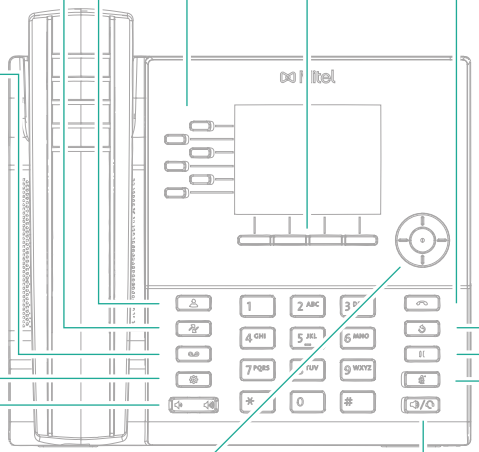
QUICK REFERENCE GUIDE

Quick Reference Guide – Mitel 6920 IP Phone

Glacier Networks Inc.

Getting started



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 y our phone.

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

Programmable Keys
Up to 18 programmable keys, a maximum of six programmable keys per page

Softkeys
Four state-sensitive softkeys.

Goodbye
Ends active calls 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 access the additional pages of programmable keys.

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 MiVoice 6920 IP 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.

Activating your phone

Follow the Installation Guide for the Mitel 6930 IP Phone to connect the phone to your network.

After the phone boots, press the ACTIVATE soft key.

Enter your numeric OfficeSuite UC extension and then enter your numeric PIN.

Press ENTER or the # key and your phone will login and be ready for use.

To program speed dial and feature keys, login to the Hosted IP portal at https://hostedipphonesystem.net/

Basic call handling

Making a call
1. Lift the handset or press the key, and dial the number.
2. Press the **Line** programmable key and dial the number.

Ending a call
Place the handset back in its cradle, press the **End Call** softkey, or press the key.

Answering a call
Lift the handset or press the key for hands-free operation.

Redialing
Press the **Redial** softkey once or the key twice to call the last dialed number as displayed on the Home screen – or –

Press the key once to access the Call History application with a list of recently dialed numbers. Use the up and down navigation keys to scroll through the entries and either press the **Select** button or **Dial** softkey to redial the selected number.

Muting
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.

Holding and resuming
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.

Help is available
For more information about your Hosted IP Phone System visit www.glaciernetworks.net