

Quick Reference for some
of the most common uses

UA **LITTLE
ROCK**

HOTDESK (Login)

At the bottom of your desk phones LCD screen.

1. Tap the Hot Desk softkey
2. Enter your 4 digit extension number
3. Tap the enter softkey
4. Enter your PIN (the default pin is 1111)
5. Tap the enter softkey



* Your voice mailbox PIN # and Hotdesk PIN # are the same. Once you setup your mailbox and reset your voicemail PIN; your Hotdesk PIN will be changed as well.

Instructional video <https://www.youtube.com/watch?v=E6qfAFvuBEk>

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Call Forwarding

Call Forward

Call Forward on the Mitel MiVoice 6920 IP phone allows incoming calls to be forwarded to another destination. You can enable your calls to be forwarded:


- When your phone is busy (individual settings for internal and external incoming calls).
- When you are not answering the phone (individual settings for internal and incoming calls).
- All the time.

You can enable different call forward modes independently. For example, you can set different phone numbers for Always, Busy Internal, Busy External, No Answer Internal, and No Answer External, and then turn them on/off individually.

Notes:

1. A **Call Forward Always** programmable key can be created that allows you quickly enable Always mode without having to enter the **Call Forward** settings menu. For more information on the **Call Forward Always** programmable key, see “[Call Forward Always](#)” on page 40.
2. If voicemail is enabled, call forwarding numbers may already be defined by your System Administrator.

To configure call forward settings:

1. Press the  (**Settings**) key on the phone to enter the **Static Settings** menu.
2. Navigate to the **Call Forward** setting and press the **Select** button or **Select** softkey.



Call Forward		
Always	<input type="text"/>	<input type="checkbox"/>
Busy Internal	Number	<input type="checkbox"/>
Busy External	Number	<input type="checkbox"/>
No Answer Internal	Number	<input type="checkbox"/>
No Answer External	Number	<input type="checkbox"/>

Save Backspace Copy to All? Cancel

3. Enter forwarding numbers using the dialpad keys for any of the following states:
 - **Always:**
Immediately forwards all incoming calls to the specified number.
 - **Busy Internal:**
Immediately forwards internal phone calls if your line is busy.
 - **Busy External:**
Immediately forwards external phone calls if your line is busy.
 - **No Answer Internal:**
Forwards internal phone calls after several rings if you don't answer.
 - **No Answer External:**
Forwards external phone calls after several rings if you don't answer.

Notes:

1. Pressing the down navigation key moves the selection to the next input field. Pressing the right navigation key moves the selection to the corresponding checkbox.
2. Press the **Backspace** softkey to delete the last digit entered.
3. Pressing the **Copy to All?** softkey copies the call forward number of the call forward mode in focus to every call forward mode. For example, if the cursor is on the **Busy Internal** field and the field has a phone number entered, pressing the **Copy to All?** softkey assigns the same phone number to all the other modes as well.
4. Using the up and down navigation keys, move to the checkbox beside the respective call forward mode you want to enable and press the **Select** button to turn on the call forward mode.
5. Repeat steps 3 and 4 for all call forward modes you want to enable.
6. Press the **Save** softkey to save your changes.

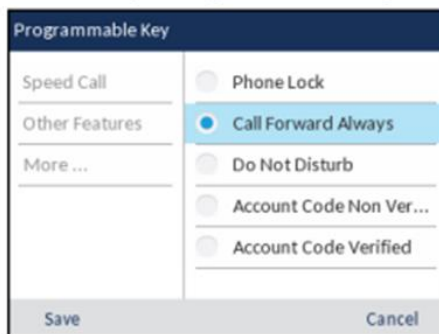
Call Forward Always

Programming a **Call Forward Always** key allows you to quickly enable and disable call forwarding for all calls on your phone even if you have other call forward modes enabled through your **Call Forward** settings menu.

For example, you can enable settings to forward calls to your voicemail when your phone is busy or unanswered. Then, when you leave your desk, you can quickly enable **Call Forward Always** to forward calls to another phone, such as your home phone or cell. After you return to your desk and disable **Call Forwarding Always**, the defaults for busy or unanswered conditions remain active.

To program a **Call Forward Always** key:

1. Press and hold the applicable programmable key for four seconds.
2. Press the left navigation key to move to the feature category column.
3. Press the down navigation key to highlight **Other Features**.
4. Press the right navigation key to move to the **Other Features** selection column.
5. Navigate to **Call Forward Always** using the down navigation key.




6. With **Call Forward Always** highlighted, press the **Save** softkey.

To enable **Call Forward Always**:

1. Press the key that you have programmed with **Call Forward Always** functionality.
When Call Forward Always is enabled, a **(Call Forward Always)** icon is displayed in the status bar.
2. If a number is already programmed, press **Activate** to enable forwarding to the current number or
If a number has not been programmed, enter a new destination number and then press the **Activate** softkey.

Note: When **Call Forward Always** is enabled, it takes precedence over all other types of call forwarding.

To disable **Call Forward Always**:

1. Press the key that you have programmed with **Call Forward Always** functionality.
When Call Forward Always is disabled, a  (**Call Forward Always**) icon is removed from the status bar.
2. Press the **Deactivate** softkey.

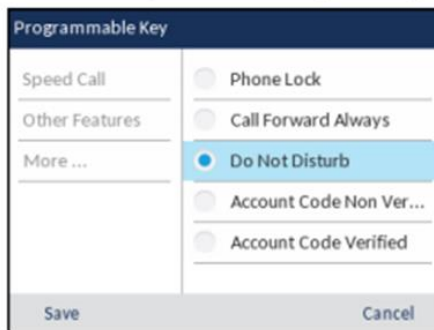
Note: When **Call Forward Always** is disabled, the default call forwarding settings are active.

Do Not Disturb

When you program and enable a **Do Not Disturb** key, callers will get a busy tone and an on-screen text message indicating that you do not wish to be disturbed.

To program a **Do Not Disturb** key:

1. Press and hold the applicable programmable key for four seconds.
2. Press the left navigation key to move to the feature category column.
3. Press the down navigation key to highlight **Other Features**.
4. Press the right navigation key to move to the **Other Features** selection column.
5. Navigate to **Do Not Disturb** using the down navigation key.




6. With **Do Not Disturb** highlighted, press the **Save** softkey.

To enable **Do Not Disturb**:

1. Press the key that you have programmed with **Do Not Disturb** functionality.
When DND is enabled, a  (**DND**) icon is displayed in the status bar and the **Do Not Disturb** key turns red.

To disable **Do Not Disturb**:

1. Press the key that you have programmed with **Do Not Disturb** functionality.
When DND is disabled, the  (**DND**) icon is removed from the status bar and the **Do Not Disturb** key returns to its normal color.

Examples:

Internally to another phone

Enter the last 4 digits (the user extension)

Externally

Enter 9+full ten-digit phone number

(In some cases a 1 in front of the area code will be necessary, even in the 501 area code)

Transferring a Call

Transferring a call

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

1. Blind Transfer:

An blind 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.

2. Consultative 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.

Reference Youtube Video <https://youtu.be/EqxQ6IFyVfc?t=871>

STEP 1. Ensure you are on active call with the party you wish to transfer.
(Transfer options will not be available until there is an active call.)



Image 1. Example of an incoming call

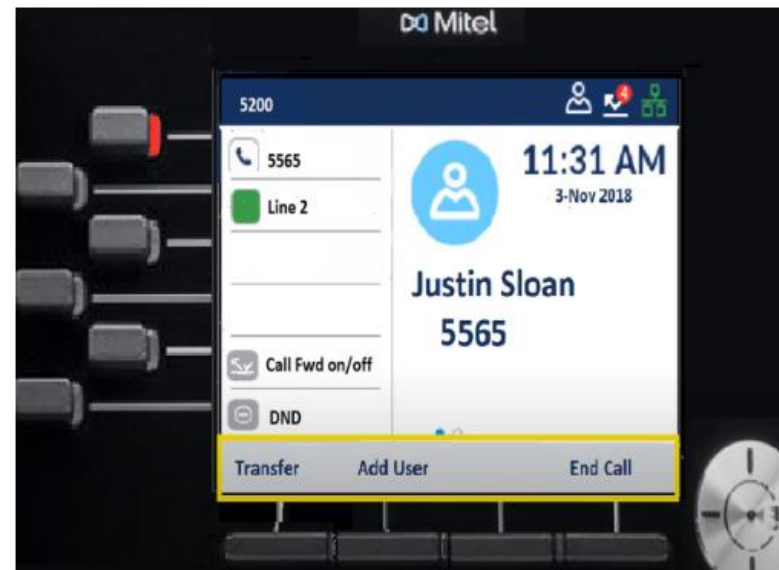


Image 2. Example of available options after taking a call

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

STEP 3. Enter the transfer recipient's number.

STEP 4. Blind Transfer Press the Transfer softkey or hang up the handset to complete an unattended call transfer

or

STEP 5. Consultative Transfer Wait for an answer, consult, and then press the Transfer softkey or hang up the handset to complete an attended transfer.

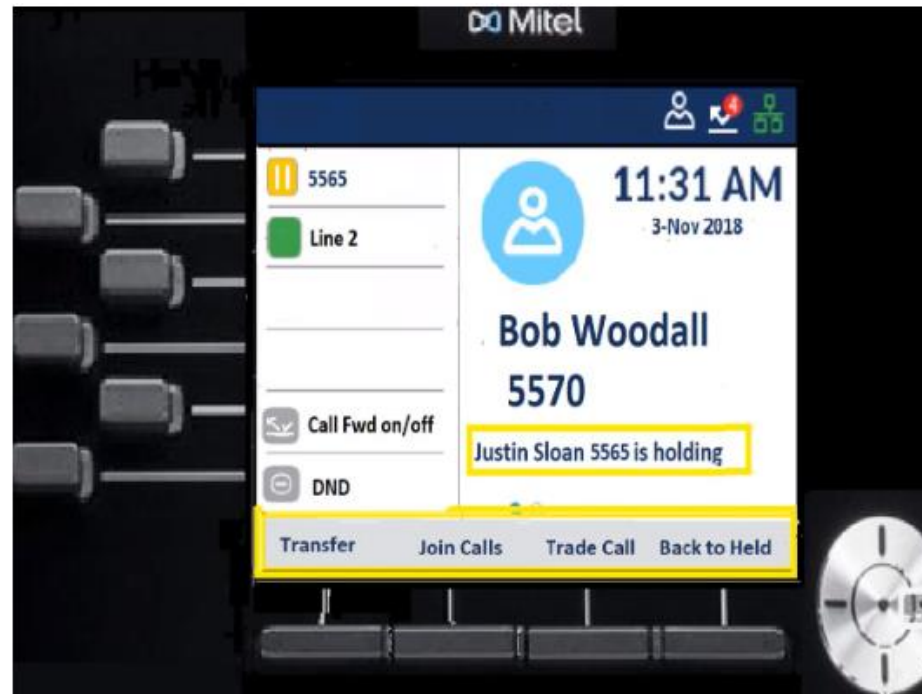

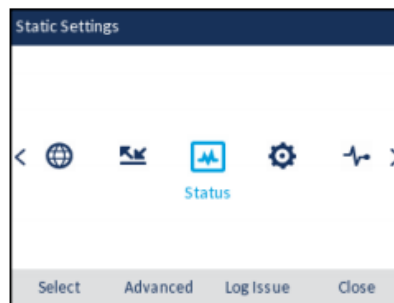


Image 3. Example of available transfer options

Restarting a 6920IP Phone

The Restart setting allows you to restart your phone. You may need to restart your phone if you have been asked to do so by your System Administrator should you experience any unexpected behavior.

1. Press the  (Settings) key on the phone to enter the Static Settings menu.

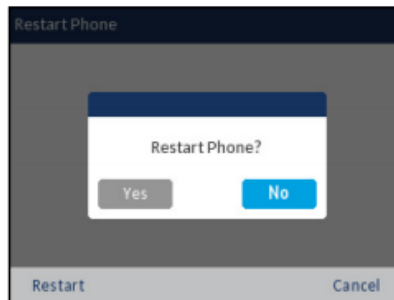


2. Navigate * to the Right, to the Restart option and press the Select button or Select softkey.



3. When the prompt, Restart Phone? appears, navigate to the Yes button and press the Select button or press the Restart softkey.

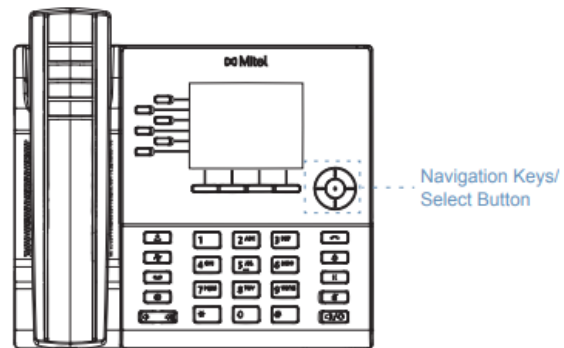
Note: Your phone will be temporarily out of service during the restart process.



Alternatively the phone's ethernet cable can be disconnected.

Note: this method will disrupt an attached computer until the phone boots back up.

* Navigation is performed using the navigation keys located to the right of the softkeys



There are four directional keys (up, down, left, and right) on the navigation cluster that can be used to navigate through the various applications and settings menus.

The center key acts as a Select button that is used to set options and perform actions.

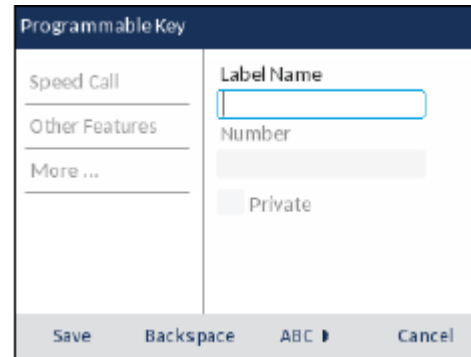
Set up a speed dial button

Speed Call

The **Speed Call** key allows you to dial a specified number with one key press. **Speed Call** keys can be useful as they can be programmed to dial external numbers, dial directly to another person's extension or quickly access features that use feature access codes. You can also transfer calls to or create conference calls using your **Speed Call** keys in place of dialing out manually.

To program or edit a **Speed Call** key:

1. Press and hold the applicable programmable key for four seconds.



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

Note: If necessary, use the **ABC** 4 softkey to specify uppercase letters or lowercase letters when entering the label and use the **Backspace** softkey to delete the last character/digit entered.

3. Press the down navigation key to move to the **Number** field and enter a number using the Dialpad keys.
4. (Optional) Press the down navigation key to move to the **Private** checkbox and press the **Select** button to make the key a **Private Speed Call** key. When a **Private Speed Call** key is pressed, the call is considered private and caller ID information is not displayed in the phone's call history.
5. Press the **Save** softkey to save the information to the key you selected.

To make a speed call, press the key that you have programmed with **Speed Call** functionality