



Quick guide - Mitel 6920

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.

Holding and muting 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.

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
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.

