



Mitel 6920 SIP Phone for MX-ONE

QUICK REFERENCE GUIDE

Important User Information

NOTICE

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Notice to European customers:

For complete safety notice see the document
Installation Guide Mitel MiVoice 6920 IP Phone.

Safety Instructions

Save these instructions.

Read these safety instructions before use!

Note: When using your telephone or connected equipment, the following basic safety precautions should always be followed to reduce risk of fire, electrical shock and other personal injury.

- Follow instructions in the equipment's user guide or other documentation.
- Always install equipment in a location and environment for which it is designed.
- For mains powered telephones: Only operate with the mains power voltage indicated. If you are uncertain of the type of power supplied to the building, consult property management or your local power company.
- For mains powered telephones: Avoid placing the telephone's power cable where it can be exposed to mechanical pressure as this may damage the cable. If the power supply cord or plug is damaged, disconnect the product and contact qualified service personnel.
- Headsets used with this equipment must comply with EN/IEC 60950-1 and for Australia AS/NZS 60950.1-2003.
- Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void the user's authority to operate the equipment.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, and kitchen sink, in a wet basement or near a swimming pool.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Do not disassemble the product. Contact a qualified service agency when service or repair work is required.
- Do not use a telephone (other than cordless type during an electrical storm).

Disposal of the product

Your product should not be placed in municipal waste. Please check local regulations for disposal of electronic products.

Power Adapters

The phone can be powered either from a 48 V DC power adapter (sold separately) or via the network PoE according to IEEE 802.3af.

- 50006814 (Universal)
- 50006824 (Europe)
- 50006822 (North America)

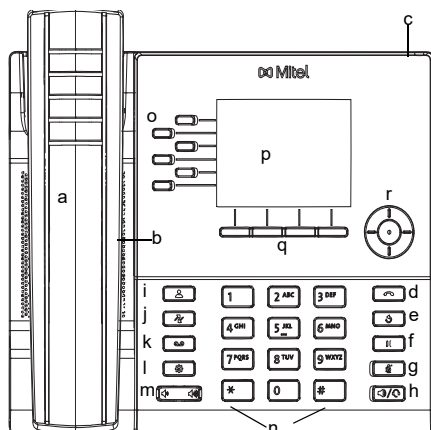
Mitel 6920

Quick Reference Guide

This Quick Reference Guide includes short descriptions on how to use the basic features with a MX-ONE system. More features and technical requirements are available in the User Guide.

The complete User Guide is available in electronic format on www.mitel.com

Read the safety instruction before use!



- e Redial Key
- f Hold Key
- g Mute Key
- h Speaker/Headset Key
- i Directory Key
- j Call History Key
- k Voicemail Key
- l Settings Key
- m Volume Control
- n Dialpad
- o Programmable Keys
- p LCD Screen
- q Context-Sensitive Softkeys
- r Navigation Keys/Select Button

Top part of the display Showing the labels for the top softkeys including Line keys.

Middle and right side of the display The phone number, name and personal number profile of the user, calling party, traffic cases, time and date.

Bottom part of the display Showing the labels for the bottom softkeys.

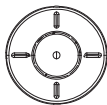
This is the default configuration of the softkeys, but it can be different in your telephony system.

Phone Keys

- a 6920 Handset
- b Speaker
- c Message Waiting Indicator (MWI)
- d Goodbye Key

Navigation

Navigation



Up and down key: scroll in the menus and lists.

Left arrow key: go back.

Right arrow: select the option.

Log On and Log Off

Log On to the system

Log on:

*Press the **LogOn** softkey.*

*Enter own extension number as Username. Press **Done**.*

*If a PIN code is initiated in MX-ONE, there will be a Password prompt. Enter your PIN code as Password and press **Done**.*

If you do not know your extension number or your PIN, contact your system administrator.

Your extension number and name is shown on the display when the log on is successful.

Log off the phone

Log off:

*Press the **LogOff** softkey. Scroll to choose if you want to keep the incoming- and outgoing call lists or not. Press **Select** softkey.*

*If the logoff is successful, the display indicates **No service**.*

Note: *If you don't clear the call lists, someone else that logs on with another extension number on your phone can see your call lists.*

Change of PIN code

You can change the PIN code used for logging on to the telephony system.

Change the PIN code: Enter *74*old PIN*new PIN#

A text message on the display confirms if the change was successful.

Incoming Calls

Answer Calls

Answer:



Handsfree mode:

*Press the **Answer** softkey*



Answer a second incoming call:

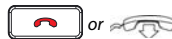
Press the flashing line key (requires that Free on second is activated).

Free on Second:

*The function **Free on Second** is activate as default.*

- **Deactivate Free on Second**
1. Press **Services** softkey and select **Free on second** line.
2. Select **Deactivate**.
- **Activate Free on Second**
1. Press **Services** softkey and select **Free on second** line.
2. Select **Activate**.

End call:



or 

Reject call:

*Press the **Ignore** softkey.*

Answer a call to a monitored extension (MNS/MXFER/DMN key)

The lamp at the MNS/MXFER/DMN key flashes and a short ring signal may be heard.

Press the MNS/MXFER/DMN key to display the calling part (number/name)¹.

Press the MNS/MXFER/DMN key to answer the call.

1. This function requires a setting in the call manager. Please contact your system administrator.

Answer a call to a monitored extension (MNS/MXFER/DMN key), while you already have an ongoing call.

The lamp at the MNS/MXFER/DMN key flashes and a short ring signal may be heard.


Put the ongoing call (L1) on hold.

Press .


Press the MNS/MXFER/DMN key to answer the call on L2.

Picking Up Calls

Call Pick-up:

 extension number. Press **Dial**. Wait for a busy tone and press the **More > CallPickUp** softkey.

or


 extension number. Press **Dial**. Wait for a busy tone and press **8**.

France: 0, Sweden: 6, New Zealand: 4.

Group Call-Pick-up: Press the **Group Monitoring** key
Name and number of the first call is shown in the display.

Press the **Group Monitoring** key to answer the call.

or

 ***8 #**


*Finland and Sweden: * 0 #
U.S.A. and Canada: * 59 #*

When a **MNS/MXFER** key is flashing, the user can pick-up the call by pressing the key.

Missed Calls

Missed call indication:

*Missed calls are indicated by the **Missed Call** text in the display.*

Check missed calls: Press the **Callers list** .

Scroll with the navigation key

 **Select Missed.**

Press the navigation key right

arrow  to wanted number or name.



Press **Quit**  or  to exit the call list.

Outgoing Calls


Make Calls


Internal calls:  Extension number. Press **Dial**.

External calls:  External access code +
Extension number. Press **Dial**.

Dial by contact: (Local Directory) Press the **Directory** key. 
Press the navigation key  to view the entries or enter the first letter in the name.

Press **Dial** .

Dial by callers list (incoming calls): Press the **Callers list** .

Press the navigation key right arrow  to wanted number or name.

Press **Dial**.

Dial by shortcut (speed dial): Press the softkey. Press **More** to get to next page with shortcuts.

Outgoing Calls

Make Calls (Continued)

Redial last external number:



*Finland and Sweden: * * 0*

Redial from outgoing calls list: Press

Press the navigation key right

arrow to wanted number or name.

Press **Dial**.

Callback

The busy extension calls back when free.

Order: Press the **Callback** softkey.



Press **6**

France, New Zealand, Sweden: 5

The called extension is free but does not answer.

Order: Press the **Callback** softkey



Cancel all callbacks: **# 37 #** Press **Dial**

Cancel single callback: **# 37 *** Extension

number **#**

*U.S.A. and Canada: # 6 **

Call Waiting

A call waiting signal is sent to the busy number.

Order: Press **5** or

press **More** > **CallWaiting** softkey.

If you hear a ring tone, keep the handset off hook.

*France, New Zealand: 6
Sweden: 4*

Cancel call waiting:



Call Waiting signal is indicated by CAW tones during an ongoing call.

Answer: *Hang up the ongoing call, and the phone will ring for the waiting call.*

Intrusion

Intrude a busy extension to ask the party to hang up.

Activate: Press **4** or

Press **More** > **Intrusion** softkey.

France, New Zealand, Sweden: 8

Bypass

Bypass Diversion (e.g. Follow-me) on a specific extension.

Activate: ***60* Desired number #**

*U.S.A. and Canada: *1*...*

During Calls

Put on Hold

Ongoing call: Press

Resume a call: Press the **Pickup** softkey.

Inquiry

Ongoing call: Press **Xfer** softkey, enter the number to the 3rd party. Press **L2** and wait for answer.

Switch between calls: Press the line key that holds the call you want to retrieve.

Conference

Ongoing call: Press **Xfer** softkey, enter the number to the 3rd party. Press **a free Line key** and after answer press the **More > Conference** softkey.

or

After answer press **3**

The number of participants is shown in the display.

Repeat to add more participants.

Transfer

Ongoing call: Press the **Xfer** context sensitive softkey, enter the number to the 3rd party.

Press **L2** and press **Xfer** context sensitive softkey once again (either before or after answer) to transfer the call.

or

To do a direct transfer to a pre-programmed extension, press the pre-programmed softkey **Xfer/SpeedDial**.

When a user is receiving a call and has a "**MXFER**" key monitoring another extension, the user can transfer the call to the monitored extension by pressing the key (either before or after answering the first call).

Encrypted call

Ongoing call: When a padlock is shown in the display, the speech is encrypted to and from the phone.

Diversion

Follow-me

Order Follow-me and External Follow-me

Order Follow-me: Press the **Diversion** softkey.

from own extension: Select **Follow-me**. Enter the new answering position number and press **Save**.

A confirmation text is shown in the display. The lamp at the **Diversion** softkey is lit.

Order external: Press the **Diversion** softkey.

Follow-me: Select **External Follow-me**. Enter the external line code and the number. Press **Save**.

A confirmation text is shown in the display. The lamp at the **Diversion** softkey is lit.

Cancel Follow-me and External Follow-me

When any kind of diversion is active, the lamp at the **Diversion** softkey is lit.

Cancel Follow-me: Press the **Diversion** softkey.

The lamp is switched off.


Cancel External: Press the **Diversion** softkey.

Follow-me: The lamp is switched off.

Individual Do Not Disturb (DND)

You can activate this feature when you do not want to be disturbed. Then anyone trying to call you will get busy or will be forwarded to the diversion position if it is defined by the system administrator.

Order *Press the **Diversion** softkey.*

Do Not Disturb: *Scroll with navigation key  to **Do Not Disturb**.*

*Press **Select***

*"Do Not Disturb" will be shown in the display and the lamp at the **Diversion** softkey is lit.*

Cancel: *Press the **Diversion** key. The lamp at the Diversion softkey is turned off.*

Group Do Not Disturb

From an extension with a certain class of service it is possible to set do not disturb for a group of extensions. Calls to the extensions in the group will not be indicated.

Order group do not
distrurb:  *** 25*group
number #**

*Press **Dial**.*

*Germany, South Africa, North
America: ***28*group number#***

Cancel:  **# 25*group
number #**

*Press **Dial***

*Germany, South Africa, North
America: **#28*group number#***

Direct Diversion/Diversion on no answer/Diversion on busy

You can activate the feature when you want your calls to be forwarded to a predefined answering position. This feature is only available if the system administrator has enabled it.

Direct Diversion:

Order Direct *Press the **Diversion** softkey.*


Diversion *Select **Direct Diversion**. The destination number is shown.*

*Press **Select***

The lamp at the Diversion softkey is lit.

or

 *** 21#**

*Press **Dial** .*

Cancel Direct
Diversion:

*Press the **Diversion** softkey.*

The lamp at the Diversion softkey is switched off.


or

 **# 21#**

*Press **Dial** .*

Diversion on no answer

Order Diversion on *Press the **Diversion** softkey.*

no answer: *Scroll with navigation key  to **Div on no answer**. The destination number is shown.*

*Press **Select**.*

*Press **Exit***


or

 *** 211#**

*Press **Dial** .*

Direct Diversion/Diversion on no answer/Diversion on busy

Cancel Diversion on no answer: Press the **Diversion** softkey

Scroll with navigation key  to **Div on no answer**.

Press **Select**


Press **Exit**

or

 **# 211#**
Press **Dial** .

Diversion on busy

Order Diversion on busy: Press the **Diversion** softkey.


Scroll with navigation key  to **Div on busy**. The destination number is shown

Press **Select**

or

 *** 212#**
Press **Dial** .

Cancel Diversion on busy: Press the **Diversion** softkey

Scroll with navigation key  to **Div on busy**

Press **Select**

or

 **# 212#**
Press **Dial** .

Presence Information

Select absence reason: With return date / time Press the **Diversion** softkey.

Select **Presence**. Select the wanted reason for absence and enter time or date for return. Press **Set**.

A confirmation text is shown in the display. The lamp at the **Diversion** softkey is lit.

Select absence reason: Without return date / time Press the **Diversion** softkey.

Select **Presence**. Select the wanted reason for absence. Press **Set**.

A confirmation text is shown in the display. The lamp at the **Diversion** softkey is lit.

Cancel: Press the **Diversion** softkey.

The lamp is switched off.

Personal Number

A number of answering positions can be defined in a personal number profile. Up to 5 profiles can be defined. You select the wanted profile from your telephone.

When somebody calls your normal office phone number the call will be announced on the telephones defined in your active profile.

The profiles can be defined by user via CMG Office Web or by the the system administrator.

Personal Number

- Order or change profile from own extension: Press the **Services** softkey.
Select **Profile**.
Select the wanted profile from the list.
#profile number or name is shown on the top row in the display, e.g. #1 or InOffice.
- Deactivate: Press the **Services** softkey.
Select **No Profile**.
#profile number is removed from the top row in the display.

Advanced Features

Mobile


The key **Mobile** is used to activate the Mobile Link functionality. Mobile Link allows you to pair the deskphone with your mobile phone and to move the audio (speaker and microphone function) between the deskphone and the mobile phone (requires Bluetooth to be enabled on both phones).

Account Code

- New external call:  *** 61 * Account code**
external number.

Press **Dial**

Norway and Finland: *** 71 *...**

- Ongoing external call: Press  (Hold)
Press a free **Line** key and Dial *** 61 * Account code #** and wait for confirmation tone for valid code.

Clear the line used for entering the account code.

Press the **line** key that holds the call.

Norway and Finland: *** 71 *...**

Authorization Code

Common Authorization Code


- Dialing:  *** 72 * Authorization code #**

Press **Dial** and wait for verification tone. Dial external number.

Canada; U.S.A.: *** 6 *...**
Austria, Germany, The Netherlands: *** 75 *...**

- Locking extension:  *** 73 * Authorization code #** Press **Dial** 

Canada; U.S.A.: *** 71 *...**

- Unlocking extension:  **# 73 * Authorization code #**

Press **Dial** 

Individual Authorization Code

- Dialing from own extension:  *** 75 * Authorization code #**

Press **Dial** and wait for verification tone. Dial external number.

Austria, Germany, The Netherlands: *** 72 *...**

- Dialing from other extension:  *** 75 * Authorization code * own extension number #**

Press **Dial** and wait for verification tone. Dial external number.

Austria, Germany, The Netherlands: *** 72 *...**

Authorization Code (Continued)

Locking extension:  * **76** * **Authorization code #**

Press **Dial** .

Unlocking extension:  **#76***
Authorization code #

Press **Dial** .

General Deactivation

Deactivate all activated features: **#001#**

Press **Dial**

U.S.A. and Canada: * **0** #

Lock

By pressing the **Lock** key the user can block the phones from being used by others until the password has been entered on the keypad.

Boss Secretary

In this section, it is assumed that a personal number list 1 (profile 1) and a personal number list 2 (profile 2) are set up in MX-ONE. Profile 1 includes the number of the secretary and is used when the feature is active. Profile 2 has not the secretary's number included.

Abbreviations:

Extension number of the boss: <Boss num>

Extension number of the secretary: <Secr num>

Personal Number: PEN

The label at the key representing the PEN key starts with a minus (-) character.

Activate the Boss *Press the PEN softkey*

Secretary feature on the secretary's telephone. *The lamp at the PEN softkey is lit and the text **Service Requested** is shown in the display*

On the phone of the boss the personal number list with the boss secretary feature#1 is shown in the display. The lamp at the PEN key is lit.

*The calls to the boss, are announced on the secretary's telephone and the display shows **Via: <Boss num> or <Boss name>***

Deactivate the Boss *Press the PEN softkey*

Secretary feature on the secretary's telephone. *The lamp at the PEN softkey is turned off and the text **Service Requested** is shown in the display.*

On the phone of the boss the personal number profile without the boss secretary feature #2 is shown in the display. The lamp at the PEN key is turned off.

The calls to the boss, are announced on the telephone of the boss.

Boss Secretary(Continued)

Activate the Boss Secretary feature on the telephone of the boss	<p>Press the PEN softkey.</p> <p>The text Service Requested is shown in the display and the lamp at the PEN softkey is lit.</p> <p>In the display, the active personal number list #1 is shown.</p> <p>On the secretary's telephone the lamp is lit at the PEN softkey.</p> <p>The calls to the boss, are announced on the secretary's telephone.</p>
Deactivate the Boss Secretary feature on the telephone of the boss	<p>Press the PEN softkey.</p> <p>The text Service Requested is shown in the display and the lamp at the PEN softkey is turned off.</p> <p>In the display, the personal number profile without the boss secretary feature #2 is shown.</p> <p>On the secretary's telephone the lamp is also switched off at the PEN softkey.</p> <p>The calls to the boss, are announced on the telephone of the boss.</p>

Monitoring of Extensions

Monitoring of Extensions (MNS)

Other extensions can be monitored from softkeys on your telephone. The monitoring keys are called MNS keys.

When the monitored extension is busy the field is lit in red, and if the extension is free the field is lit in green.

Answer a call to the monitored extension. *The lamp at the MNS softkey is flashing. Press the softkey to answer the call.*

Monitoring of Extensions

MNS and Transfer

There is a key with both MNS and transfer functionality. This monitoring key is called MXFER.

Diversion/Deflect Monitoring (DMN)

Calls that are Diverted or Deflected from your phone can be monitored from a softkey on your phone. This monitoring key is called DMN.

Shared Call Appearance (SCA)

The SCA feature allows a group of terminals to control the incoming and outgoing calls on a common line.

Your extension number can be represented on a SCA key on other extensions in your work group. Any member can answer calls to your SCA line and make outgoing calls on the SCA line.

A member that have an active call, can put the call on hold and it can be retrived from any member in the group. This is a simple way to exchange/move calls between the members.

Any member in the work group can initiate a conference by barge into an active SCA line. This feature is enabled by the system administrator.

If your phone is monitoring other members with SCA lines, these SCA lines are represented on softkeys.

Lamp indications:


Main rule: Green light when it is your call. Red light when somebody else in the SCA group has the active call. This is valid for the L1 and L2 keys but when a SCA line is represented on a softkey, only red light can be shown. The table below describes the L1-L2 keys:

Steady green light:	Active call. You are the owner of the call.
Steady red light	Active call. Somebody else in the SCA group is the owner of the call.
Fast flashing green light:	Incoming call. Anyone in the SCA group can answer the call.

Shared Call Appearance

Slow flashing green light	<i>Parked call. You have parked the call from your terminal.</i>
Slow flashing red light	<i>Parked call. Somebody else in the SCA group has parked the call.</i>

Traffic cases:

Answer an incoming call on a SCA line	<i>Press the SCA key that is flashing (green fast flashing).</i>
Make an outgoing call from a SCA line:	<i>Press the SCA key, enter the digits and press Dial.</i>
Park and retrieve the call	<i>The member that has the active call presses . The SCA key flashes slowly with green light. Any member in the group can retrieve the call by pressing the SCA key that is flashing slowly with red light.</i>
Conferencing	<i>A member in the group wants to participate in an active call. The member presses the SCA key with the active call indicated with red steady light. (The feature has to be enabled by the system administrator).</i>

Extra Directory Number (EDN)

The system administrator can assign one or several extra directory numbers (lines) to your telephone. The extra directory number is represented on a line key or a softkey.

Make a call from a EDN line:	<i>Press the wanted EDN line or shortcut key. Enter the number, press Dial.</i>
Answer a call to an EDN line:	<i>Press the EDN key that is flashing.</i>

Call Park Pool

You can park a call and transfer the call at a specific directory number (also called Call Park Pool) and any extension can pick up the call. If the call is not picked up within a few minutes, the call will recall your extension.

Transfer the call to the call park pool: *You have an active call. Press the **Xfer** softkey to put the call on hold. Dial the number to the call park pool. Note the number (here called B-number) that shows up on the display. Press the **Xfer** softkey to transfer the call.*

Inform the person that shall take the call that he/she shall pickup the call on number (B-number).

Pick up a call that is parked in the call park pool: *Dial the B-number that you received from your colleague. When you hear the busy tone press **More > CallPickUp** softkey to pick up the call.*

Intercom

The system administrator can initiate an intercom connection on a softkey on your phone. When you press the key, a call is set up towards a predefined party and it is answered automatically.

Initiate an Intercom call: *Press the Intercom softkey.*

Answer an Intercom call: *The Intercom key is flashing, a ring signal is heard and the call is answered automatically.*

You hear the other party in the speaker, but the other party cannot hear you and the mute key is lit.

You have to press the mute key



to let the other party hear you.

Voice Mail

Messages/Voice Mail

Call voice mail system (e.g. record greeting announcement): Press the **Services key**. **Select VoiceMail**.

Listen to received messages: *The message waiting lamp is slowly blinking and an envelope is displayed when there is a pending message.*

Press the **MessageWaiting** softkey

Settings in the Telephone

Shortcut Keys

Do not program new shortcut keys from the phone, because this programming can interfere with the keys used by the system. Use the Web Interface to program the shortcuts:

Operation > Softkeys and XML

Normally you can program **bottom** keys with key number 9 and higher

Normally you can program **top** keys with key number 2 or higher.


A shortcut programmed by the user may be overwritten by the system if the administrator later sets a new key there.

The only type of shortcut that a user normally shall program is speed dial keys with a phone number or a procedure.

Program a new shortcut Use the web interface. See above

Delete shortcut:  **Settings > Speed Dial Edit** Press the key to delete and select **Remove**

Volume

Adjust volume during a call: Press 

Adjust ringing volume: Press  when in idle mode.

Time and Date


Set time format:  **Settings> Time and Date > Time Format**

Set date format:  **Settings>Time and Date > Date Format.**

Silent Ringing and Mute

Switch off ring signal: Press the left **Volume** key until the volume is off.

Note: Ring signal is switched off until the right **Volume** key is pressed

Mute microphone during call: Press 

Display Language

Change terminal language:  **Settings > Language > Screen Language**

Change system language: Enter ***08 *n#** to inform the system about the language

Press **Dial**

n = language number. Contact the system administrator.

Change keypad characters:  **Settings> Language > Input Language.**

Directories (Contacts)

Corporate Directory

The system administrator will most likely have set **CorpDir** on a softkey.

Search for a contact: Press the **CorpDir** softkey

In Corporate directory, you get prompted for "Name or Phone:" and Organization. If you want to search only by last name, enter e.g. the first letter of the last name.


If you want to search only by first name, enter a comma (press 1 seven times) followed by e.g. the first letter of the first name.

*If you want to search by full name, enter e.g. the first letter of the last name and then the first letter of the first name separated by a space (press * twice).*

*Then press softkey **Search**. The search result is shown in the form of a list of names. Scroll in the list to the wanted contact.*

Call from Corporate directory: *Scroll in the search result list to the wanted contact and press softkey **Dial** to call.*

Local Directory (Contacts)


Add contact: Press the **Directory** key 

Press **Add New**

Enter a name and number

Press **Save**


Local Directory (Contacts) (Continued)

Edit contact: Press the **Directory** key 

Select the wanted Contact

Press **Change** and edit the name or number .

Press **Save**

Delete contact: Press the **Directory** key 

Select the wanted Contact

Press **Delete** and confirm with **Yes**

Web interface

Using the Web Interface

Log On: Open a web browser on your PC.

Enter the IP address of the phone in the address field in the web browser.

The log on window pops up

userid: user

password: blank is the default password.

Find out the phone IP address:  **Settings> Phone Status >**

IP & MAC address

Enter the IP address into the address field in the web browser in your PC.

FCC Statement (U.S.A.)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

HAC (Hearing Aid Compatible)

Subject to change without prior notice.
For questions regarding the product,
please contact your Mitel Certified Sales Partner.
Also visit us on www.mitel.com

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