Mitel 6920/6920w SIP Phone - Quick Reference Guide

Getting started

Top SoftKeys
6 programmable keys that support up to 20 functions.

Bottom Softkeys
4 context-sensitive softkeys. that support up to 18 functions.

Contacts
Displays a list of your contacts.

Call History
Displays a list of missed, outgoing and received calls.

Voicemail
Provides access to your voicemail service.

Settings
Provides services and options that allow you to customize your phone.

Goodbye
Ends the active call and used for exiting menus.

Redial
Displays Call History with a list of outgoing calls.

Hold
Places an active call on hold or resumes a call from hold.

Mute
Mutes/unmutes all outgoing audio from headset, handset or speaker.

Navigation/Select
Multi-directional navigation keys are used to navigate through the phone menu. Press the center button to select menu options and perform various actions.

On the Home screen, the left and right navigation keys can be used to switch between the home screen, the line manager, and active calls.

Volume
Adjusts the volume for the ringer, handset, speaker, and headset.

Speaker/Headset
Toggles the phone's audio between speaker and headset. If you are using a DHSG/EHS headset, ensure that the headset jack adapter is removed from the headset port. See the *Mitel 6920 SIP Phone Installation Guide* for more details.

Warning!
The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

Information Regarding Model Variants

A new variant of the 6920 IP Phone is available called the 6920w IP Phone. The 6920w IP Phone is physically identical to the 6920 IP Phone. There are new features supported by the 6920w IP Phone relative to the 6920 IP Phone, namely embedded Wi-Fi, Bluetooth 5.2, IEEE 802.3az standard (Energy Efficient Ethernet) capability. The 6920w IP Phone also supports the same accessories as the current 6920 IP Phone.

Basic call handling

Making a call

1. Lift the handset or press the ⬚/⬚ key, and at the dial tone, enter the number.
2. Press the **Line** / **Call** appearance button and at the dial tone, enter the number.

Ending or ignoring a call

Place the handset back in its cradle, press the **Ignore** softkey, or press the ⬚ key.

Answering a call

Lift the handset, press the **Answer** softkey or press the ⬚/⬚ key for handsfree operation.

Redialing

Press the **Redial** softkey once or the ⬚ key twice to call the last dialed number

or

Press the ⬚ key once to access the Call History application that displays 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 **Dial** softkey to redial the selected number.

Muting or unmuting 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.

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Holding and resuming a call

1. To place an active call on hold, press the [⏸] key. A 🟧 (hold) icon flashes on the respective **Line** key.

2. To resume the call, press the [⏸] key again or press the respective **Line** key.

> **Note:** For details on all the available features and options, refer to the *Mitel 6920 SIP Phone User Guide*.

User Interface (UI) overview

Home screen

The Home (default) screen is displayed when the phone is in the idle state. The Home screen displays the current line, status indicators, status messages, the date and time, and a list of configurable top and bottom softkeys.
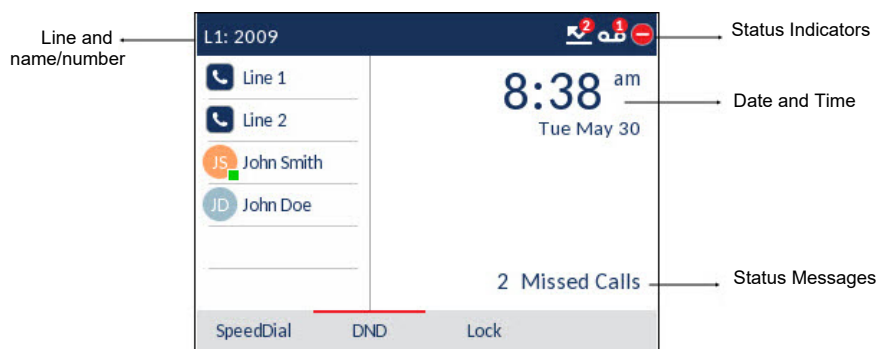
Call screen

When on an active call, caller's avatar, name, number, and the call-duration timer are displayed. The context-sensitive softkeys are updated with applicable call-handling features.

Applications

Directory

The Directory application stores personal phone book and directory. The Mitel 6920 SIP phone supports a localized personal directory as well as enhanced functionality allowing for interoperability with LDAP (corporate) directories.

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Making a call using the Directory

1. Press the [👤] key to access the **Directory**.

2. Navigate to the respective contacts folder and scroll through the contacts by using the navigation keys

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or

Enter characters using the keypad and press the **Search** softkey to use the search feature.

3. When the applicable 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, highlight the phone number you want to call using the up or down navigation keys, and press the **Select** button or the **Dial** softkey.

Call History

The Call History application displays a list 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.
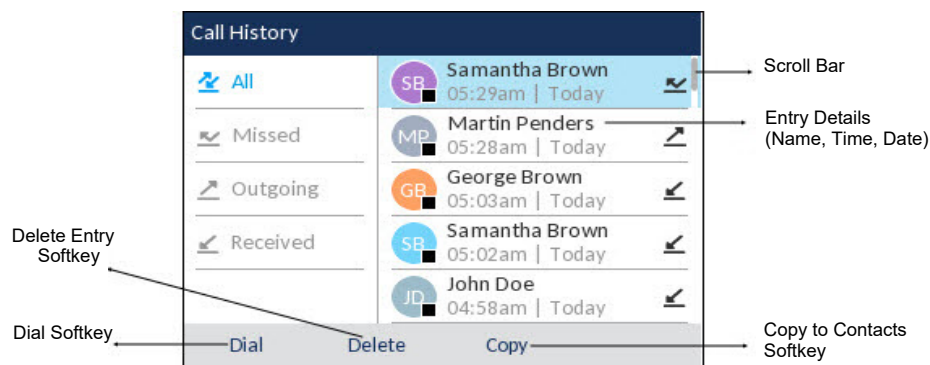
Using the Call History application

1. Press the [⚡] key to access the Call History application.

2. Scroll through the lists by using the navigation keys. To view additional details for an entry, press the **Right** navigation key when the entry is highlighted.

3. Press the **Select** button or **Dial** softkey to place a call to the respective entry
or
Press the **Copy** softkey to copy the entry to your Contacts application
or
Press the **Delete** softkey to delete the entry from your Call History.

Voicemail

When voicemail functionality is enabled, the MWI LED on the Mitel 6920 SIP phone flashes red and the [📼] (Voicemail) icon displays on the status bar indicating that voicemail messages are available.

You can access your voicemail service by pressing the **Voicemail** [⌾⌾] key.

> **Note:** Voicemail functionality must be configured by your System Administrator.

Mobilelink

The Mitel 6920w SIP Phone supports Mobilelink, a feature that provides seamless mobile integration using Bluetooth wireless technology. Mobilelink highlights include the ability to:

• Sync your mobile phone's contact list with your 6920w SIP Phone.
• Answer a mobile phone call using your 6920w SIP Phone.
• Move active calls between the 6920w SIP Phone and your mobile phone.

> **Note:** Mobilelink features are available only if your Administrator has enabled them. Contact your Administrator for details on how to enable mobilelink on your phone.

Pairing a mobile phone using Bluetooth

1. Press the [⚙] key, navigate to **Bluetooth** setting, and press the **Select** button or **Select** softkey.

2. Press the **Turn On** softkey to enable Bluetooth functionality.
Ensure your mobile phone is discoverable as the Mitel 6920w SIP Phone automatically scans for available Bluetooth devices

> **Note:** For information on how to make your mobile phone Bluetooth discoverable, refer to the documentation provided with your respective mobile phone.

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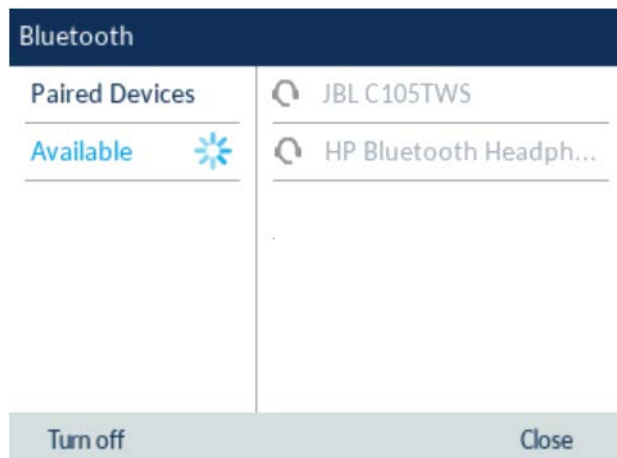
3. When your mobile phone has been discovered, use the navigation keys to highlight the respective entry in the list of available devices and press the **Select** button or **Pair** softkey.

   A Bluetooth pairing request displays on both the Mitel 6920 SIP Phone and your mobile device.

4. Ensure the pairing code matches on both devices and press **Yes** on the Mitel 6920 SIP Phone and acknowledge the pairing request on your mobile phone.
   The Mitel 6920 SIP Phone attempts to pair the mobile phone and if successful, automatically attempts to connect to the mobile phone.

> **Note:** If pairing or connecting fails, a failed error message displays on screen. Press **Retry** to attempt to pair or connect again, or **Cancel** to cancel the attempt.

Press **OK** to acknowledge the successful connection.
The connected mobile phone is added to the list of **Paired Devices** and is ready to use.

Syncing mobile contacts

The Mitel 6920 SIP Phone automatically attempts to sync your mobile contacts to the Directory application upon pairing and connection.

To manually update your mobile contacts:

1. Press the [👤] key to access the Directory application.

2. Navigate to the **Mobile** contacts folder.

3. Press the **Reload** softkey.

The Mitel 690 SIP Phone attempts to re-synchronize and update your mobile contacts.

> **Note:** If the update fails, a failed to retrieve contacts message displays on screen. Press **Retry** to attempt to update again, or **Cancel** to cancel the attempt.

Answering an incoming mobile call using your Mitel 6920 SIP Phone

When your mobile phone is paired and connected to your Mitel 6920 SIP Phone, incoming calls on your mobile phone will be indicated on your 6920 SIP Phone as well.

> **Note:** A **Mobile** softkey must be configured to answer an incoming mobile call using your Mitel 6920 SIP phone. For more information, refer to the *Mitel 6920 SIP Phone User Guide*.
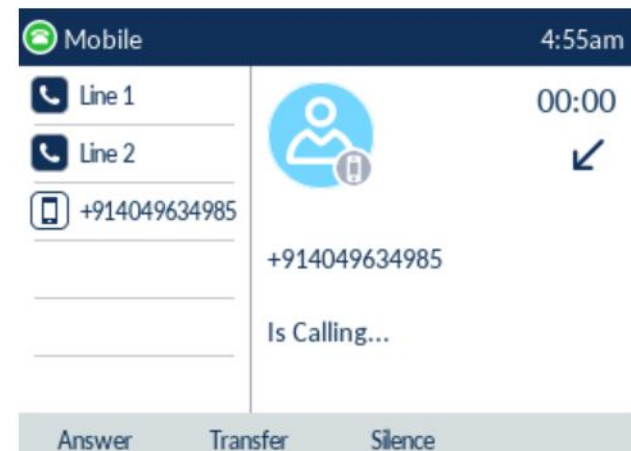
Lift the handset or press the [🔊/🎧] key, blinking [📱] **Bluetooth Line** key, or **Answer** softkey for handsfree operation.

Moving the audio of an active mobile call between your mobile phone and Mitel 6920 SIP Phone

Press the **Push call** softkey to push the mobile call's audio from your Mitel 6920 SIP Phone to your mobile phone
or

Press the [📞] **Mobile** softkey to pull the mobile call's audio from your mobile phone to the Mitel 6920 SIP Phone.

You can push and pull mobile call audio from the Mitel IP Phone only.

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Note: For other functions, such as viewing mobile call history details, dialing a mobile call history entry, adding a mobile call history entry to Contacts, and deleting mobile call history, refer to the *Mitel 6920 SIP Phone User Guide.*

PCLink

The Mitel 6920w IP Phone supports PCLink, a feature that enables the IP Phone to be used as the audio device for PC or MAC video collaboration with all the supported video collaboration applications, for both Windows 10 and MAC operating systems, through the IP Phone's Bluetooth interface. For more information, see:

- *PCLink for 6920w, 6930 and 6940 Mitel IP Phone Quick Reference Guide - MAC*

- *PCLink for 6920w, 6930 and 6940 Mitel IP Phone Quick Reference Guide - Windows*

Advanced call handling

The Mitel 6920 SIP Phone provides a method for transferring calls through the **Transfer** softkey.

Call Transferring

1. Ensure you are on active call with the party you wish to transfer.
2. Press the **Xfer** softkey.The active call is placed on hold.
3. Enter the transfer recipient's number and press the **Transfer** softkey.

3-Way Conferencing

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

Speed Dial configuration

A **Speed Dial** key allows you to dial a specified number with one key press. **Speed Dial** keys can be useful as they can be programmed to dial directly to an internal or external number.

You can also transfer calls to or create conference calls using your **Speed Dial** keys instead of dialing manually.

Note: Configuring a speed dial key using the press-and-hold method is only available if enabled by your System Administrator.

Configuring a Speed Dial key

1. Press and hold the non-configured softkey, dialpad key, or expansion module key (for approximately 3 seconds) until the **Speed Dial Edit** screen is displayed.

2. In the **Label** field, enter a description to apply to the key.

Note: Use the **ABC** softkey to specify uppercase letters or lowercase letters when entering the label.

3. Press the down navigation key to move to the **Number** field and enter the number using the dialpad keys.

4. Press the **Save** softkey to save the speed dial information to the key you selected.

Connecting to Wi-Fi for 6920w IP Phone

The 6920w IP Phone has bulit-in wireless connectivity and functions as an 802.11a/b/d/g/n dual-band wireless network device which allows your phone to join a secure, high-speed network.

You can connect your phone to either a enterprise network or a home network or to a hidden network:

- "Connecting to a WPA2 Enterprise network"

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•"Connecting to a home network"

•"Connecting to Hidden Network"

To connect to a Wi-Fi network, Wi-Fi functionality must be enabled by your System Administrator. If Wi-Fi is not enabled **Please contact system administrator to enable Wifi** message is displayed on the phone. Press **Close** softkey and contact your System Administrator to enable Wi-Fi.
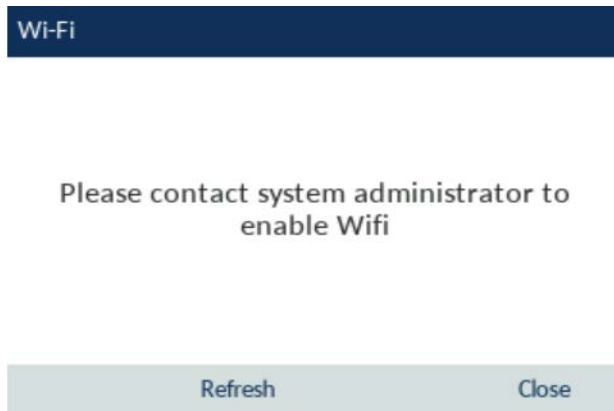
## Connecting to a WPA2 Enterprise network

1. Navigate to **Settings** > **Wi-Fi**.
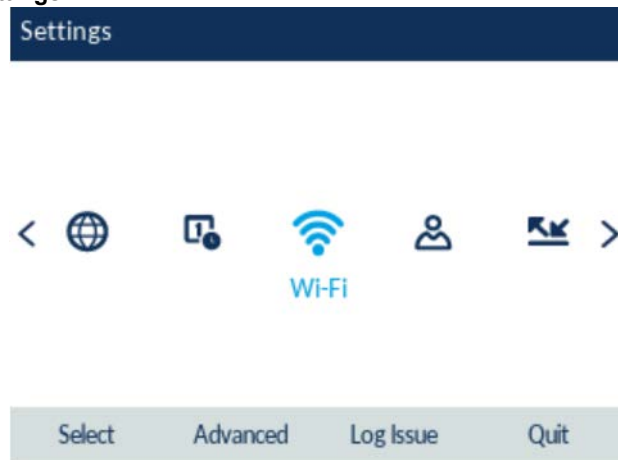
2. The **Available Networks** settings menu is displayed.

3. Select the name of the enterprise Wi-Fi network; for example, Mitel from **Available Networks** and press **Connect** softkey.

**Note:** You can connect to only one network at a time.

4. Enter the domain username of your enterprise network and select the **Save** softkey.
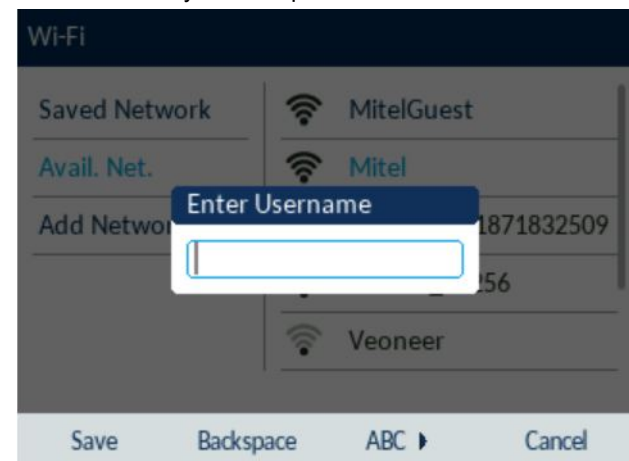
5. Enter the domain password for the network and select the **Save** softkey. Advanced characters can be entered by pressing the dialpad keys multiple times. The following

table identifies the characters that you can use and the order in which they are accessible. For detailed information on the characters, refer to **Dialpad keys** section in the **Mitel 6920/6920w IP Phone User Guide**.

6. The **Save Settings** dialog box appears. Click **Yes** to reboot the phone and apply the
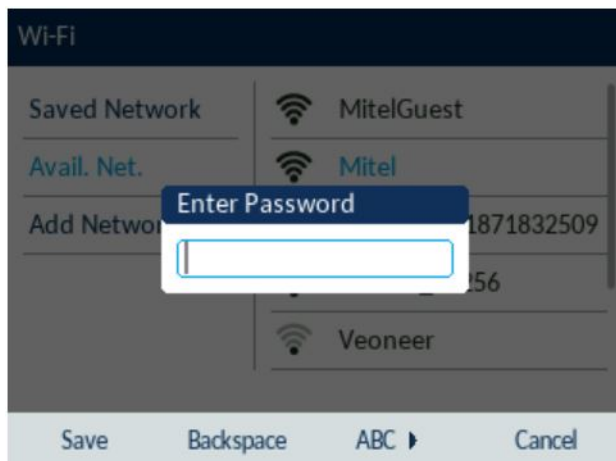
Note: If you enter an incorrect username or password, **Connection failed** dialog box appears.
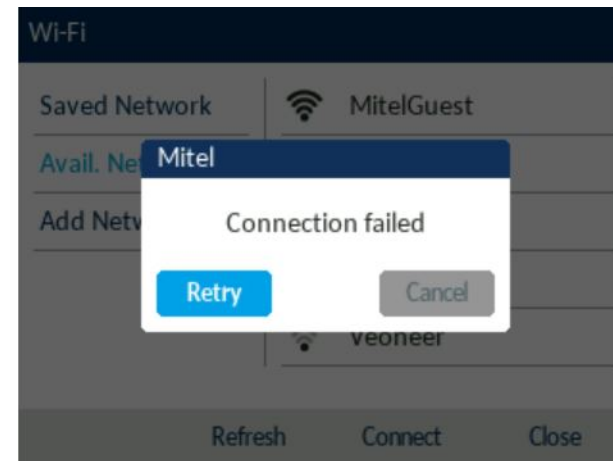
| Key	Characters
0	0 +
1	1 . : ; = _ , - ' & ( ) [ ] $!
*	* <SPACE>
#	# / \ @
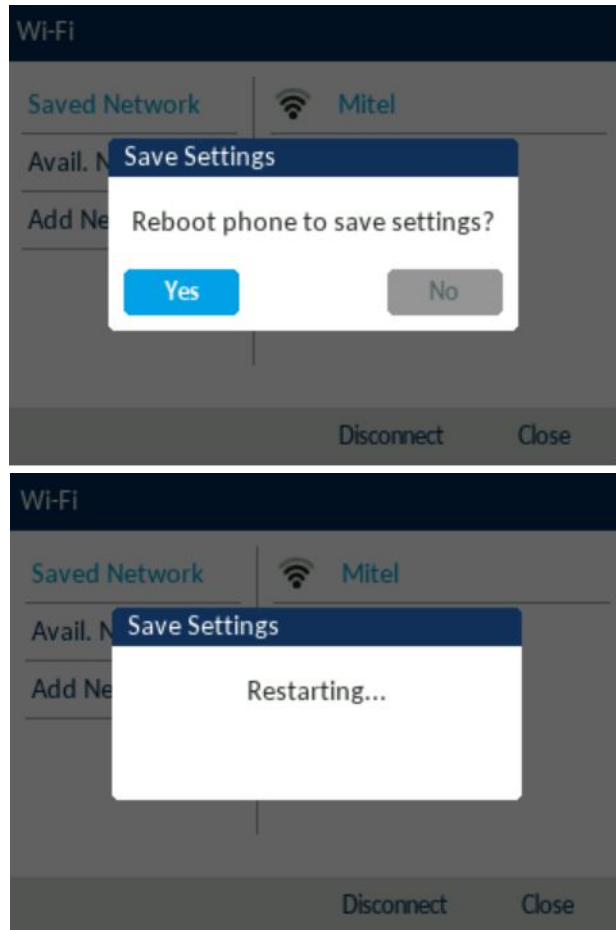
changes.

Note: After the phone restarts the LAN and PC ports are disabled (as it relates to network communications).

7. After the phone reboots, it is successfully connected to the network. The connected network (Mitel) is listed under **Saved Network**.

8. To disable Wi-Fi and use the LAN port again, navigate to **Settings** > **Wi-Fi** and press the **Disconnect** softkey. The **Save Settings** dialog box appears.

9. Click **Yes** to reboot the phone and apply the changes.

Connecting to a home network

Note: You can connect to either a WPA2 or a WPA3 secured network. This is dependent on your router configuration. WPA3 network provides a more secure connection than WPA2 network.

1. Navigate to **Settings** > **Wi-Fi**.
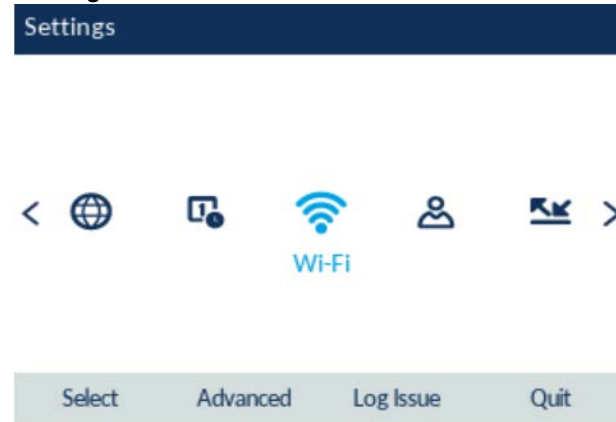
2. The **Available Networks** settings menu is displayed.

3. Select an SSID (that is, the name of a Wi-Fi network; for example, Home Network) from **Available Networks** press **Connect** softkey. If the SSID is secured, a password

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prompt appears.

Note: You can connect to only one SSID at a time. The SSID can be any alphanumeric, case-sensitive entry from 2 to 32 characters. The characters allowed for the SSID depend on the router configuration.

4. Enter the password for the network and select the **Save** softkey.
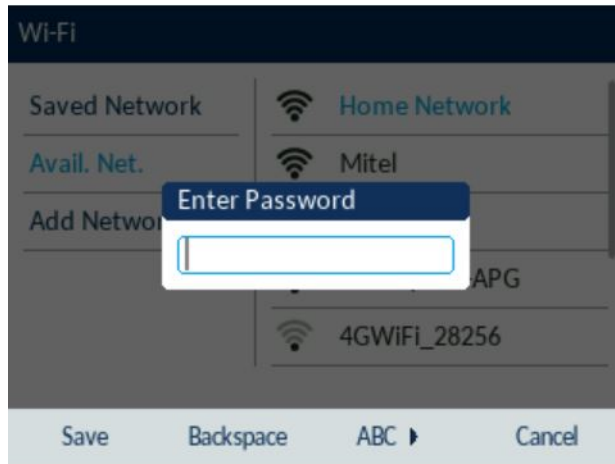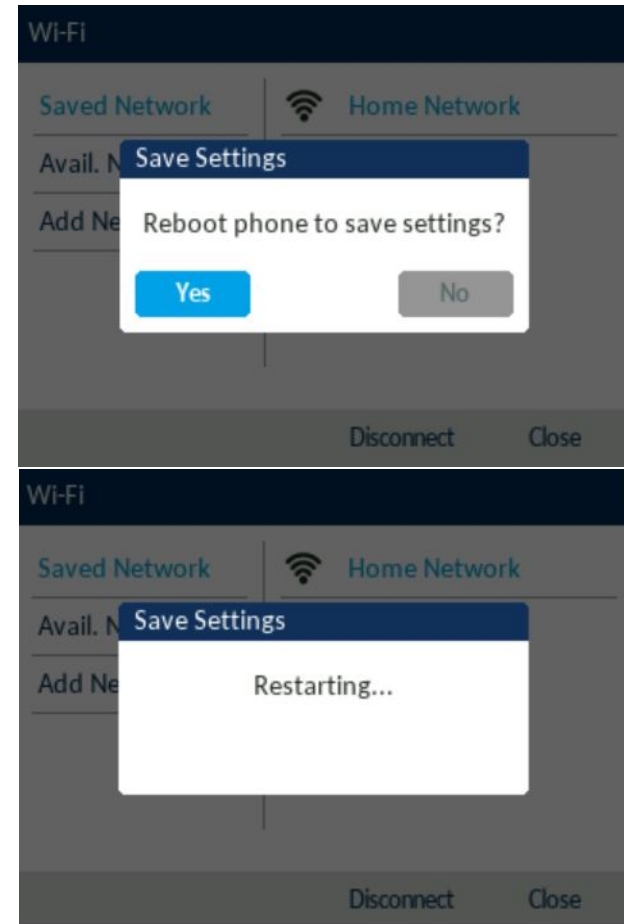

Note: If you enter an incorrect password, the **Connection failed** dialog box appears.
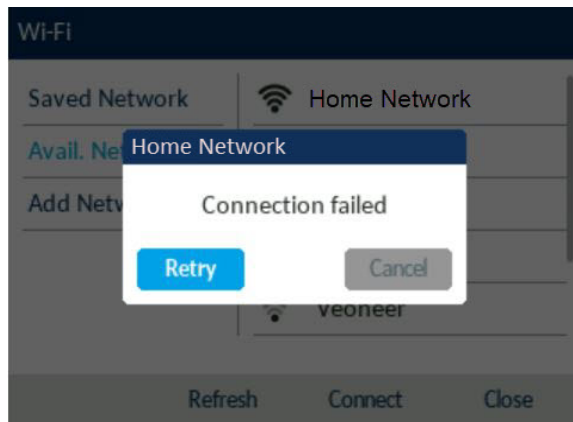
5. The **Save Settings** dialog box appears. Click **Yes** to reboot the phone and apply the

changes.

Note: After the phone restarts the LAN and PC ports are disabled (as it relates to network communications).

6. After the phone reboots, it is successfully connected to the network. The connected SSID (Home Network) is listed under **Saved Network**.

7. To disable Wi-Fi and use the LAN port again, navigate to **Settings** > **Wi-Fi** and press the **Disconnect** softkey. The **Save Settings** dialog box appears.

8. Click **Yes** to reboot the phone and apply the changes.

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Connecting to Hidden Network

A hidden network is an available wireless network which does not broadcast its SSID to all searching devices. Mitel IP phones can connect to a hidden network by manually entering Wi-Fi credentials.

1. Navigate to **Settings** > **Wi-Fi**.
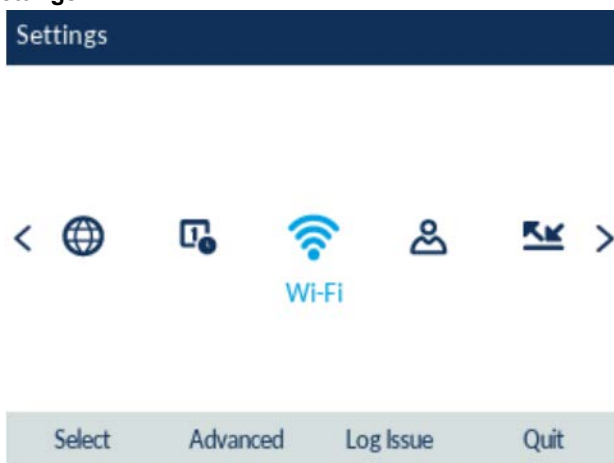
2. Select **Add Network** > **Hidden Network** and press **Connect** softkey.
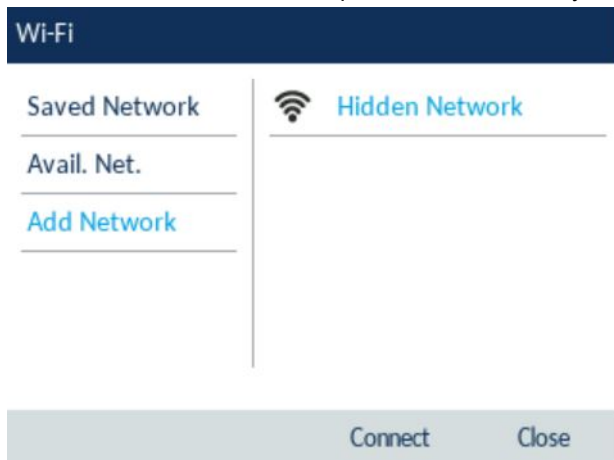
3. In the **Hidden Network** screen, select the type of **Security** of the Network you are trying to connect. The available options are:

a. **WPA2-Personal**- To connect to a WPA2-Personal network enter the **Network Name** (SSID) and **Password**.

b. **WPA2-Enterprise**- To connect to a WPA2-Enterprise network enter the **Network Name** (SSID), **Username** and **Password**.

c. **WPA3-Personal**- To connect to a WPA3-Personal network enter the **Network Name** (SSID) and **Password**.

d. **Open**- To connect to a Open network enter the **Network Name** (SSID).

Note: You can connect to only one SSID at a time. The SSID can be any alphanumeric, case-sensitive entry from 2 to 32 characters. The characters allowed for the SSID depend on the router configuration.
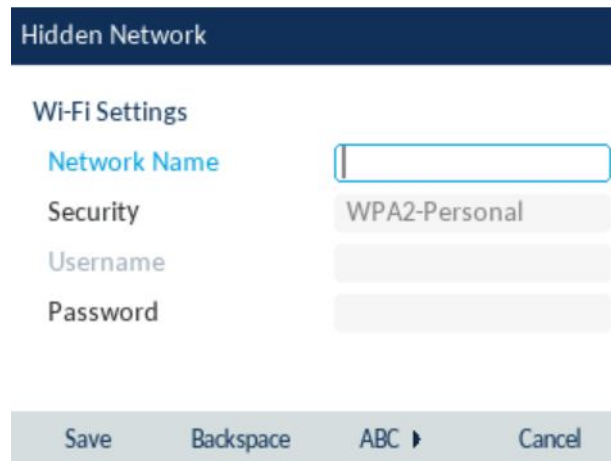
Note: If you enter an incorrect Network Name or Username or password, **Invalid Setting** dialog box appears.
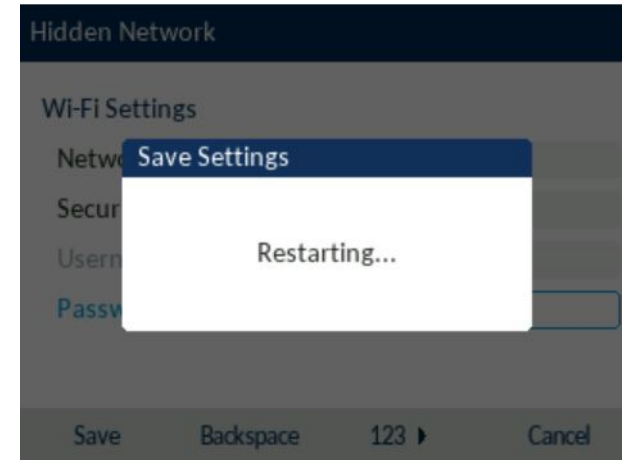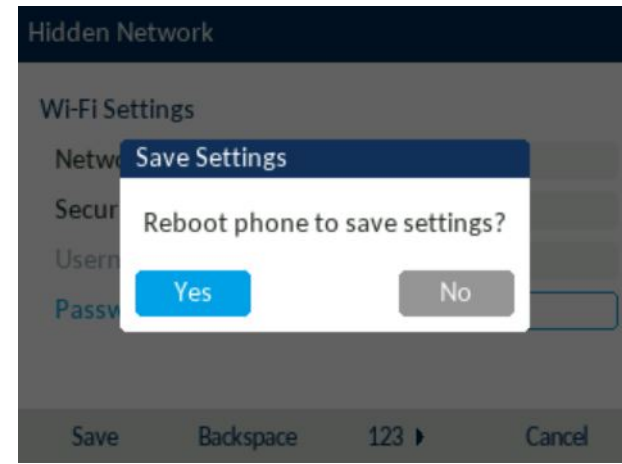
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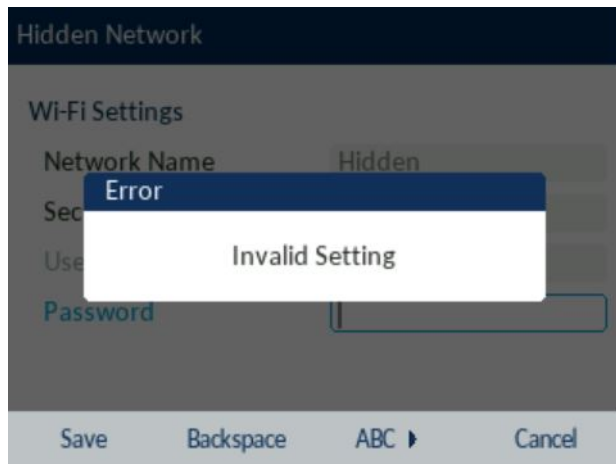
changes.

4. Press **Save** softkey.

5. The **Save Settings** dialog box appears. Click **Yes** to reboot the phone and apply the

6. After the phone reboots, it is successfully connected to the network. The connected SSID (Hidden Network) is listed under **Saved Network**.

7. To disable Wi-Fi and use the LAN port again, navigate to **Settings** > **Wi-Fi** and press the **Disconnect** softkey. The **Save Settings** dialog box appears.

8. Click **Yes** to reboot the phone and apply the changes.

Wi-Fi Network Connected/Wi-Fi Network Disconnected

If your phone successfully connects to the Wi-Fi network, name of connected network is

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listed under **Saved Network**.

If your phone is disconnected from the Wi-Fi network Wi-Fi disconnected symbol is shown in the Status bar of the Home screen.

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