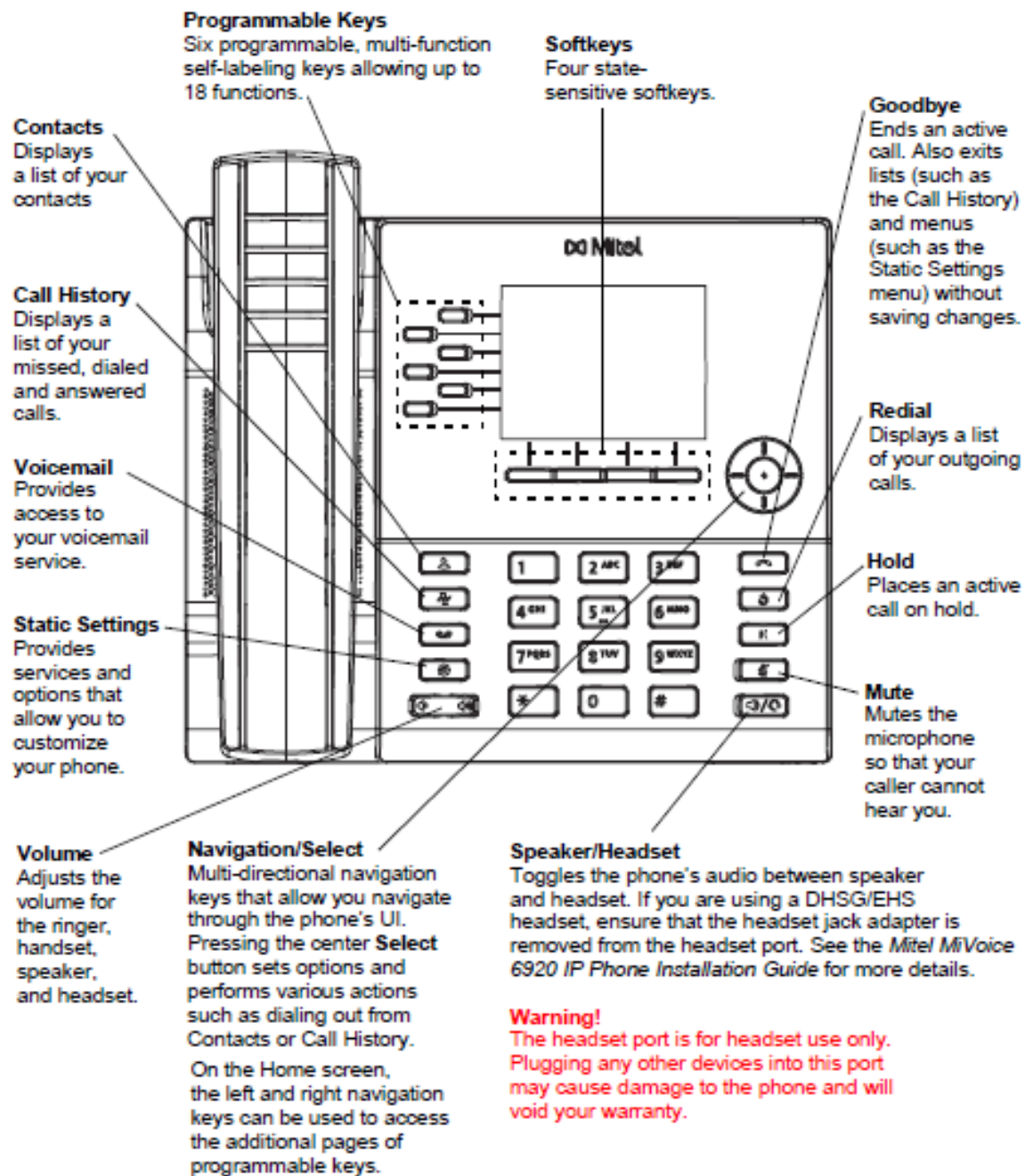


# Mitel MiVoice 6920 IP Phone

## Getting started



## Mitel 6900 IP PHONES

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### CALL HANDLING

**MAKE an outside call:**

Dial **9 + 1 + area code**  
Dial the **telephone number**

**Make an internal call:**

Dial the **extension** number

**To end a call:**

Press the **End Call** softkey,  
**Goodbye**  key *or* hang up

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
**TRANSFER:**

Press the **Transfer** softkey  
Dial the **extension** number  
(Announce the call) ← *optional*  
Hang up

**Transfer a call off-site:**

Press the **Transfer** softkey  
Dial **9 + 1 + area code + phone number**  
(Announce the call) ← *optional*  
Hang-up

**Transfer call to a mailbox:**

Press the **VoiceMail**  key  
Dial the **mailbox** number  
Hang-up *quickly*

**To cancel Transfer:**

Press the **Back to Held** softkey

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**HOLD:**

Press the **Hold**  key

**Retrieve Held Call:**


Press the **flashing Line** key

**Retrieve held call at another phone:**

Dial **\*\*1**  
Dial the **extension** where call is held


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**MUTE:** *for handset, headset or speaker*

Press the **Mute**  key while on a call

**REDIAL:**

Press the **Redial** softkey to dial the last number called (*displayed on Home Screen*)

*Or* Press **Redial**  key to pull up the outgoing call log *or* press twice to auto dial the last number called

**PICKUP:** *to pick up a ringing call at another phone*

Lift the handset


Dial **\*\*6**

Dial **extension** number of the ringing phone

**PAGE:** Press the **Page** key *or* Dial the **Page Access** number

Wait for tone; make announcement

**Headset:**

Press the Headset  key to turn Headset function On/Off


## FEATURES

### Call Log:

Press the **Call History**  key


Select All, Missed, Outgoing or Received Calls

(Press **Dial** *softkey* to dial the number)

Press the **Goodbye**  key or **Closed** *Softkey* to exit

### Call Forward your calls to another destination:

To Program Call Forwarding:

Press the **Settings**  key

Select **Call Forward** 

Select **Always**

Enter the destination number (9 + 1 + area code + number)

Check the box on the far right

Press the **Save** *softkey*

Select **Close** *softkey*

### Conference: *(up to 8 parties)*

Establish first call (inside or outside)

Press the **Add User** *softkey*

Establish second call (inside or outside)

Press the **Join Calls** *softkey*

(Press **Leave Call** *softkey* if you wish to hang-up and let the parties continue to talk)

### Speed Dial:

#### *To store a Speed Dial number:*

Press and hold the key you wish to program for 5 seconds

*(until Label Name field appears on display)*

Navigate to Speed Call

In the Label Name field spell out a name

Navigate to Number

Enter the internal or external number

Press the **Save** *softkey*

#### *To dial a speed dial number:*

Press the programmed key

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## ADJUSTMENTS

### Ring Tones:

Press the **Settings**  key

Navigate to **Audio**, then **Ring Tones**

Press **Select** *softkey* or **Select Button**

Select **Internal** or **External** Ring


Select **Ring tone**

Press the **Save** *softkey*

Press **Close** *softkey*

### Volume:

Handset / Headset / Speakerphone / Ringer

Press the volume  key to adjust the volume of an active call or ring

# User Interface (UI) overview

## Home screen

The Home screen displays the date and time along with the last dialed number. It is the default screen displayed when the phone is in an idle state.



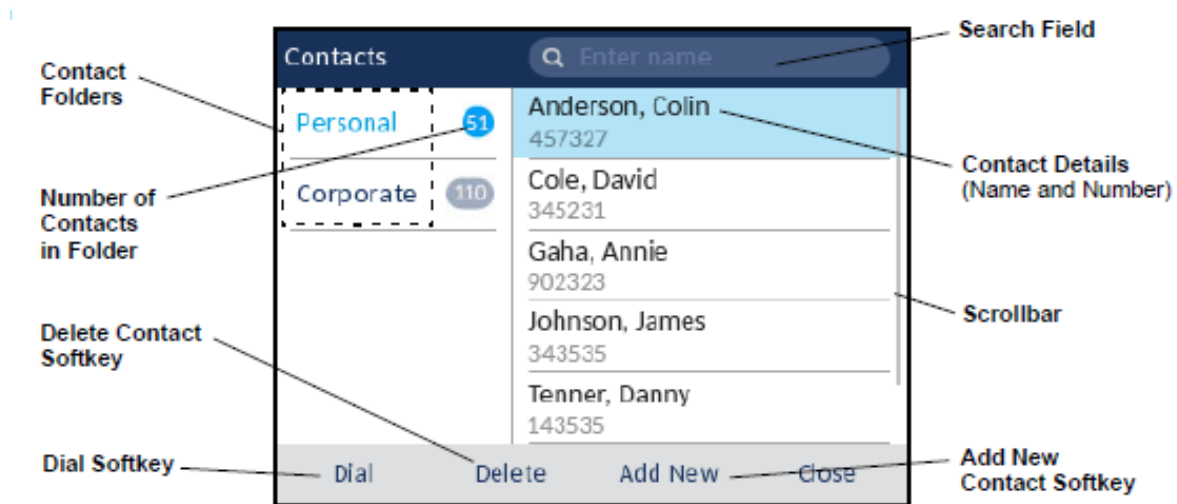
## Call screen

When on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar, name, number, and call duration timer. The context-sensitive softkeys also change allowing you access to more call handling features.



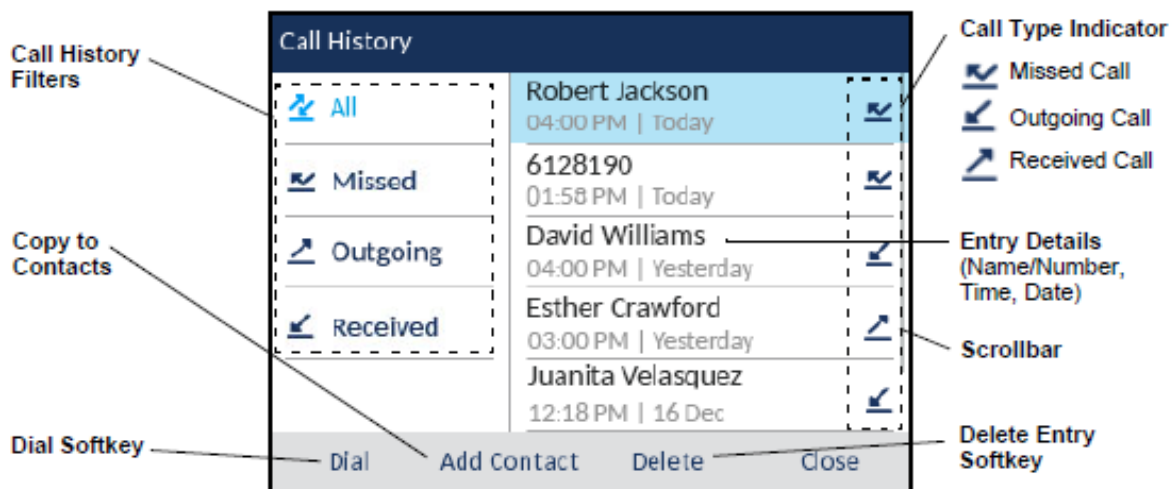
## Contacts

The Contacts application is your personal phone book and directory, conveniently stored within your phone. The Mitel MiVoice 6920 IP Phone supports a localized Personal directory as well as enhanced functionality allowing for interoperability with LDAP (corporate) directories.



## Call History

The Call History application is a stored log 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.





## NuPoint Messenger Voice Mail

### SETUP YOUR PERSONAL MAILBOX:

Press the **VM Message** key 

Enter your default passcode of **1 2 3 4**

*Follow the prompts to setup your personal mailbox*

Enter a **new Passcode** (up to 12 digits) plus #

Record a Greeting

Record your Name

### Voicemail Menu Options:

Press the **VM Message** key  to Access your mailbox

Choose from the following prompts:

**U** {8} for **User Options**

**G** {4} for **Greeting**

Press C – Conditional Greeting (*separate Busy and No Answer greetings*)

Press P – Primary Greeting

Press E – Enable Conditional Greetings

**N** {6} for **Name**

**P** {7} for **Passcode**

**L** {5} for **Distribution List**

**C** {2} for **Call Schedule** Options

**F** {3} for **Fax Cover Sheet** Options

**X** {9} to **Exit** to previous menu

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### To access your mailbox from your own phone:

Press the **VM Message** key

Enter your **passcode**

### To access the General or Attendance mailbox:

Press the corresponding **Mailbox** button by the display

Enter the passcode **2 5 8 0**

### To access your mailbox from any phone in the office:

Press the **VM Message** key

When you hear the system ask for your passcode

Press \*

Dial your **mailbox** number, *plus* \*

Enter your **passcode** when prompted

**To access your mailbox from outside the office:**

Call into the school **847-986-1100**

The greeting will answer with “Welcome to the Message Center”

Dial your **mailbox** number then \* key

Enter your **passcode** when prompted

**To transfer a call to a mailbox:**

(While on a call)

Press the **VM Message** key

Dial the **mailbox** number

Hang up immediately

**Listening to messages:**

Access your mailbox

Press P {7} to play a message

*(the voicemail plays the date & time stamp of the message)*

During message playback

Press **1** to **pause** for 30 seconds

Press \* to move **back** 5 seconds

Press # to move **forward** 5 seconds

Press **8** to **skip** to your next message

Press **8\*** to **return** to beginning of previous message

After message playback

Press P {7} to **Play** the message **again**

Press A {2} to **Answer** the person who sent the message

Press G {4} to **Give** the message to another mailbox

Press K {5} to **Keep** the message

Press D {3} to **Discard** the message

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**Good to Know:**

- **Discarded** messages are deleted instantly
  - Unless immediately after discarding you retrieve it by pressing \* or the **Undelete** softkey
- **Kept** messages are saved until discarded
- If you hang up without choosing to keep or discard, messages will be kept for 30 days, then discarded automatically.

**PROMPT CODES:**

P to play a message

M to make a new message

U to change user options

X to exit the system

0 to return to attendant

# to dial an extension



# Mitel NuPoint Unified Messaging

## ACCESSING YOUR MAILBOX

- Enter the NuPoint Unified Messaging system access number.
- Enter your mailbox number (followed by the \* key if accessing your mailbox from outside the company).
- Enter your passcode.
- If you have the Advanced Unified Messaging with Text-to-Speech feature, you can listen to either your voice mail messages or your e-mail messages by accessing the relevant menu, as indicated below.

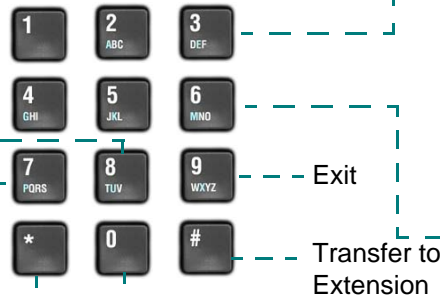
NOTE: Call Director and Fax are optional features that may not be available on your voice mail system.

## USER OPTIONS

- Change Greeting **4** GHI
- Change Name **6** MNO
- Change Passcode **7** PQRS
- Distribution Lists **5** JKL
- Call Schedule Options **2** ABC
- Tutorial **8** TUV
- Exit to Main Menu **9** WXYZ
- Fax Delivery Options **3** DEF

For more information about these options, see the NuPoint UM User Guide available at Mitel OnLine. (See "End User Documents".)

## MAIN MENU



## PLAY E-MAIL MESSAGE

- Play **7** PQRS
- Keep **5** JKL
- Delete **3** DEF
- Exit to Main Menu **9** WXYZ

## MESSAGE ADDRESSING OPTIONS

- Confidential **2** ABC
- Receipt request **7** PQRS
- Urgent **8** TUV
- Future delivery **3** DEF
- Exit options **9** WXYZ

## MAKE MESSAGE

- Review **7** PQRS
- Discard **3** DEF
- Append **2** ABC
- Exit to Main Menu **9** WXYZ
- Message Addressing Options **6** MNO

## PLAY VOICE MESSAGE

- Play **7** PQRS
- Answer **2** ABC
- Give **4** GHI
- Keep **5** JKL
- Make **6** MNO
- Discard **3** DEF

## ANSWER OPTIONS

- 8** TUV \*Voice Mail Answer
- 3** DEF \*Dial-back and delete message
- 5** JKL \*Dial-back and keep message

\*Answer and Dial-back options must be enabled.

## CALL DIRECTOR ADMINISTRATION

- Enable/Disable Override **3** DEF
- Record Greetings Message **7** PQRS

## FAX DELIVERY

- Retrieve Unplayed Fax Messages **7** PQRS
- Personal Fax Telephone Number **6** MNO
- Fax Cover Page Options **2** ABC
- Enable/Disable Auto Fax Delivery **3** DEF
- Exit Options Menu **9** WXYZ