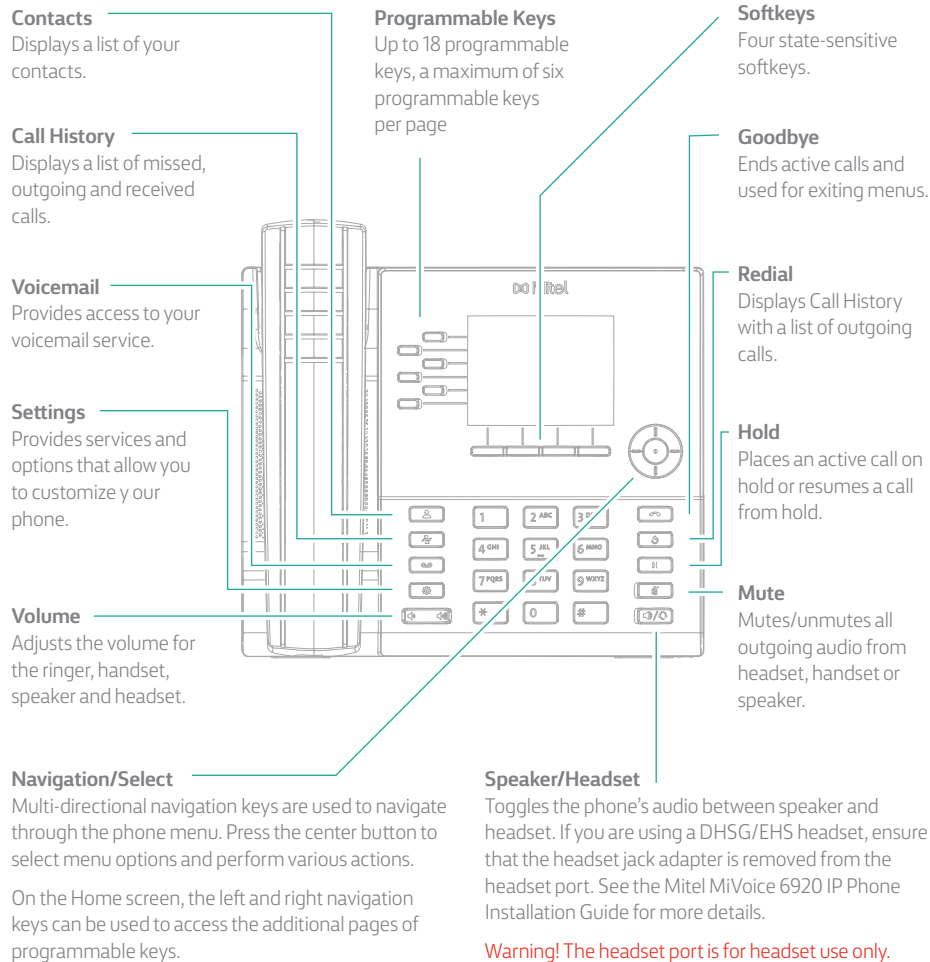


# Quick Reference Guide – Mitel 6920 IP Phone

## Getting started



**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 JPT UEP 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 JPTUFEIPIPOF4UJFN visit [www.glacienetworks.net](http://www.glacienetworks.net)