



Mitel 6920

Quick Reference Guide



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- 2 LCD Screen
- 3 Soft Keys
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- 5 Dial Keypad
- 6 Fixed Function Keys
- 7 Handset
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Fixed Function Keys

	Contacts		Goodbye
	Call History		Redial
	Voicemail		Hold
	Settings		Mute
	Volume		Speaker / Headset

Making a Call:

- Lift the handset or press:
- If required, dial the prefix number for external calls using the keypad.
- Dial the destination using the keypad.

Ending a Call:

- Place the handset on the cradle, or press the **END CALL** softkey, or press:

Answering a Call:

- Lift the handset or press:

Redialing a Call:

- Press the **REDIAL** softkey to redial the previous number dialed.
- Or, or press: to access a list of recently dialed numbers. Use the **Up** and **Down** navigation keys to scroll through the entries, then the **Select** button or the **Dial** softkey to redial the number.

Muting:

- Press: while on an active call to mute the microphone for your handset, headset, or speakerphone.
- Press: again to un-mute your microphone.

Holding and Resuming a Call:

- While on a call press:
- You can now place or answer other calls.
- To resume a call on hold, tap the line key showing the flashing (**hold**) icon.

Transferring a Call:

- While on a call press the **TRANSFER** softkey. The call is placed on hold, indicated by the flashing (**hold**) icon.
- Dial the destination number for the transfer.
- For **cold** transfers, immediately end the call by hanging up or pressing the **TRANSFER** softkey again.
- For **warm** transfers, wait until the called party answers and announce the transfer. Complete the transfer by pressing the **TRANSFER** softkey.

Transferring a Call to Voicemail:

- While on a call press the **TRANSFER** softkey.
- Press the **VOICE MAIL** softkey.
- To transfer call to your voicemail box, press the **MY VM** softkey, otherwise dial the extension number for the desired recipients voicemail box. The transfer is completed automatically.

Accessing Your Voicemail Box:

- Press:
- When prompted, enter your voicemail access code (PIN) using the keypad.
- Follow prompts for accessing and managing voicemail messages and mailbox features.

Using the Volume Key:

- To change various volume settings, press: (Pressing the **left** side decreases volume while pressing the **right** side increases volume).
- While using the handset, the volume button will change the volume of the earpiece.
- While on speakerphone, the volume button will adjust the speaker volume.
- While your phone is actively ringing, the volume button will change the ring volume.
- All volume settings are independent of each other and will stay at their respective levels until changed (with the exception of the handset earpiece volume, which will return to a default level if increased to full volume during a call as-per OSHA regulations).

For Additional System Support:

- Contact your System Administrator.
- Email: support@ct-tsg.com
- Call 888-351-1735