



Quick Reference Guide



Mitel 6920

Call Handling

Blind Transfer

1. To transfer to another number/extension, press the **Transfer** softkey while having an active call.
2. Enter the number/extension you would like to transfer to and then press the **Transfer** softkey again.

Attended Transfer

1. To transfer to another number/extension, press the **Transfer** softkey while having an active call.
2. Enter the number/extension you would like to transfer to and remain on the line until the receiving party answers the call.
3. After consulting with the receiving party, press the **Transfer** button to complete the transfer.

Sending a Call to the Parking Lot

1. **To park a call:** While the call is active, press the lower **Park** softkey. A number for the spot the person was put in will be spoken.
2. **To pick up a call on park:** Dial the spoken extension or push the **Park** key, and select the desired parked number.

Setting Up a Conference

1. Ensure you are on an active call with one of the parties you wish to create a conference.
2. Press the Add User softkey. The active call is placed on hold.
3. Enter the conference target's number.
4. Wait for an answer, consult, and then press the **Join Calls** softkey to create the three-way conference call.

Do Not Disturb

1. **To activate DND:** Press the fourth lower softkey for "next page," then the **DND** softkey. The text "DND activated" displays on the screen.
2. **To turn off DND:** Press the **DND** softkey again and the on-screen message will disappear.

Transfer Directly to Voicemail

1. If you would like to transfer to someone's voicemail, press the **Transfer** softkey while on an active call.
2. Then press the * key, enter the desired extension and then the **Transfer** softkey again.

Keys

Key Description



Contacts key - Displays a list of your contacts.



Speaker/Headset key - Transfers the active call to the speaker or headset, allowing handsfree use of the phone.



Call History key - Displays a list of your missed, outgoing, and answered calls.



Settings key - Provides services and settings that allow you to customize your phone.



Navigation Keys/Menu – Four navigation keys to move up/down/left/right.



Volume – When not on a call adjust **volume** for ringer. When on a call adjust volume for handset, speaker, or headset.



Press to activate **mute**. Press again to unmute.



Redial key - Displays a list of your previously dialed calls. Press the key twice to redial the last dialed number.



Hold – Places an active call on hold. To retrieve a held call, press the applicable **Line** key. This is a local hold.



Goodbye key - Ends an active call. The **Goodbye** key can also be used to exit the phone menu.

Voicemail

1. Press the **Voicemail** button.
2. Enter your password (this is your extension twice by default).
3. Once logged in, you will be able see the CallerID of the person who left you a message as well as the date and time.
4. Press **Play** for the desired message.

Recording Your Voicemail Messages

1. Call into your voicemail (see above steps).
2. Press **0** for Mailbox Options.
3. **Select Record Unavailable.** This is for when someone gets to your voicemail and you are not currently on the phone.
4. **Select Record Busy.** This is for when someone gets to your voicemail and you are currently on another call or on DND.