



## How to make a call with the Mitel 6920 IP Phone

## How to answer a call with the Mitel 6920 IP Phone

## How to place a caller on Hold/Mute with the Mitel 6920 IP Phone

## How to transfer a call with the Mitel 6920 IP Phone

## How to make a call with the Mitel 6920 IP Phone

*On this guide, you will learn how to make and receive a call using the Mitel 6920 IP phone.*

First, take the phone off-hook by:

Lifting the handset for handset operation, or

Pressing the **(Speaker/Headset)** key.

At the dial tone, enter the number you wish to call. When your party picks up, a timer appears on your display that records the length of your call.

If it is an outside line you will need to press 9

To end the call, press the replace the handset or press the **(Goodbye)** key.

**Note:** if you are unable to make external calls using certain international or area codes, check with our Unified Communications team to query if any restrictions are in place. Restrictions may be placed on your extension that restrict your access to long distance area codes or dialling prefixes.

## How to answer a call with the Mitel 6920 IP Phone

To answer an incoming call:

Lift the handset for handset operation.

For speakerphone operation, press the (Speaker/Headset) key.

To end the call, press the replace the handset or press the **(Goodbye)** key.

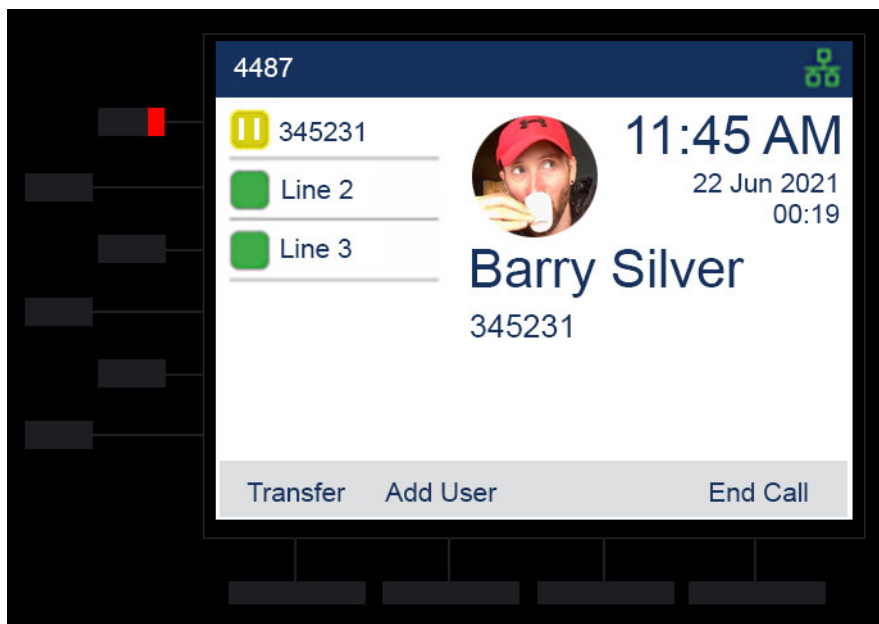
**Note:** If the incoming number matches a contact stored in your Personal, Mobile or Corporate folder then the contact name is displayed.

## How to place a caller on Hold/Mute with the Mitel 6920 IP Phone

*On this guide, you will learn how to place a caller on Hold or Mute using the Mitel 6920 IP phone.*

1. To place a caller on hold, press the **(Hold)** key.

Your caller's line will flash in red and the hold icon will display on the screen.



2. To retrieve a call press the relevant line key (flashing red).

To mute and un-mute a caller, press **(Mute)** key.

**Note:** if you place a call on mute, the phone will automatically take the call off mute when you press the relevant line key to reconnect to the call.

## How to transfer a call with the Mitel 6920 IP Phone

*On this guide, you will learn how to transfer a call using the Mitel 6920 IP phone.*

There are two types of call transfers that can be performed on the Mitel 6920 IP phone:

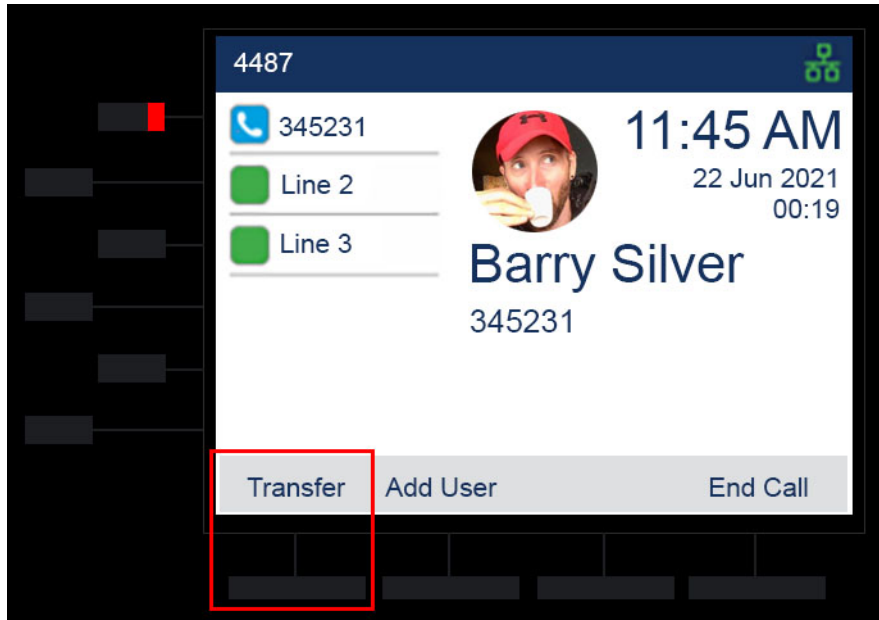
**Unattended Transfer:** An unattended transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line to which you transferred.

**Attended transfer:** You also have the option to consult with the person to which you are transferring the call, before you complete the transfer. To do this, remain on the line until the receiving party

answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

To transfer a call:

1. Ensure you are on active call with the party you wish to transfer.



2. Press the Transfer softkey and the active call is placed on hold.

3. Enter the transfer recipient's number.

4. Press the **Transfer** softkey

or

hang up the handset to complete an unattended call transfer or Wait for an answer, consult, and then press the **Transfer** softkey or hang up the handset to complete an attended transfer.