END USER TRAINING
on the 6920 IP phone

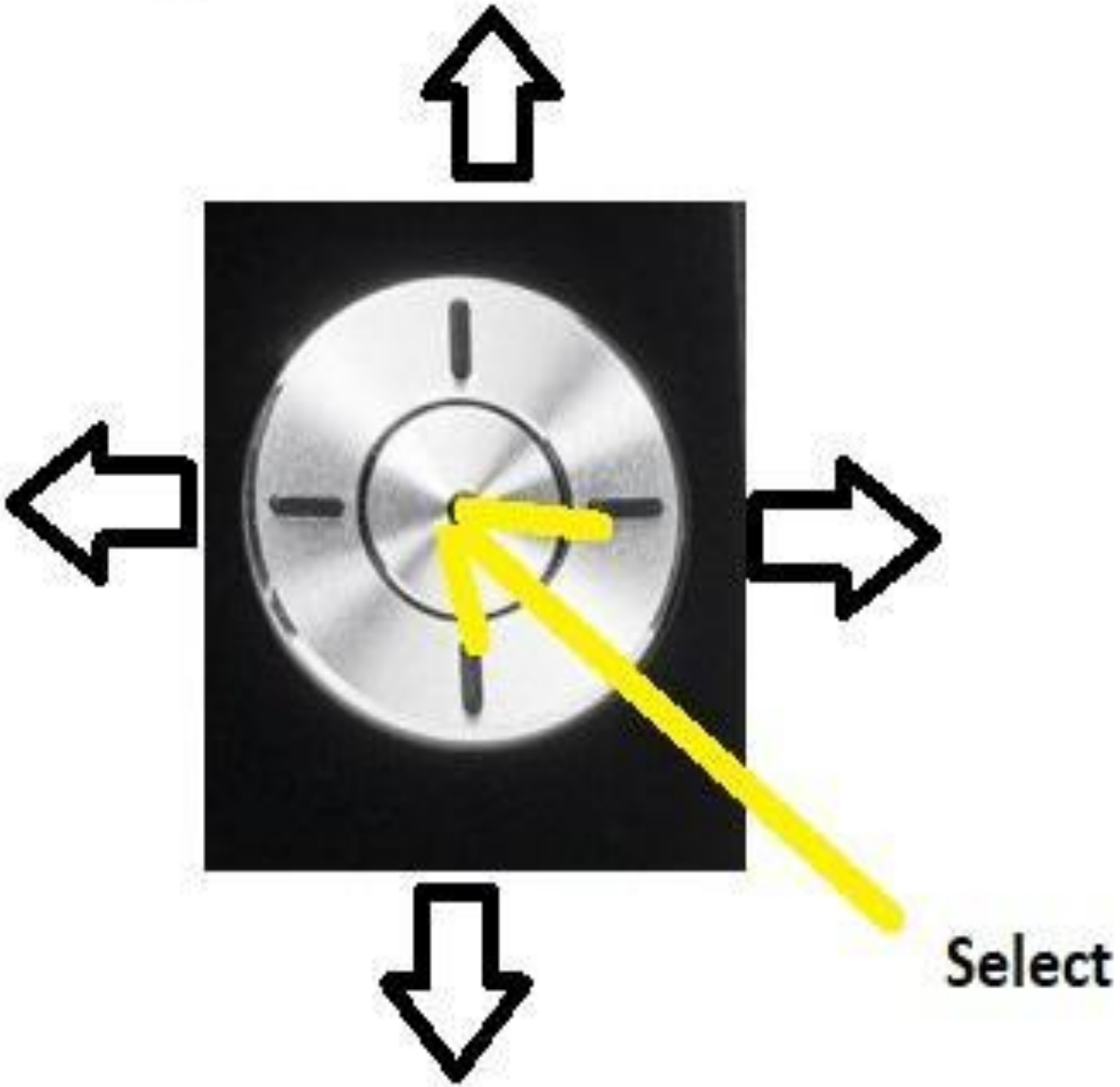
UA LITTLE ROCK

Mitel®

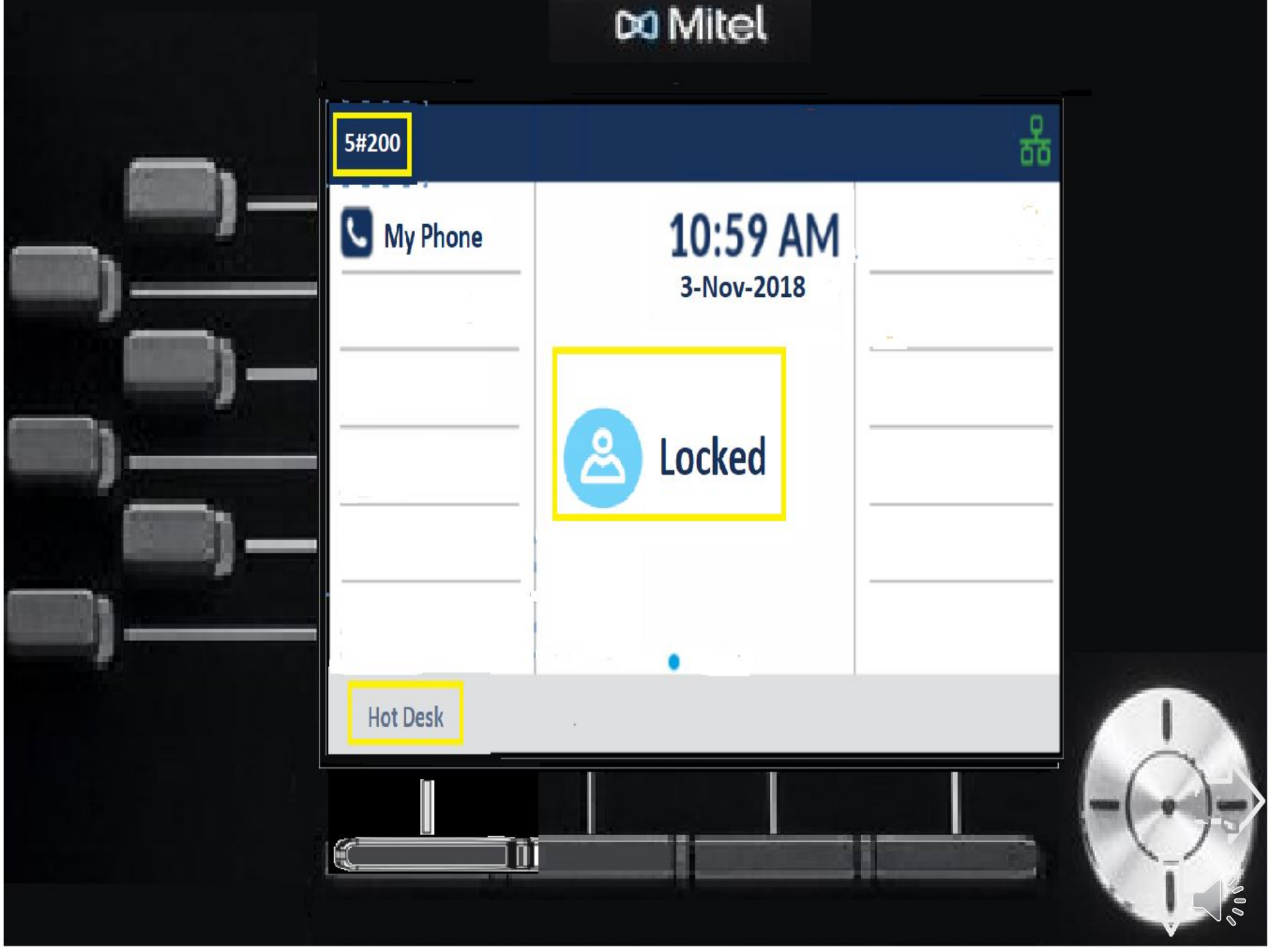
A few things to remember

- You will dial 9 for an outside line.
- You will need to dial the area code and phone number for all outgoing calls.
- You will need to dial 1 for long distance or 800 dialing. (You may need to add a 1 in front of 501 are codes as well)
- Your Voice Mail box and Hot desk default pin is 1111 until you set up your voicemail box.

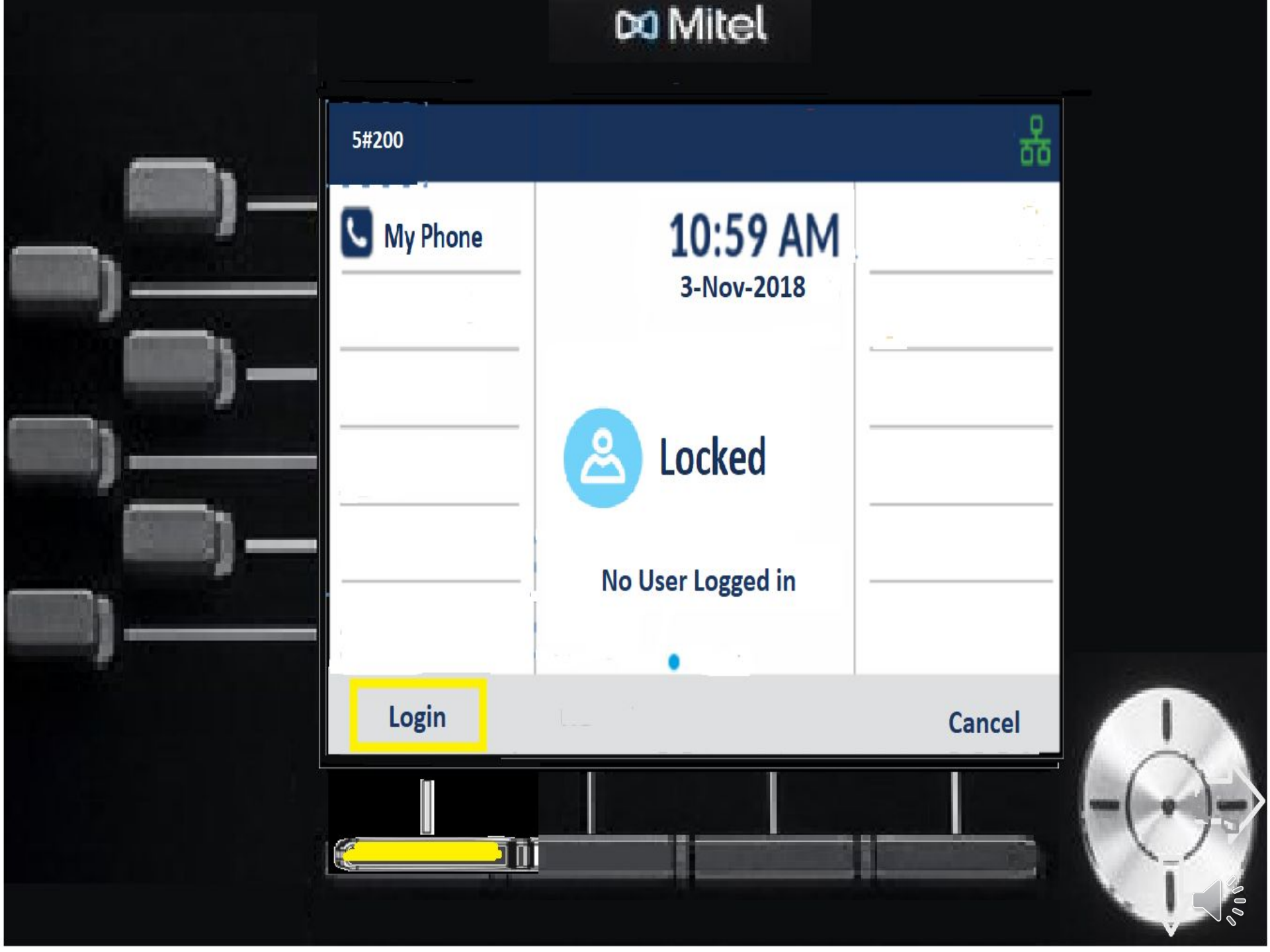
Mitel
76632
My Phone
Vanessa
Laura
Mary
Rich
Jennifer
1:43 PM
29 Aug 2016
Redial:
147**
Redial
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0
#

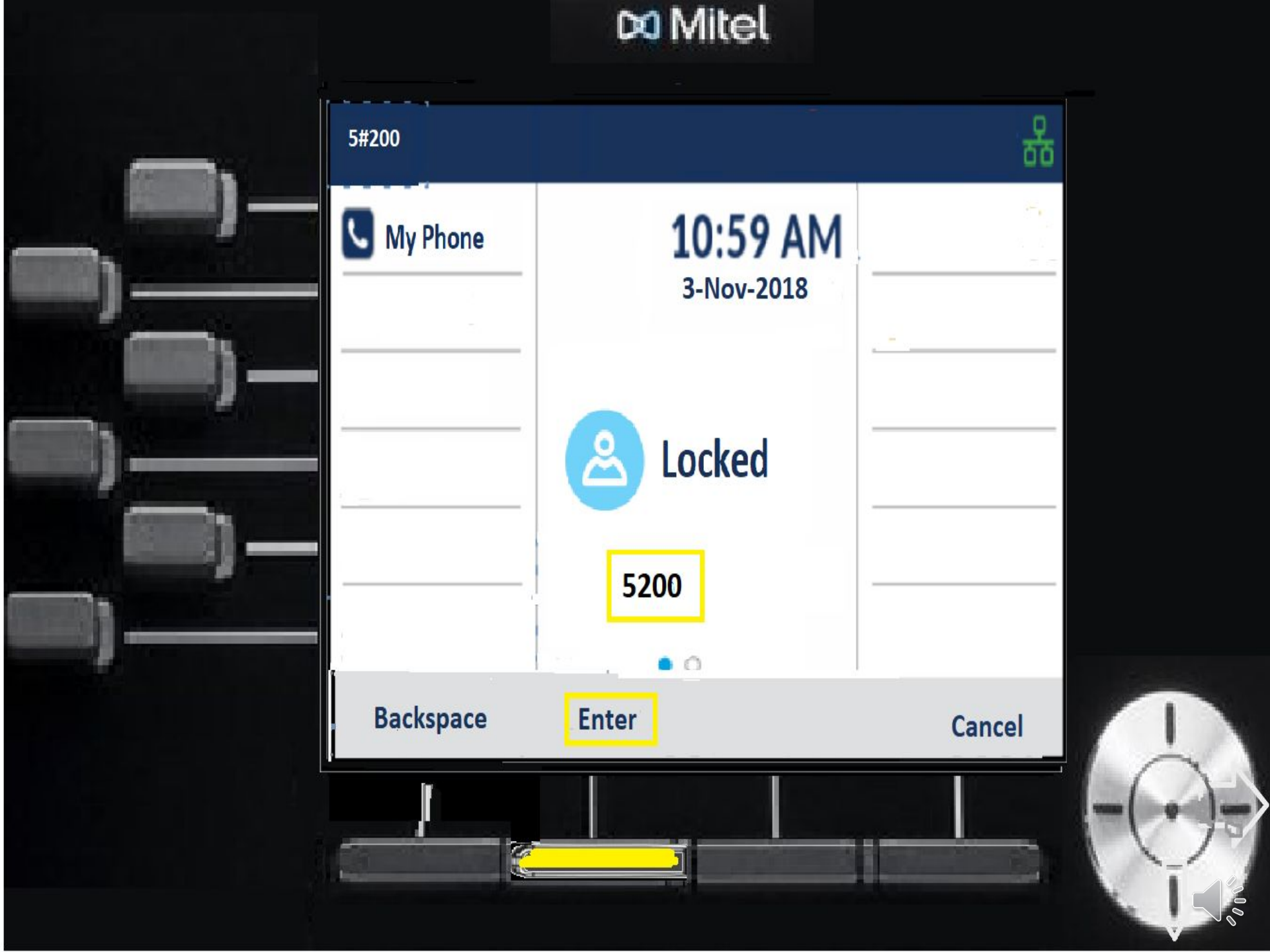

Select

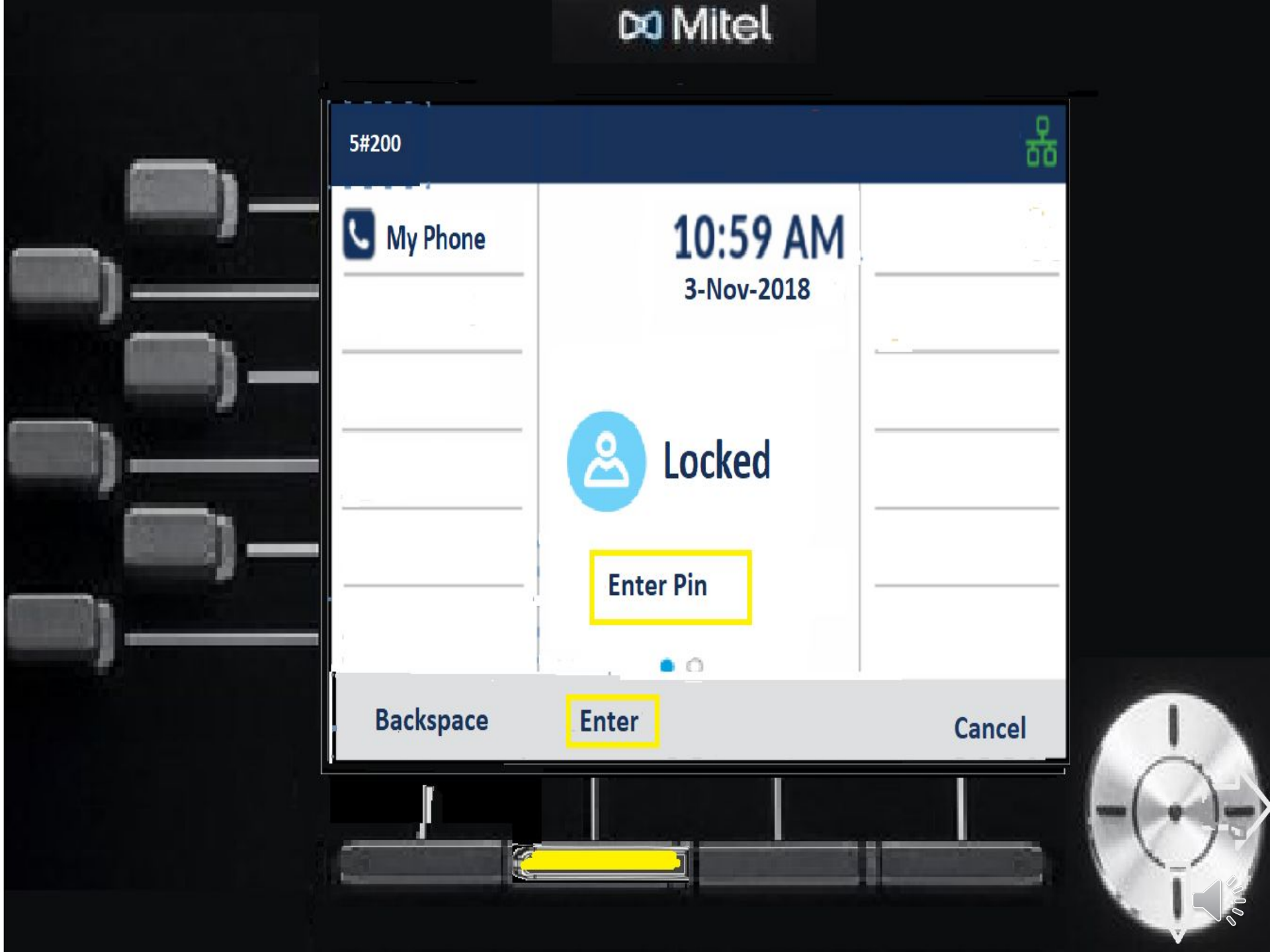
How to HOTDESK into your phone

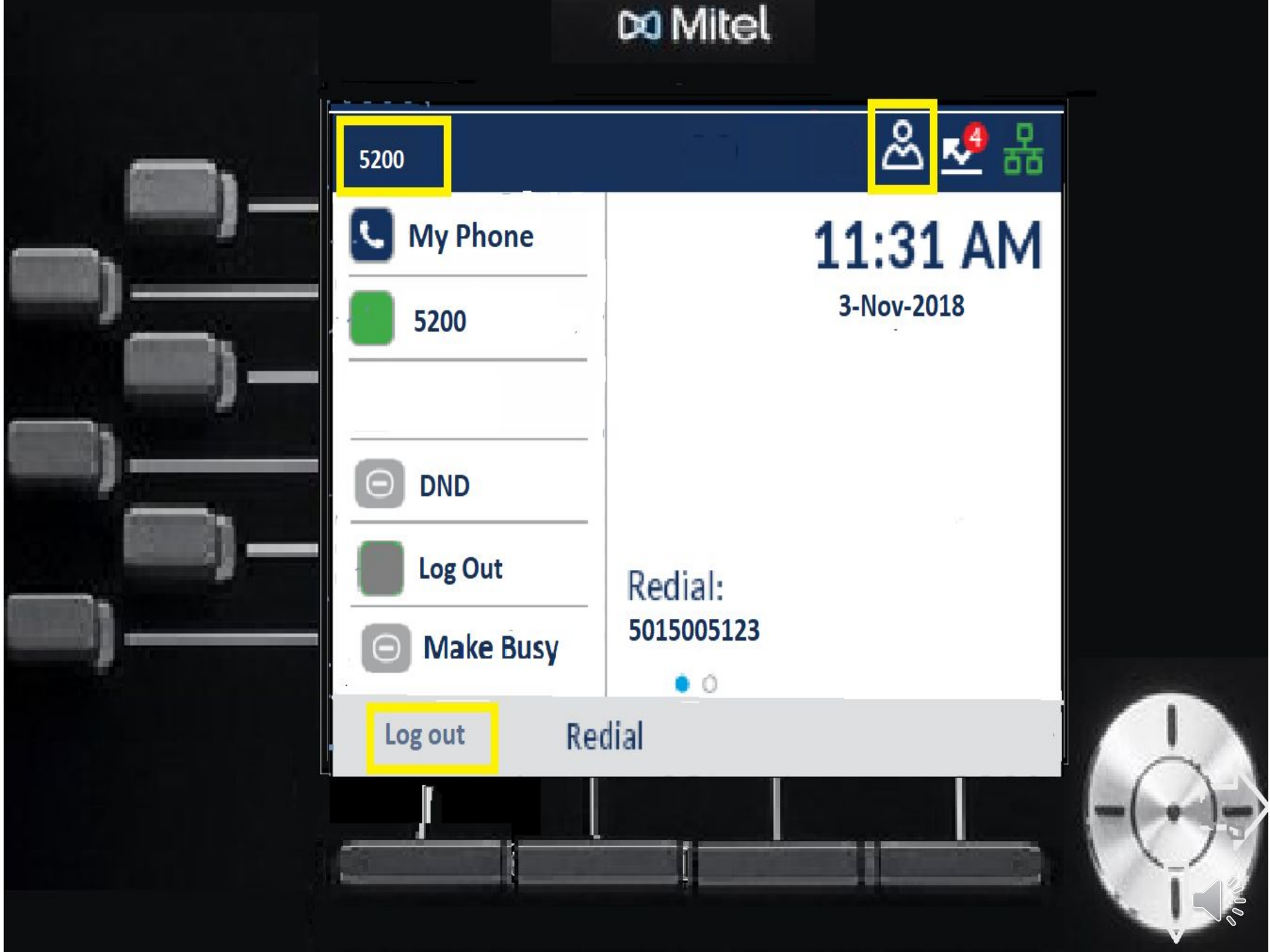

Mitel
5#200
My Phone
10:59 AM
3-Nov-2018
Locked
Hot Desk

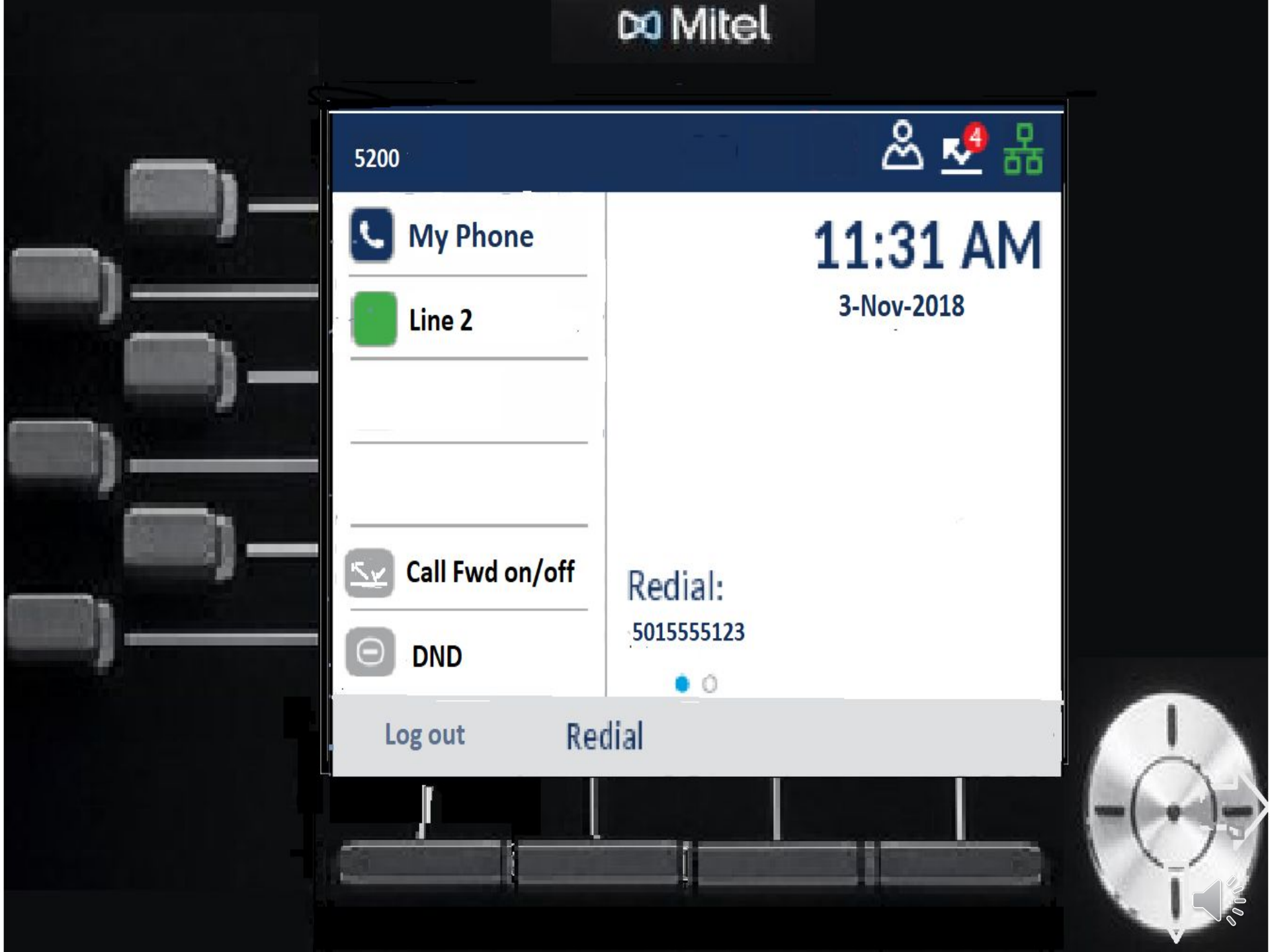
Mitel
5#200
My Phone
10:59 AM
3-Nov-2018
Locked
Hot Desk

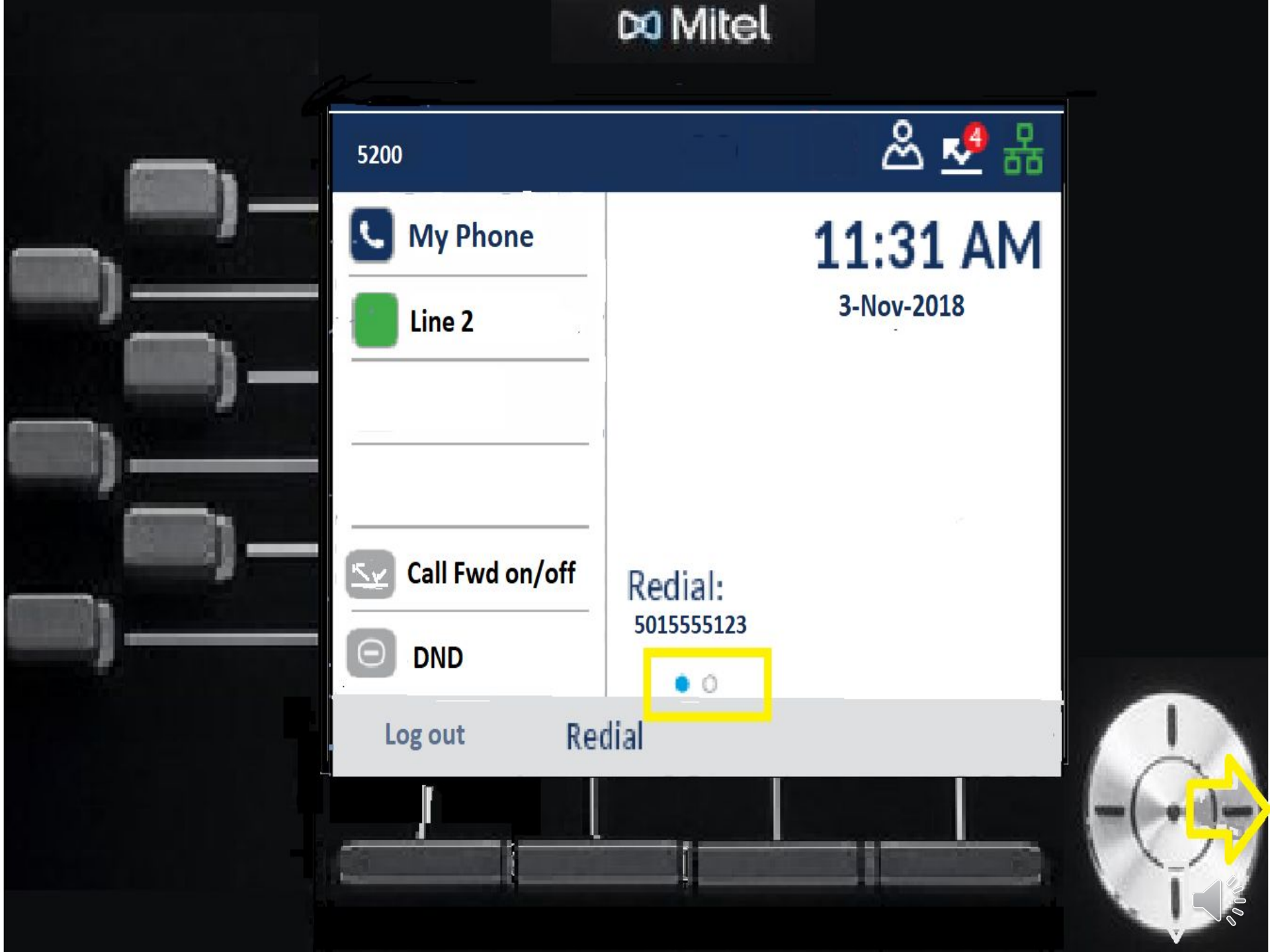

Mitel
5#200
My Phone
10:59 AM
3-Nov-2018
Locked
No User Logged in
Login
Cancel


Mitel
5#200
My Phone
10:59 AM
3-Nov-2018
Locked
5200
Backspace
Enter
Cancel


Mitel
5#200
My Phone
10:59 AM
3-Nov-2018
Locked
Enter Pin
Backspace
Enter
Cancel


Mitel
5200
4
My Phone
5200
DND
Log Out
Make Busy
11:31 AM
3-Nov-2018
Redial:
5015005123
Log out
Redial

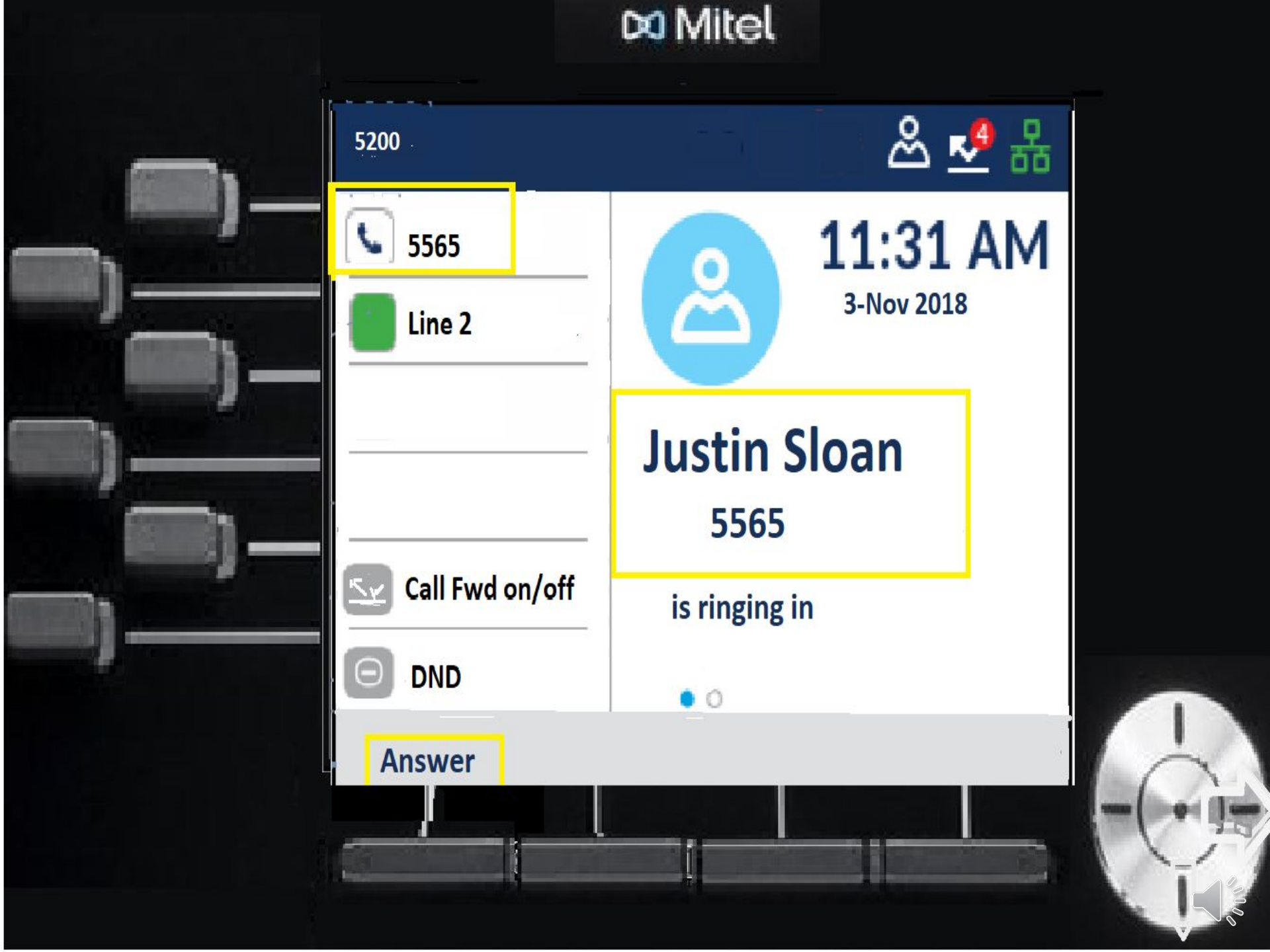

Mitel
5200
4
My Phone
Line 2
Call Fwd on/off
DND
11:31 AM
3-Nov-2018
Redial:
5015555123
Log out
Redial


Mitel
5200
4
My Phone
Line 2
11:31 AM
3-Nov-2018
Call Fwd on/off
DND
Redial:
5015555123
Log out
Redial

Mitel
5200
4
11:31 AM
3-Nov-2018
Redial:
5015555123
Log out
Redial

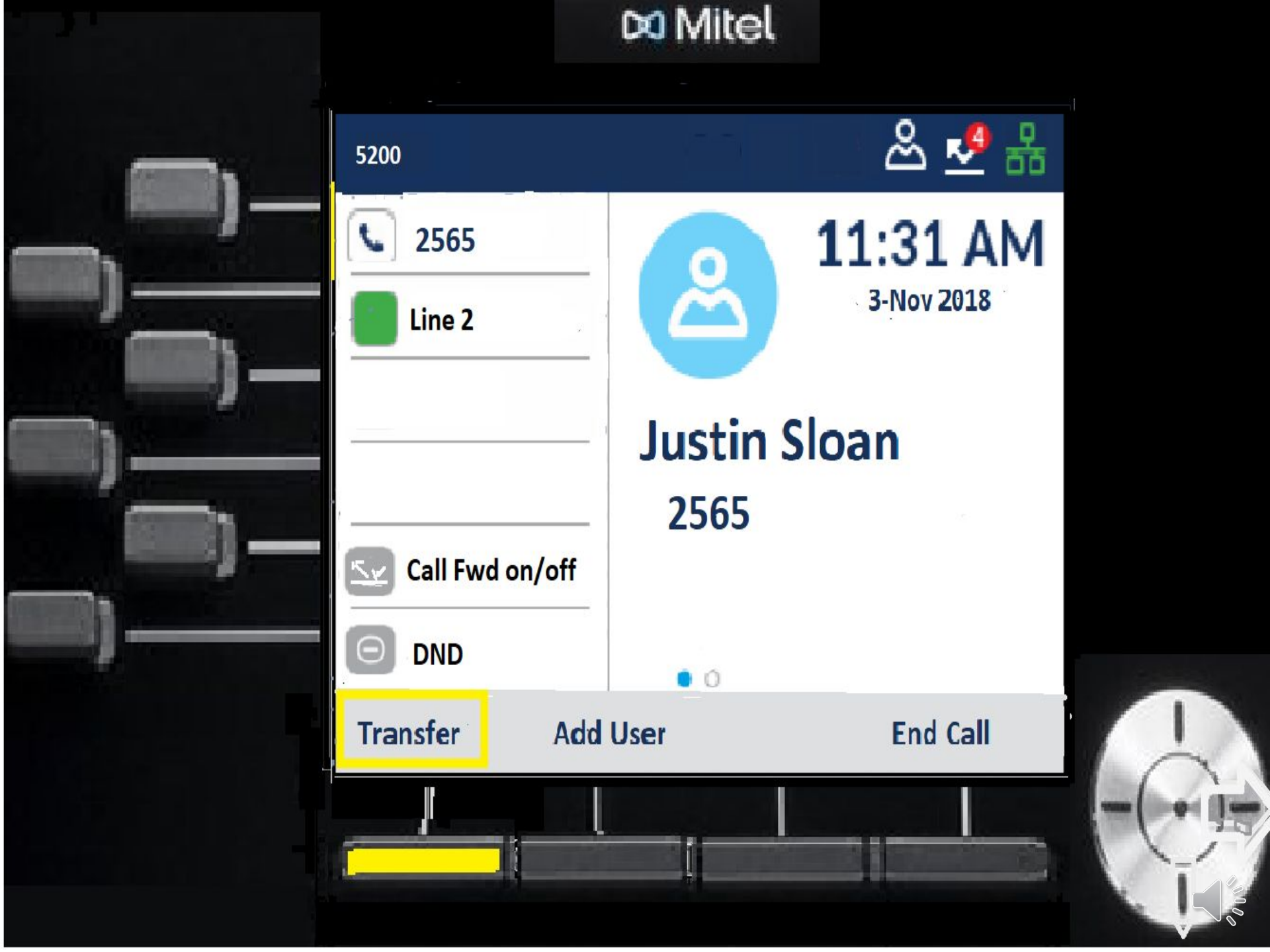
Mitel
Programmable Key
Speed Call
Other Features
More ...
Label Name
Number
Private
Save
Backspace
ABC
Cancel

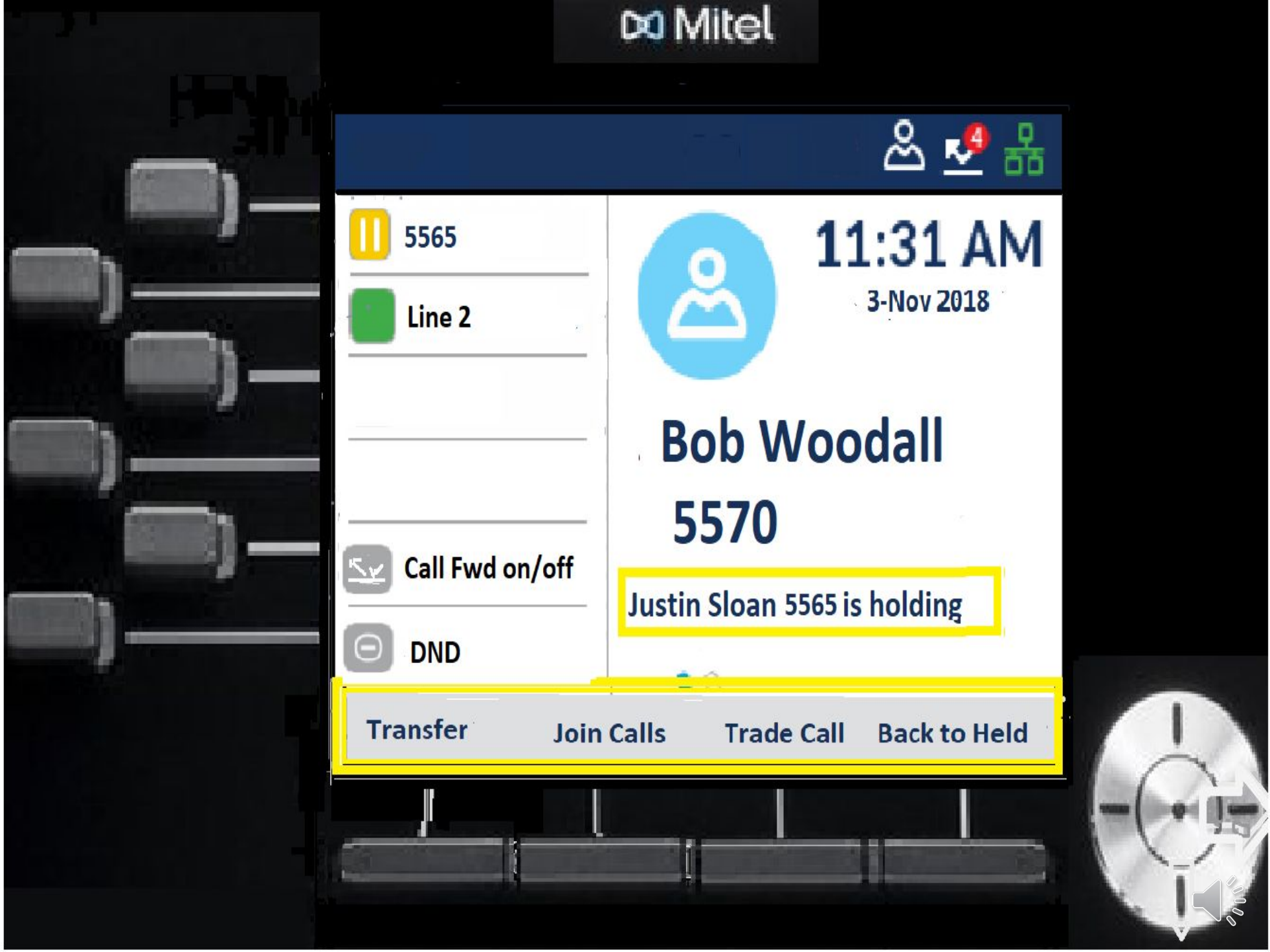
Incoming Call

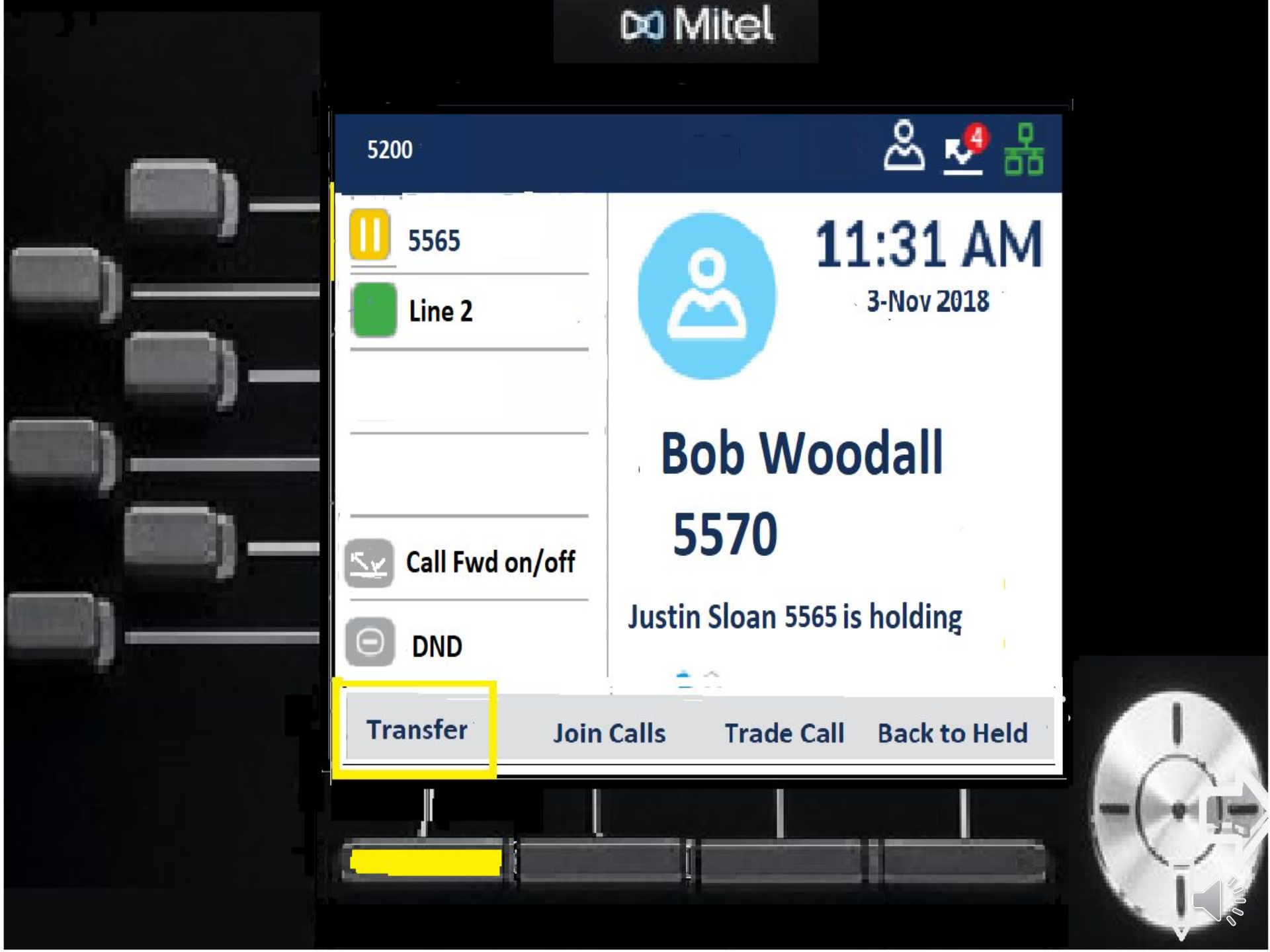

Mitel
5200
4
5565
Line 2
11:31 AM
3-Nov 2018
Justin Sloan
5565
is ringing in
Call Fwd on/off
DND
Answer

Mitel
5200
4
5565
Line 2
11:31 AM
3-Nov 2018
Justin Sloan
5565
Call Fwd on/off
DND
Transfer
Add User
End Call

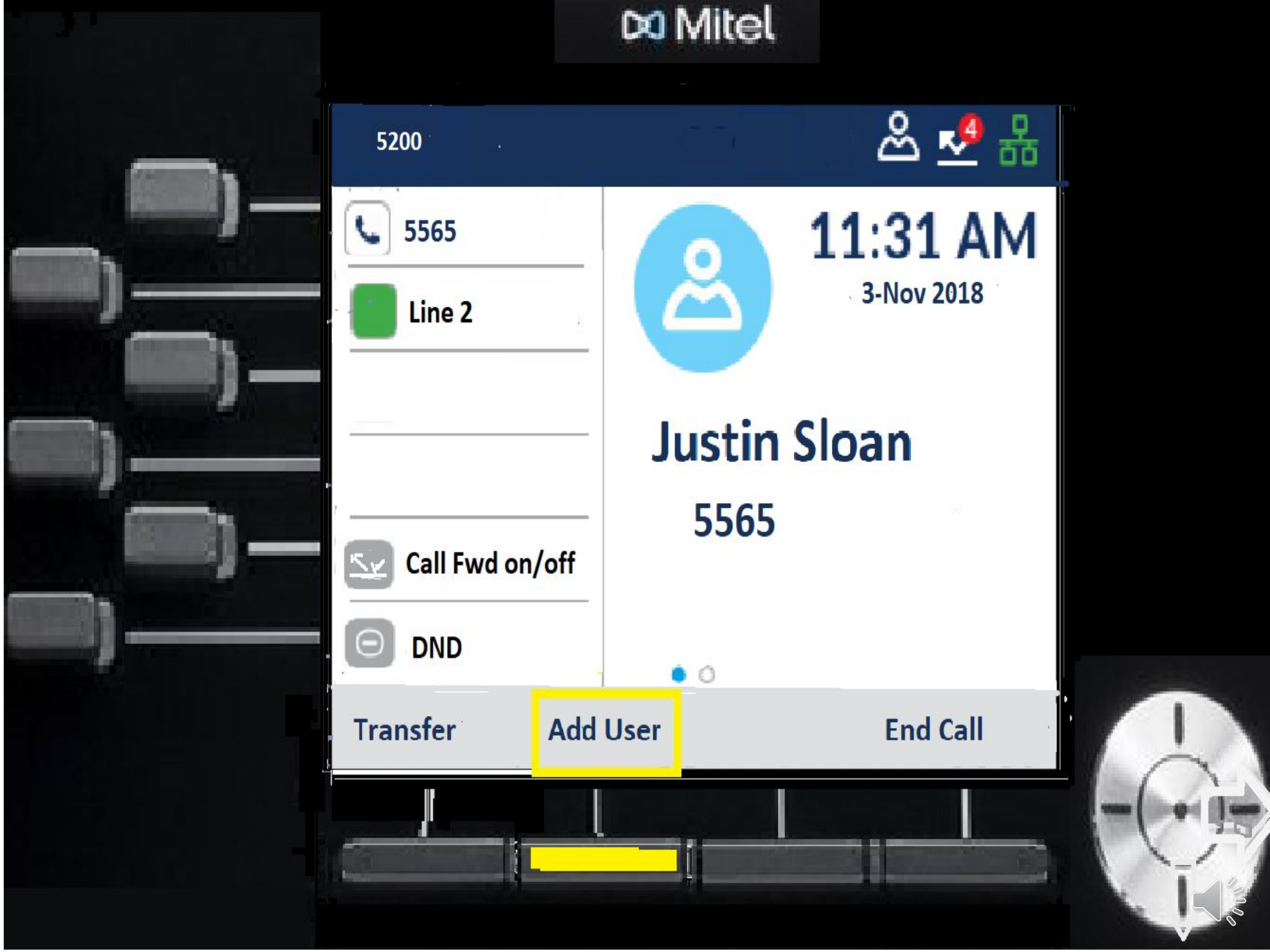
Transferring a Call

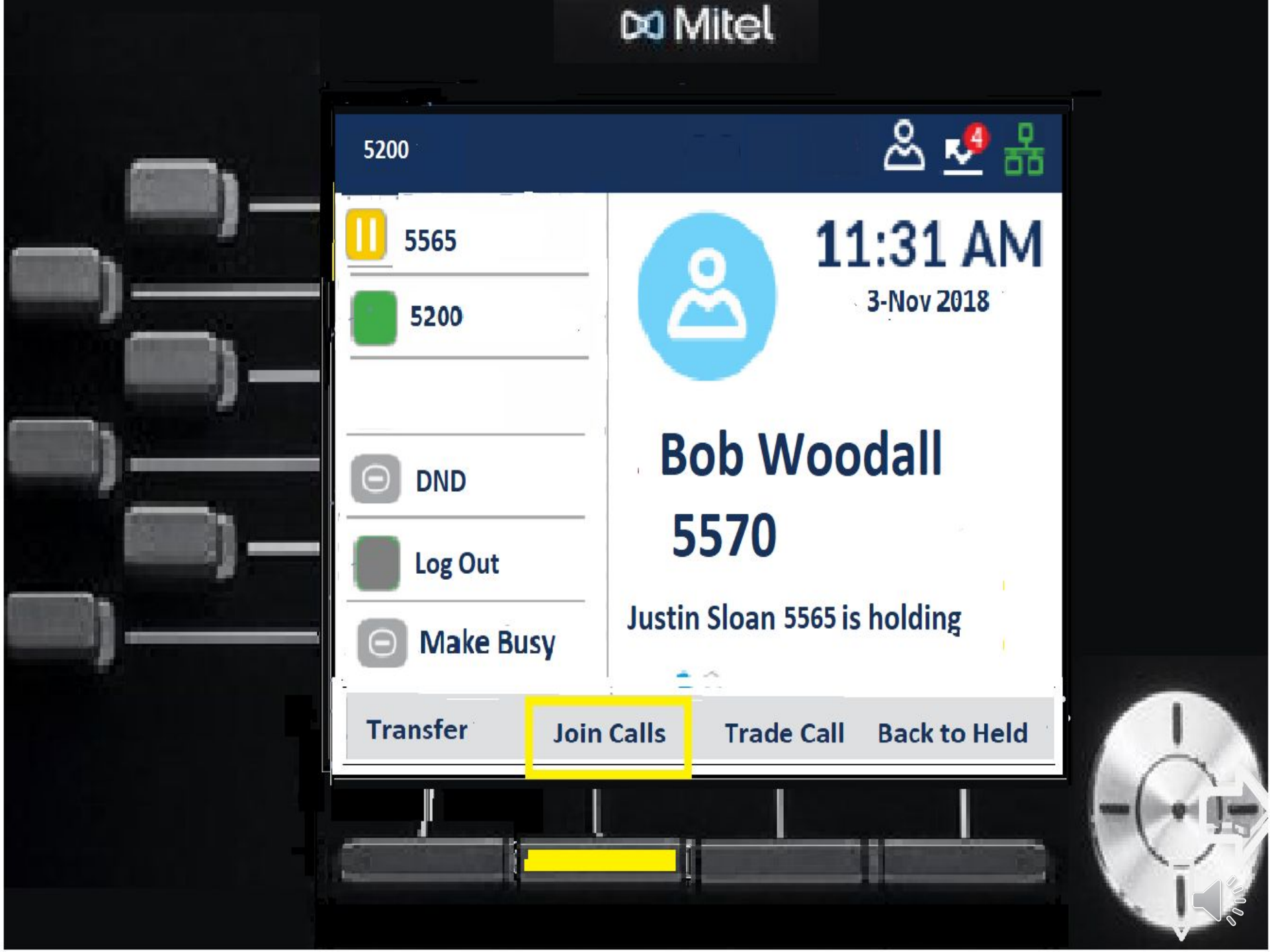

Mitel
5200
4
2565
Line 2
11:31 AM
3-Nov 2018
Justin Sloan
2565
Call Fwd on/off
DND
Transfer
Add User
End Call


Mitel
5565
Line 2
Call Fwd on/off
DND
11:31 AM
3-Nov 2018
Bob Woodall
5570
Justin Sloan 5565 is holding
Transfer
Join Calls
Trade Call
Back to Held


Mitel
5200
4
5565
Line 2
11:31 AM
3-Nov 2018
Bob Woodall
5570
Call Fwd on/off
Justin Sloan 5565 is holding
DND
Transfer
Join Calls
Trade Call
Back to Held

Setting up a Conference call


Mitel
5200
4
5565
Line 2
Call Fwd on/off
DND
11:31 AM
3-Nov 2018
Justin Sloan
5565
Transfer
Add User
End Call


Mitel
5200
4
5565
5200
DND
Log Out
Make Busy
11:31 AM
3-Nov 2018
Bob Woodall
5570
Justin Sloan 5565 is holding
Transfer
Join Calls
Trade Call
Back to Held

Mitel
5200
5565
Line 2
Call Fwd on/off
DND
11:31 AM
5-Apr 2018
3 Party Conf
Transfer
Add user
Split
Leave Call

Fixed Keys

Mitel
4:43 PM
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
0

MiMobileLink
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0
#

Contacts Key

Mitel
Contacts
Enter name
Personal
51
Corporate
110
Crawford, Esther
143534
Stevenson, Arlie
902323
Thomas, Bertha
457327
Velasquez, Juanita
902324
Williams, David
345231
Dial
Delete
Add New
Close

Mitel
Contacts
Ber
Personal
51
Corporate
110
Crawford, Esther
143534
Stevenson, Arlie
902323
Thomas, Bertha
457327
Velasquez, Juanita
902324
Williams, David
345231
Search
Backspace
Reset
Close

Mitel
Contacts
Personal
BT
Thomas, Bertha
Phone Numbers
457327
Work
6472307711
Mobile
Dial
Edit
Close

Call History

Call History

All

Missed

Outgoing

Received

Bertha Thomas
04:00 PM | Today

6128190
01:58 PM | Today

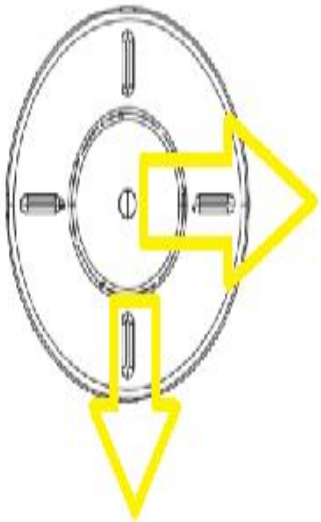
David Williams
04:00 PM | Yesterday

Esther Crawford
03:00 AM | 16 Dec

Juanita Velasquez
02:00 PM | 15 Dec

Delete

Close



Call History

All

Missed

Outgoing

Received

Bertha Thomas
04:00 PM | Today

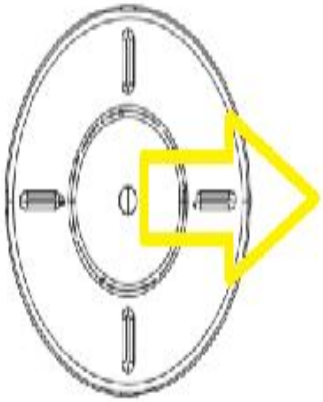
6128190
01:58 PM | Today

David Williams
04:00 PM | Yesterday

Esther Crawford
03:00 AM | 16 Dec

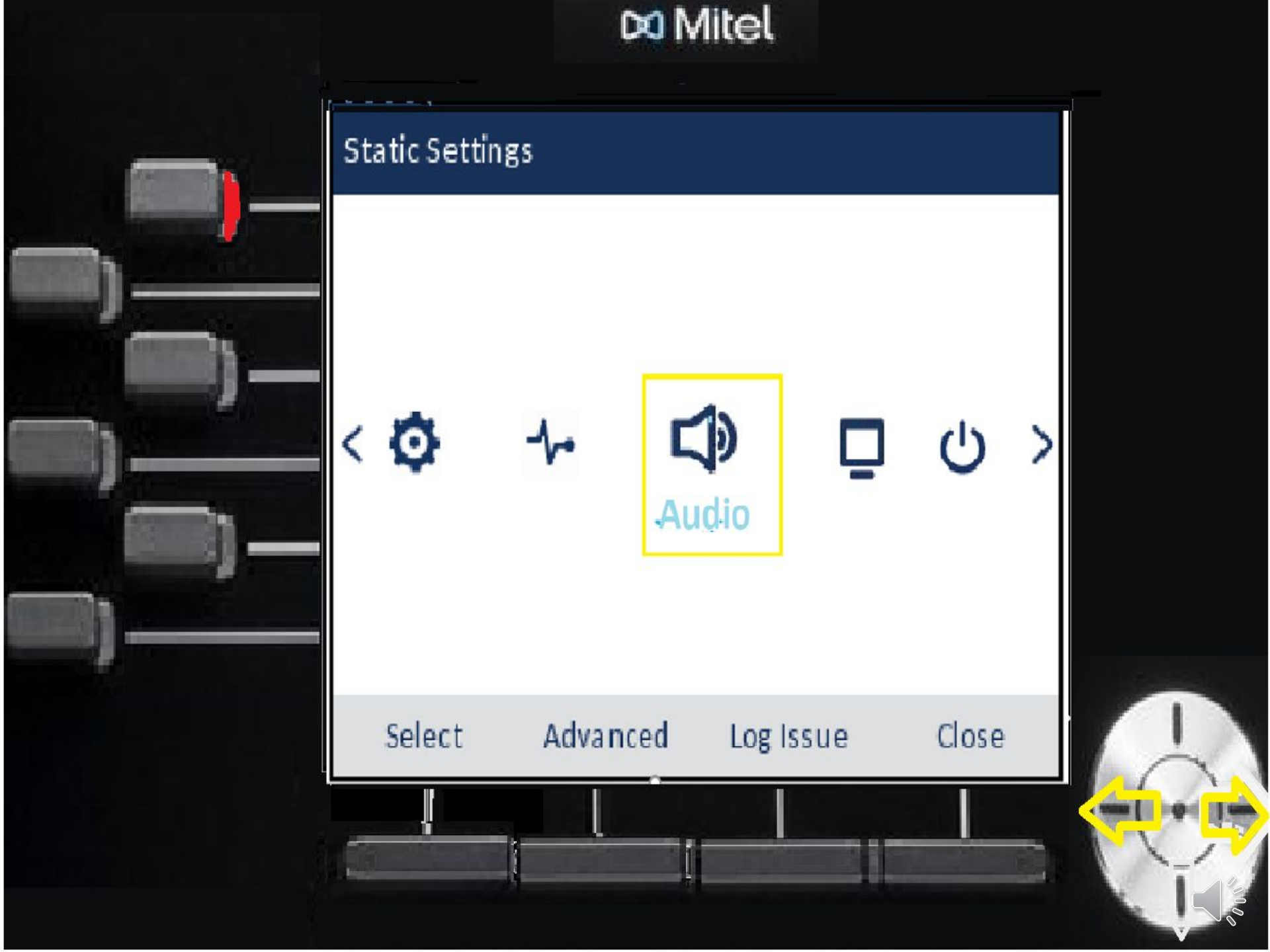
Juanita Velasquez
02:00 PM | 15 Dec

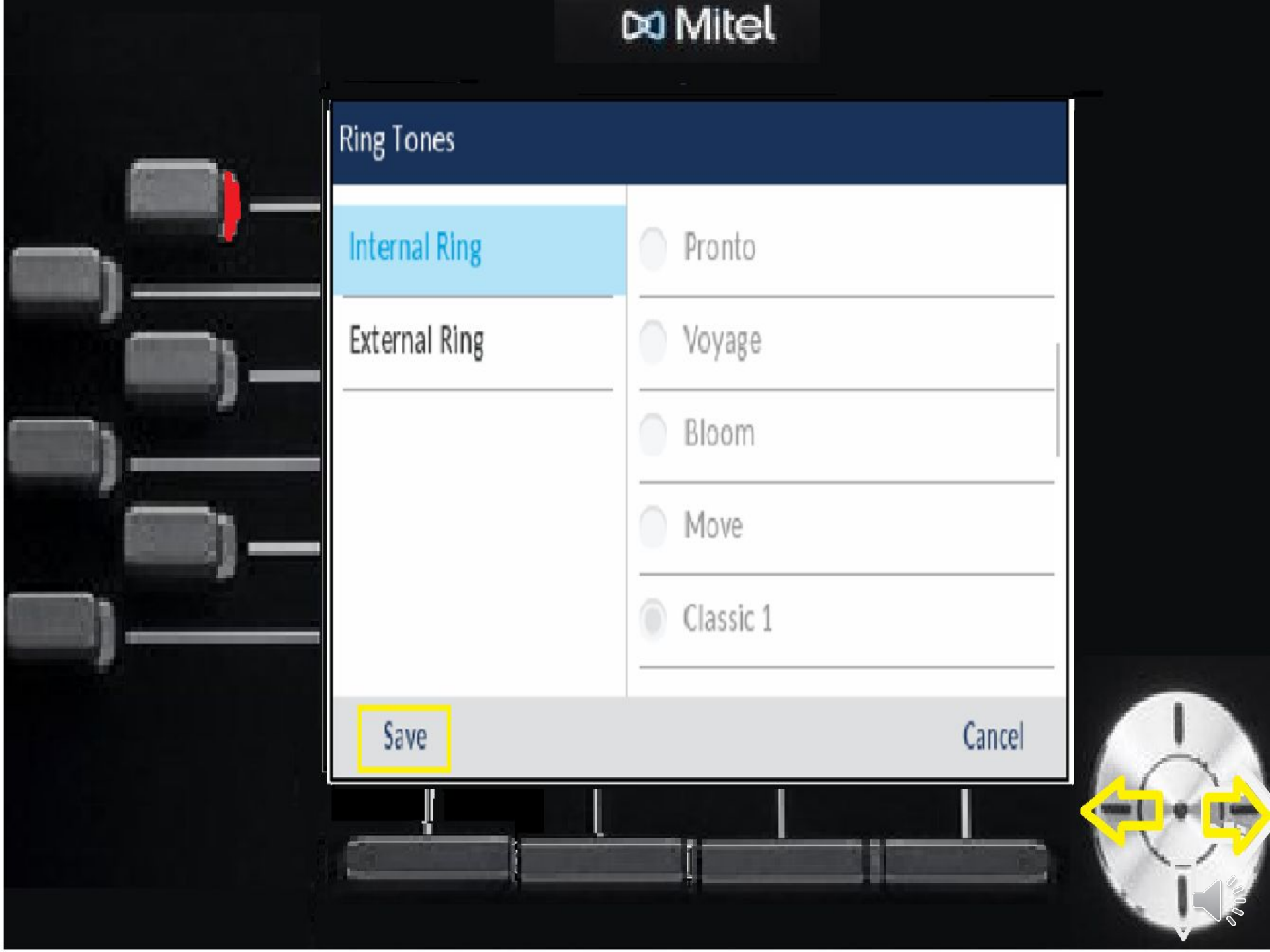
Dial | Add Contact | Delete | Close



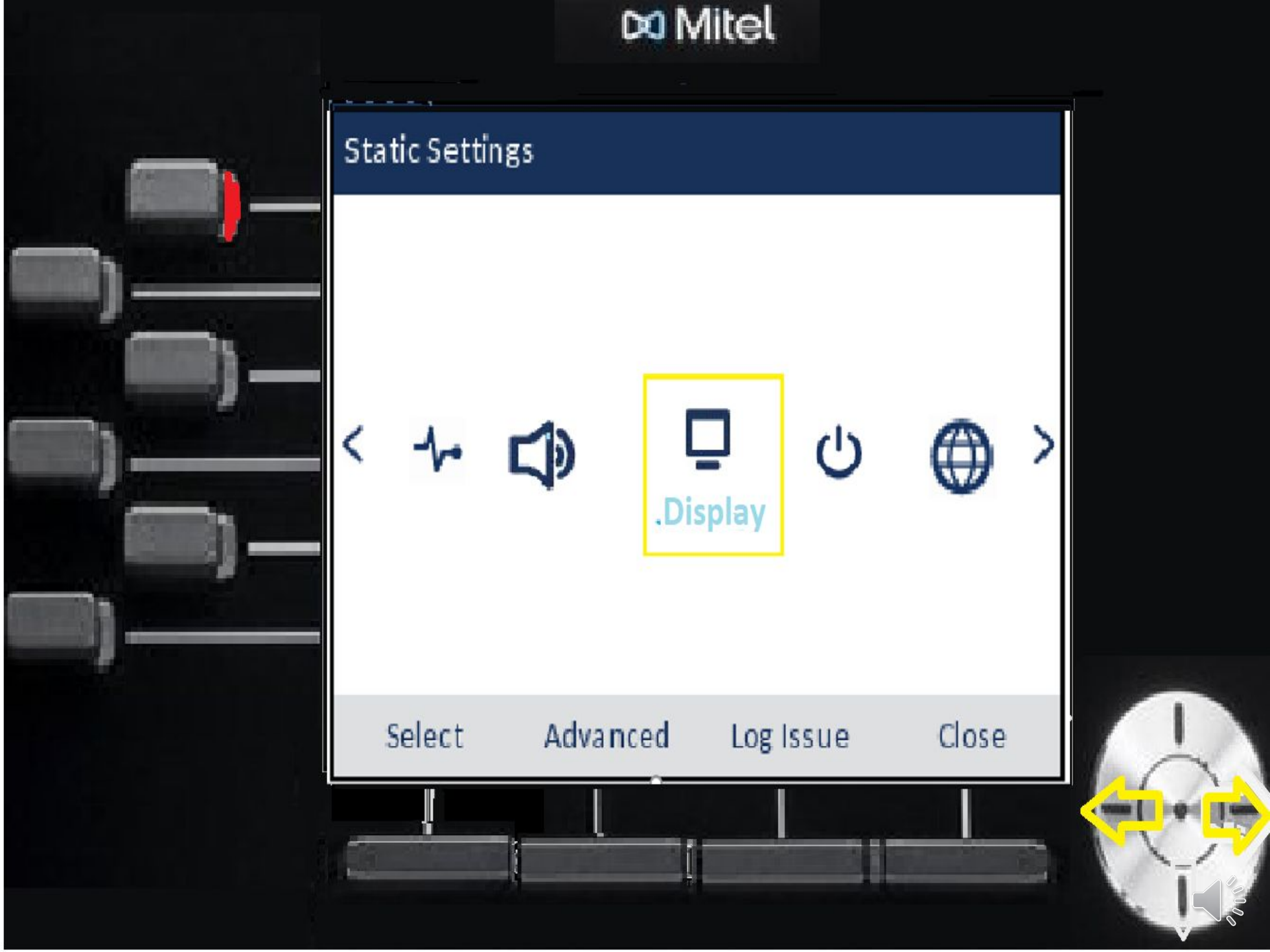
Voice Mail

Settings


Mitel
Static Settings
Audio
Select
Advanced
Log Issue
Close

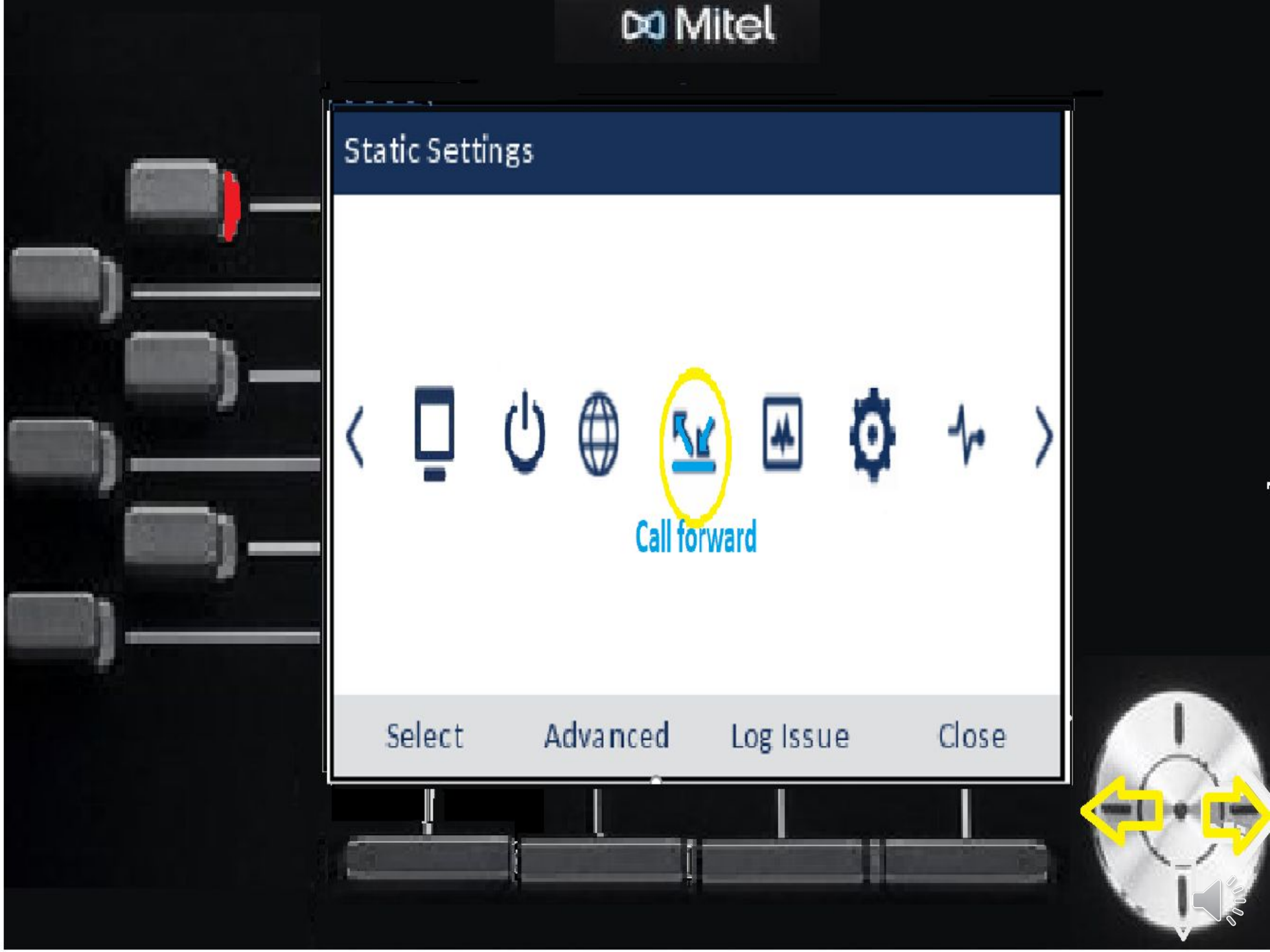

Mitel
Ring Tones
Internal Ring
External Ring
Pronto
Voyage
Bloom
Move
Classic 1
Save
Cancel

Mitel
Static Settings
Audio
Audio Path
Headset
Specker
Select
Advanced
Log Issue
Close


Mitel
Static Settings
.Display
Select
Advanced
Log Issue
Close

2
10:52 am
Mon Jul 25

Mitel
Display
Brightness
Brightness Level
Level 5
Screen Saver
Screen Saver Timer
5
minutes
Dimmer Level
Level 1
Save
Cancel


Mitel
Static Settings
Call forward
Select
Advanced
Log Issue
Close

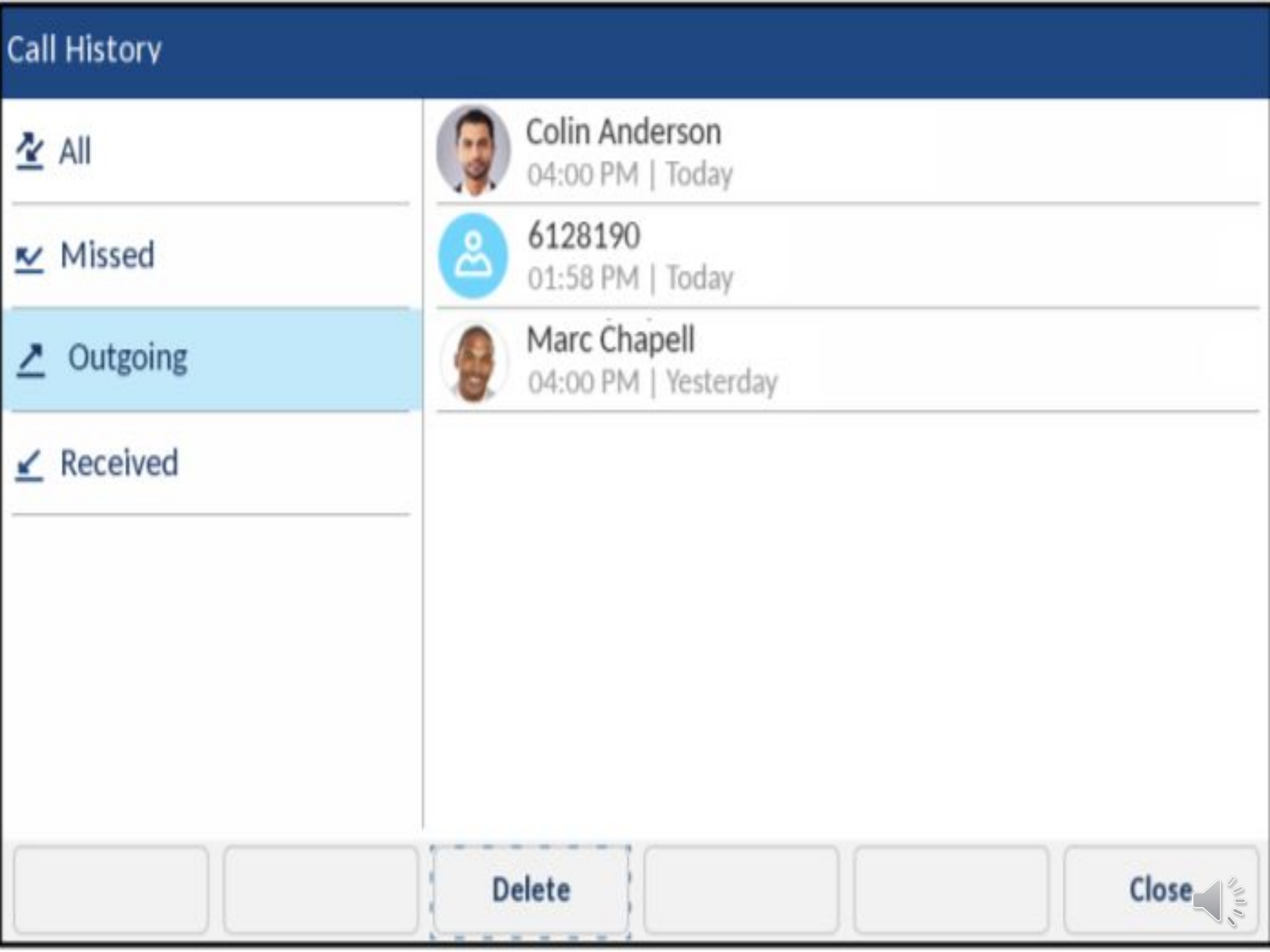
Mitel
Call Forward
Always
Busy Internal
Number
Busy External
Number
No Answer Internal
Number
No Answer External
Number
Save
Backspace
Copy to All?
Cancel

Volume

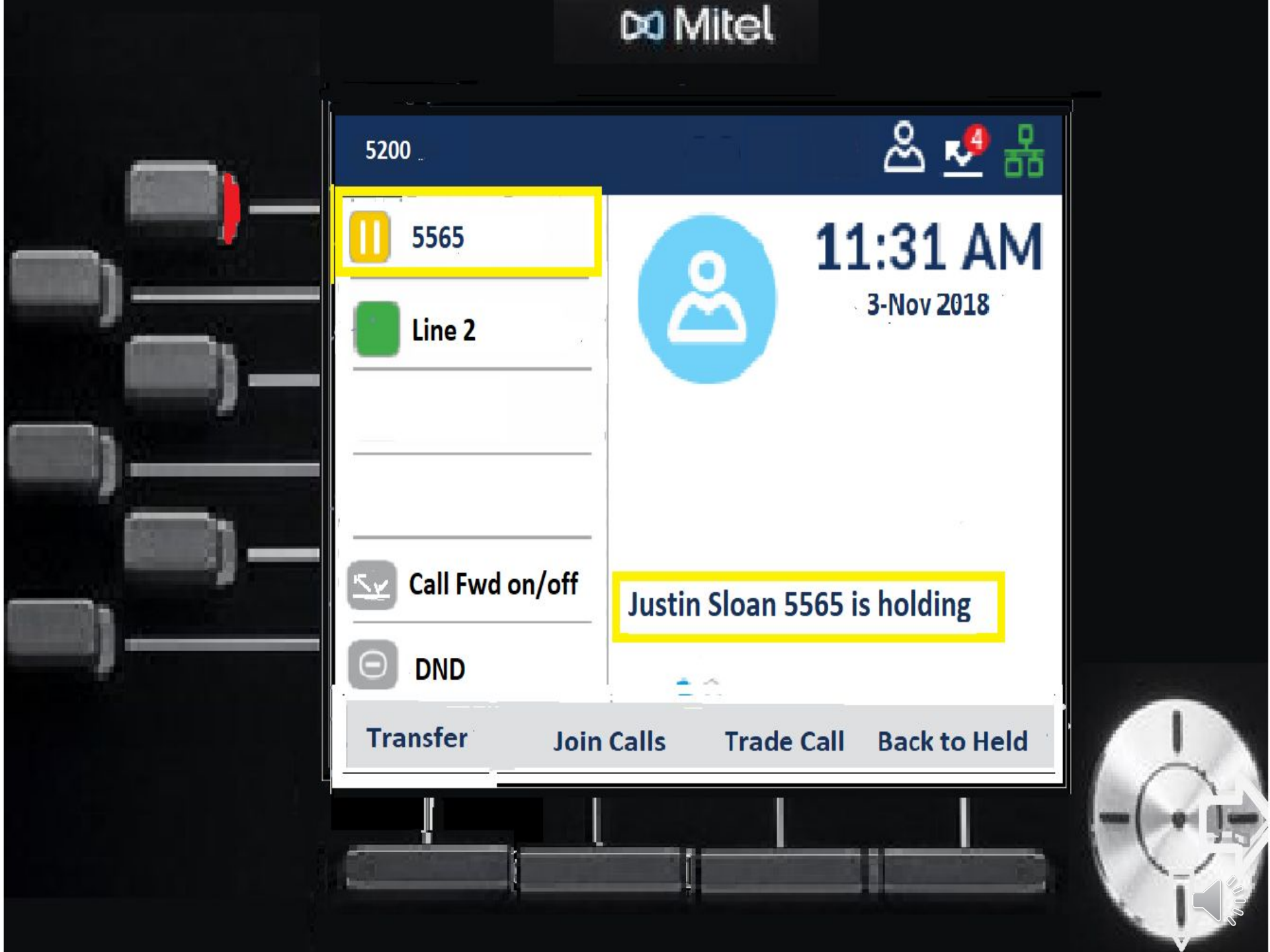
MiMobileLink
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0
#

Hang up

Redial List


Call History
All
Missed
Outgoing
Received
Colin Anderson
04:00 PM | Today
6128190
01:58 PM | Today
Marc Chapell
04:00 PM | Yesterday
Delete
Close

Hold


Mitel
5200
4
5565
Line 2
11:31 AM
3-Nov 2018
Call Fwd on/off
Justin Sloan 5565 is holding
DND
Transfer
Join Calls
Trade Call
Back to Held

Mute

Speaker/
Headset

VOICE MAIL

PIN to set up Voicemail is 1111

VOICE MAIL Flow

Accessing Voice Mail

From Your Phone:

Voice mail key then

Passcode: _____

From any other Phone:

Press Voice mail key

Enter: * plus your own Mailbox Number followed by another * Passcode: _____

From Outside

Dial your office's MAIN number
At the start of the Co. greeting . . .

- Press * *(not prompted in the company greeting!)*
- Enter your Mailbox number
- followed by your Passcode

IF YOU HAVE A DID NUMBER:
Dial your own DID,

At the start of your greeting....

Press * *(tells system owner is calling)*

Enter your Passcode:_____

Play Messages (7)

P to Play

- * Rewind in 5 second increments
- # Fast Forward in 5 second increments
- 1 Pause in 30 second increments
- 8 To skip to Top of next message

- P (7) to Play again
- A (2) to Answer
- G (4)to Give to another user → *Enter destination mailbox, & record introduction …*
  - R to Review
  - D to Discard and Re-Record
  - A to Append
  - M for Message Addressing Options
  - X to Send and Exit
- K (5) to Keep
- D (3) to Discard
- M (6) to Make a new message
- X (9) to eXit message review

Make Message (6)

M to Make (record) Msg

- Enter Mailbox Number(s),
- # *when finished entering mailboxes*
- # *When finished recording message.*

- R (7) to Review
- D (3) to Discard and Re-Record
- A (2) to Append
- M (6) for Message Addressing Options
- X (9) to Send and eXit to Main Menu

Message Addressing Options:

- C (2)to make Confidential
- R (7)to Request Receipt
- U (8)to mark Urgent
- F (3)to mark for Future delivery

Press (9)**X** to eXit and return to previous menu options.

User Options (8)

U for User Options

- G (4)to change Greeting
  - L (5)to Listen to Greeting/Name
  - R (7)to Record Greeting/Name
  - X (9)to eXit to Previous Menu
- N (6)to change Name
  - L (5)to Listen to Greeting/Name
  - R (7)to Record Greeting/Name
  - X (9)to eXit to Previous Menu
- P (7)to change Passcode
- L (5)for Distribution Lists (01 - 09)
- T (8)to repeat Tutorial *(reset mbx passcode, greeting, and passcode)*
- X (9)to eXit to Main Menu

X to Exit

0 for an Operator