


MIVOICE 6920 IP PHONE FOR MICLOUD CONNECT




Place a Call



- Dial the number from the keypad and press the **Dial** softkey or
- Press the  key, and at the dial tone, enter the number or
- Press the **Call Appearance** programmable key and at the dial tone, enter the number.

From Directory

1. Press the  key to access the Directory.
2. Navigate to the respective contacts folder and scroll through the contacts using the navigation keys.
OR
Enter characters using the keypad and press the **Search** softkey to use the search feature.


3. When the contact is highlighted, press the **Select** button or the **Dial** softkey to place a call using the entry's default phone number.

OR

To place a call to a different phone number defined for the entry (for example, a mobile number), press the right navigation key to highlight the phone number you want to call using the up or down navigation keys, and press the **Select** button or the **Dial** softkey.





Answer a Call

- Lift the handset, press the **Answer** softkey 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 **Call Appearance** programmable key.
- To resume the call, press the  key again or press the respective **Call Appearance** programmable key.




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 that voicemail messages are available.



You can access your voicemail service by pressing the  key.

Transfer a Call

1. While on an active call with the party you wish to transfer, press the **Transfer** softkey. The active call is placed on hold.
2. Enter the transfer recipient's number and press the **Transfer** softkey.




Redial

- Press the  key twice in quick succession to redial the last dialed number or
- Press the  key once to access 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 the **Dial** softkey to redial the selected number.



End a Call

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



3-Way Conferencing

1. While on an active call with one of the contacts with whom you want to create a conference, press the **Conference** softkey. The active call is placed on hold.
2. Enter the conference target's number and press the **Consult** softkey.
3. Wait for an answer and then press the **Conference** softkey to complete the 3-way conference call.



Picking Up a Call

With appropriate permissions (set by your Mitel administrator), you can pick up a call that is ringing on another extension.



1. Press the **Pickup** softkey.
2. Dial the extension number.
The call is now an active call on your extension.

Parking/Unparking a Call

With appropriate permissions (set by your Mitel administrator), you can park a connected call on another extension and you can unpark that call and return it to your extension.



To Park a call:

1. While the call is active, press the **Park** softkey.
2. Dial the extension number.
The call is now parked on the designated extension.

To Unpark a call:

1. Press the **Unpark** softkey.
2. Dial the extension number.
The call is now returned to your extension.

Changing Availability State

You can set six distinct availability states for your extension.



- Available (default)
- In a meeting
- Out of office
- Extended Absence
- Custom
- Do not disturb

To change your active availability state:

1. Press the **State** softkey.
The active state is indicated.
2. Press the left or right navigation key to scroll to the preferred **Availability**.
3. Press the **Save** softkey.
The availability state for your phone changes to the selected state.



More Information

For details on all the available features and options, refer to the [MiVoice 6920 IP Phone User Guide for MiCloud Connect](#).

