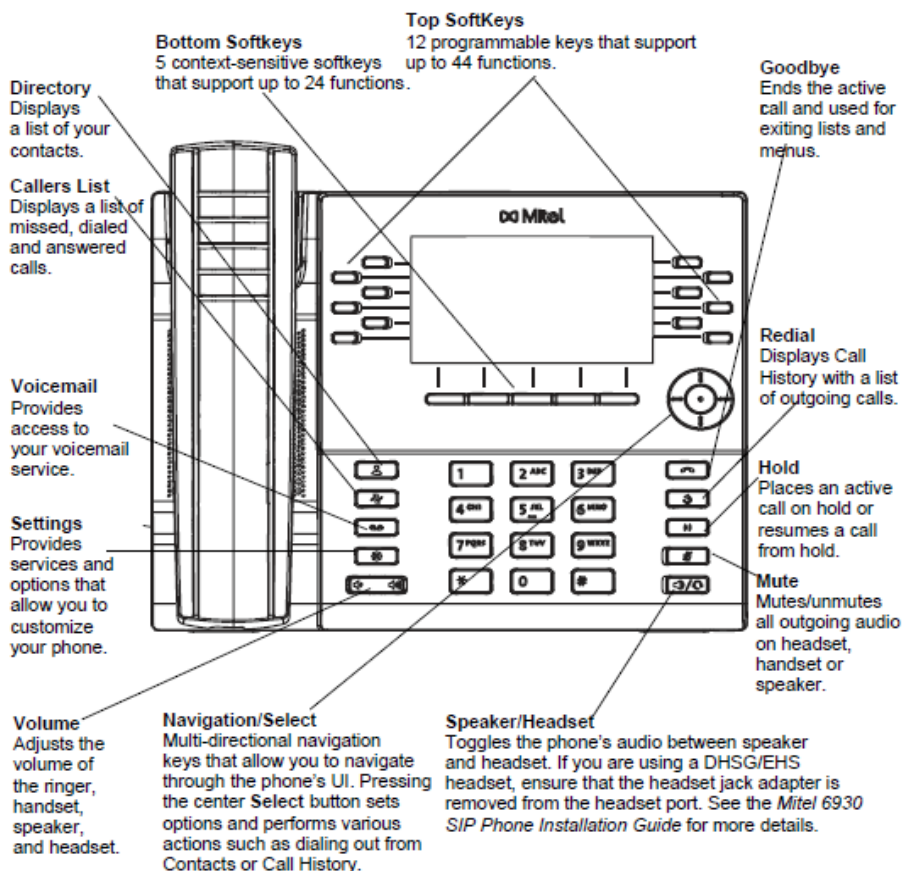


WARNER TELECOM
GROUP













Phone Layout 6920



Phone Layout 6930




Key Description

Key	Description
	Directory key - Displays a list of your contacts.
	Call History key - Displays a list of your missed, outgoing, and answered calls.
	Voicemail key - Provides access to your voicemail service (if configured).
	Options key - Provides services and static settings that allow you to customize your phone.
	Volume controls - 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).
	Goodbye key - Ends an active call. The Goodbye key also exits an open list (such as Call History) and menus (such as the Static Settings menu) without saving changes.
	Redial key - Displays a list of your previously dialed calls. Pressing the Redial key twice redials the last dialed number displayed on the Home screen.
	Hold key - Places an active call on hold. To retrieve a held call, press the applicable Line key.
	Mute key - Mutes the microphone so that your caller cannot hear you (the LED beside the key turns on when the microphone is on mute).
	Speaker/Headset key - Transfers the active call to the speaker or headset, allowing handsfree use of the phone.
	Navigation keys and select button - Multi-directional navigation keys that allow you to navigate through the phone's User Interface (UI). Pressing the center Select button sets options as well as performs actions such as dialing out from the Contacts or Call History. 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.
	Bottom softkeys - Four context-sensitive bottom softkeys that allow you to perform 18 functions during specific states (that is when the phone is an idle, connected, incoming, outgoing, or busy state).

ANSWERING A CALL

Lift handset or press the  (Speaker/Headset) Key

Ending or Ignoring a Call

Place handset back in its cradle or press the  (Goodbye) Key

PLACING AN INTERNAL CALL TO ANOTHER EXTENSION

Dial the extension number (you do not need to go off-hook first)


PLACING AN EXTERNAL CALL


Lift handset or press the  (Speaker/Headset) Key


Press **8** for outside dial tone

Dial the telephone number


REDIALING

Press the  (Redial) Key twice to call the last dialed number
Or

Press the  (Redial) Key once to access the Call History application that displays a list of recently dialed numbers.


Use the  Up and Down navigation keys to scroll through the entries and select a number. Press either the Select button or Dial Softkey to redial the selected number.

MUTE

Press the  (Mute) Key while on a call to mute the microphone for your handset, headset, or speaker. Light next to key will be red. You can hear your caller, but they cannot hear you

To un-mute – press the lit  (Mute) key again

PLACING A CALL ON HOLD

With call in progress, press the  (Hold) Key
To return to the caller, press the fluttering **Call** Key call is on

TRANSFERRING A CALL TO ANOTHER EXTENSION

With call in progress, press the **Xfer** Softkey at bottom of screen
Dial the extension number (or press the programmed button for that extension)
*Blind Transfer: Hang up. Call will ring through to the transferred extension.
*To announce the call: Wait for extension to answer and announce call
Hang up to complete the transfer.

TRANSFERRING A CALL TO A USERS VOICEMAIL BOX

With call in progress, press the **VOICEMAIL** button
Wait for the Mitel Voicemail System to Answer
Dial the extension number (or press the programmed button for that extension)
Quickly Hang up

TRANSFERRING A CALL TO AN OUTSIDE NUMBER

With call in progress, press the **Xfer** Softkey at bottom of screen
Press **8** for outside dial tone
Dial the telephone number
Hang up

TO RETRIEVE A CALL HOLDING or RINGING ON AN EXTENSION

From any telephone on the system, Press **4**
Dial the extension number where the call is holding or ring on
The held call will now be live

MAKING A CONFERENCE CALL

With first call in progress, press the **Conf** Softkey at bottom of screen
Dial the second party (either dial inside extension number, or press **8** and then dial telephone number)
When second party answers, press the **Conf** Softkey at bottom of screen
All parties are connected


SETTING DO-NOT-DISTURB (DND)


Press the **DND** button

CALL FORWARDING

To forward your calls to another number

Press the  (Settings) Key

Use the  (Navigation) Keys to scroll to the left

Select  (Call Forward)

In the ALL Field enter the extension or 8+Outside Number

Press Select from Navigation Key


Navigate to **On** field and press Select

A check mark will indicate on

Press **Save** Softkey

CHANGING YOUR RING TONE

Press the  (Settings) Key

Use the  (Navigation) Keys to scroll to the right

Select  (Audio)

Scroll down to highlight Ring Tones & Select

Scroll Up or Down to select which tone to use

Press **Save** Softkey

Press **Quit** Softkey to return to time/date screen

PAGING

To make an overhead paging announcement

Lift handset

Press **Page** Programmed Key

Make Announcement

Hang-up

QUICK SPEED DIAL CONFIGURATION

A Speed Dial key allows you to dial a specified number with one key press. Speed dial keys can be used to dial an internal or external number.

Navigate to a non-configured key

Press and hold key until the **Speed Dial Edit** screen is displayed


In the **Label** field, enter a label for the key using the dial pad


Press the down navigation key to move to the number field

Enter the internal extension number or 8+Outside number



Press **Save** Softkey

CHANGE A SPEED DIAL KEY

Press the  (Settings) Key

Use the  (Navigation) Keys to scroll to the right

Highlight  (Dialing)


Use the  (Navigation) Keys to scroll down & highlight  (Speed Dial Edit)

Select Speed Dial Edit by pressing middle select key on Navigation Key

Using Navigation Key select the type of key you want to edit:

6920 = Left Softkeys & Bottom Softkeys

6930 = Top Softkeys & Bottom Softkeys

Use the  (Navigation) Keys to scroll down to the key you want to edit

In the **Label** field, enter a label for the key using the dial pad


Press the down navigation key to move to the number field

Enter the internal extension number or 8+Outside number

Press **Save** Softkey

VOICEMAIL

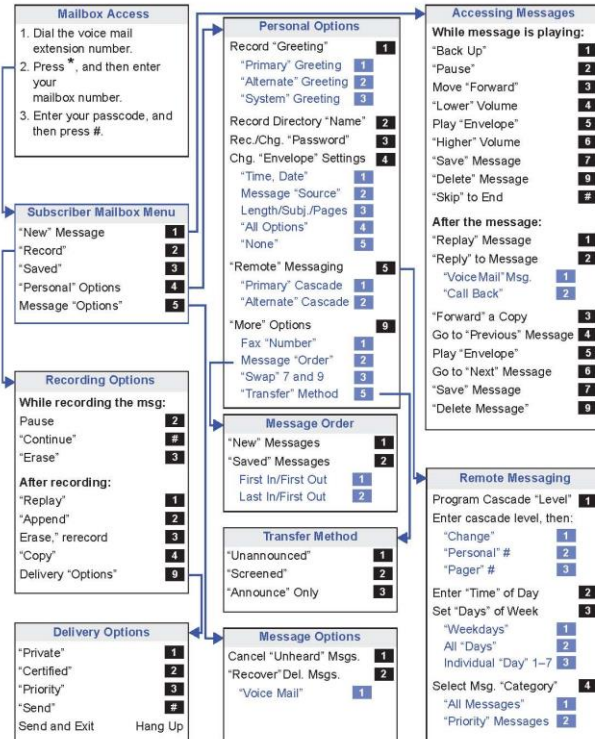
INITIALIZING YOUR MAILBOX FOR THE FIRST TIME

1. Lift handset
2. Press the  Key
3. When the system says “Enter your password, **re-enter your extension** and press #.
4. The system will prompt you to enter a new password (Suggested 5-10 digits)
5. Enter your new password, then press #
 - The system will play back new password
 - Press # to accept
6. The system will prompt you to record your name for the directory
 - At the tone, record your first and last name (callers will hear this when they dial your name in the company directory)
 - Press # to end recording
7. The system will play back your name
 - Press # to accept
8. The system will play a mailbox introduction
 - Press # if you wish to skip this introduction
9. Press 4 1 1 to access your primary greeting
 - Record your greeting at the tone
 - Press # to end recording
 - After recording, either press 1 to replay, 3 to erase and re-record, or # to accept your recording

Your mailbox is now setup!

Voice Mail Flowchart

In most menus, you can press * to return to the previous menu, or press # to accept the option.





Prepared by Warner Telecom Group, LLC

For Questions on your Telephone or Voicemail

Call: Warner Telecom Group
206-575-4200
vyoung@warnertel.com

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