

Mitel 6920

Mitel 6920 IP Phone User Manual

Model: 6920

Brand: Mitel

1. INTRODUCTION

The Mitel 6920 IP Phone is engineered for enterprise users who require a modern, flexible, and reliable communication device. This phone delivers an exceptional High-Definition (HD) audio experience through its speech-optimized handset, a full-duplex speakerphone, and support for USB and analog headsets. This manual provides comprehensive instructions for the setup, operation, and maintenance of your Mitel 6920 IP Phone.

2. PRODUCT OVERVIEW



Figure 1: Mitel 6920 IP Phone. This image displays a black Mitel 6920 IP Phone with its handset resting on the cradle, connected by a coiled cord. The phone features a monochrome display, a numeric keypad, and various function buttons, all designed for efficient communication.

The Mitel 6920 IP Phone features a robust design with intuitive controls. Key components include:

- **Handset:** Speech-optimized for clear audio.
- **Display:** Monochrome screen for call information, menus, and status.
- **Keypad:** Standard numeric keypad for dialing.
- **Function Keys:** Programmable and dedicated keys for various features.
- **Navigation Cluster:** For menu navigation and selection.
- **Speakerphone:** Full-duplex for hands-free communication.

3. SETUP

3.1 Package Contents

Verify that your package contains the following items:

- Mitel 6920 IP Phone unit
- Handset
- Handset coiled cord
- Ethernet cable
- Power adapter (if not using Power over Ethernet - PoE)
- Desk stand

3.2 Connecting the Phone

1. **Attach the Desk Stand:** Securely attach the desk stand to the base of the phone.

2. **Connect the Handset:** Plug one end of the coiled cord into the handset and the other end into the handset port on the phone base.
3. **Connect to Network:** Plug one end of the Ethernet cable into the LAN port on the phone and the other end into an active network port (e.g., a wall jack or network switch). If using Power over Ethernet (PoE), the phone will power on automatically.
4. **Connect Power (if not using PoE):** If PoE is not available, connect the power adapter to the phone's power port and then plug it into a standard electrical outlet.
5. **Optional Connections:** Connect any USB or analog headsets to their respective ports if desired.

The phone will initiate its boot-up sequence. This process may take a few minutes as the phone connects to the network and registers with your communication system.

4. OPERATING INSTRUCTIONS

4.1 Basic Call Functions

- **Making a Call:**
 - a. Lift the handset or press the **Speaker** button.
 - b. Dial the desired number using the keypad.
 - c. Press the **Dial** or **Send** soft key, or wait for automatic dialing.
- **Answering a Call:**
 - a. Lift the handset, or press the **Speaker** button, or press the **Answer** soft key.
- **Ending a Call:**
 - a. Replace the handset, or press the **Speaker** button again, or press the **End Call** soft key.
- **Using the Speakerphone:**
 - a. Press the **Speaker** button to activate hands-free mode.
 - b. Press it again to deactivate.
- **Adjusting Volume:**
 - a. Use the **Volume** buttons (typically located near the handset) to adjust the handset, speakerphone, or ringer volume.

4.2 Advanced Features

- **Hold:** Press the **Hold** button during an active call to place the call on hold. Press again to resume.
- **Transfer:** Press the **Transfer** button, dial the new number, and then press **Transfer** again.
- **Conference:** Press the **Conference** button during an active call, dial the third party, and then press **Conference** again to join all parties.
- **Voicemail:** Press the **Voicemail** button (often represented by an envelope icon) and follow the audio prompts.
- **Navigation:** Use the navigation cluster (up, down, left, right arrows, and a select button) to browse menus and select options on the display.

5. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Mitel 6920 IP Phone.

- **Cleaning:** Use a soft, dry, or slightly damp cloth to clean the phone's surface. Avoid abrasive cleaners, solvents, or harsh chemicals. Do not spray liquids directly onto the phone.
- **Environmental Conditions:** Operate the phone within recommended temperature and humidity ranges. Avoid exposing the phone to direct sunlight, excessive heat, or moisture.
- **Cord Management:** Ensure all cords are neatly arranged and not under tension to prevent damage.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Mitel 6920 IP Phone.

Problem	Possible Cause	Solution
Phone does not power on	No power from Ethernet (PoE) or power adapter not connected/faulty.	Verify Ethernet cable connection and PoE status. If using a power adapter, ensure it is securely connected and the outlet is functional.
No dial tone	Phone not registered with the system; network issue; handset not connected properly.	Check network cable. Ensure the handset cord is securely plugged in. Contact your system administrator if the issue persists.
Poor audio quality	Network congestion; faulty handset/headset; volume settings.	Adjust volume. Try a different handset or headset if available. Check network connection stability.
Display is blank or frozen	Software error; power issue.	Perform a power cycle: disconnect and reconnect the power source (Ethernet or power adapter). If the problem persists, contact support.

For issues not listed here or if solutions do not resolve the problem, please contact your IT department or system administrator.

7. SPECIFICATIONS

The following are key specifications for the Mitel 6920 IP Phone:

- **Model Number:** 6920
- **Brand:** Mitel
- **Color:** Black
- **Material Type:** Plastic
- **Item Weight:** Approximately 2.2 pounds (1 Kilogram)
- **Product Dimensions:** Approximately 23.62 x 23.62 x 33.46 inches
- **Power Source:** Corded Electric (supports Power over Ethernet)
- **Batteries:** 1 Lithium Ion battery required (for internal clock/settings, not user-replaceable for operation)
- **Telephone Type:** Corded VoIP Phone
- **Dialer Type:** Single Keypad
- **Answering System Type:** Digital (functionality depends on PBX/VoIP system)

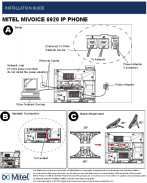
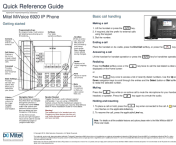
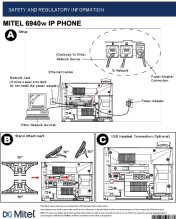
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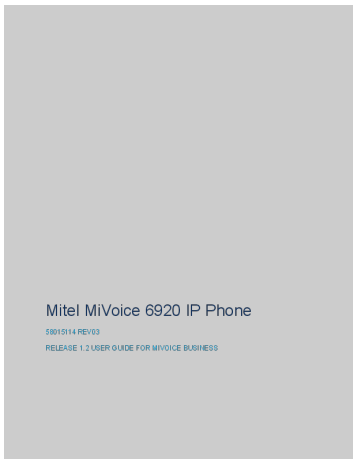
Mitel products are typically covered by a manufacturer's warranty. For specific warranty details, including duration and coverage, please refer to the documentation provided at the time of purchase or contact your vendor. For technical support, troubleshooting assistance beyond this manual, or service requests, please contact your organization's IT department or authorized Mitel service provider.

For additional resources and product information, visit the official Mitel website or consult your system administrator.

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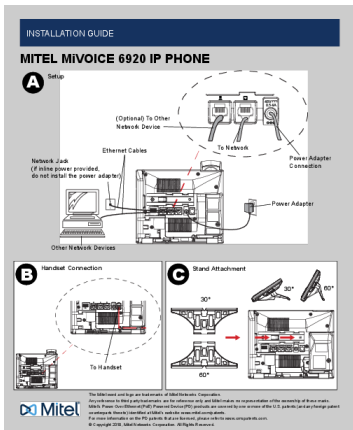
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	Mitel 6920 IP Quick Reference Guide A concise quick reference guide for the Mitel 6920 IP phone, detailing its features, functions, and operation for users. Covers call handling, messaging, and advanced features.
	Mitel 6940w IP Phone: Safety, Regulatory Information, and Features Comprehensive safety, regulatory, and connection information for the Mitel 6940w IP Phone (Model EHTPERS3). This document details product features, setup instructions, network and power connections, and essential safety precautions, including FCC and EU compliance.



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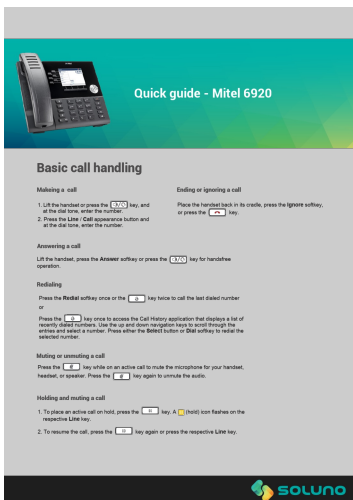
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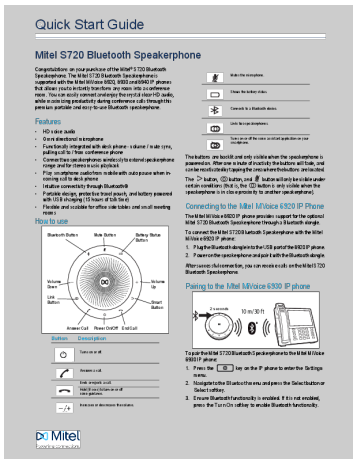
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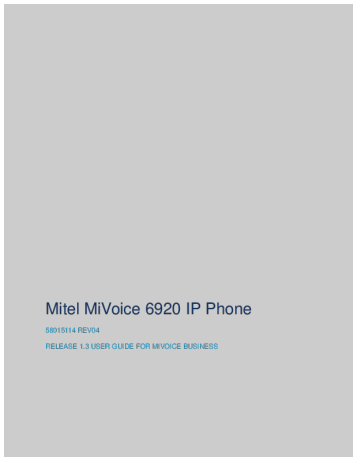


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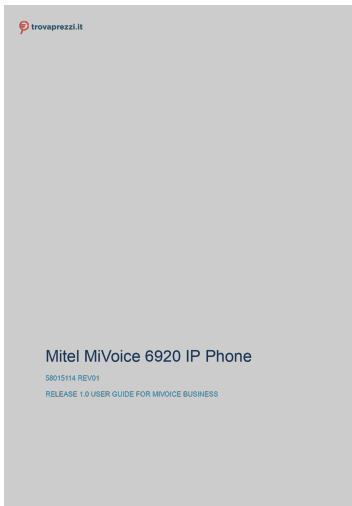


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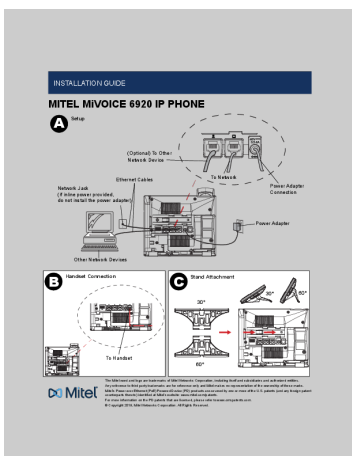
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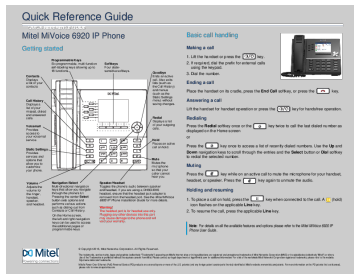
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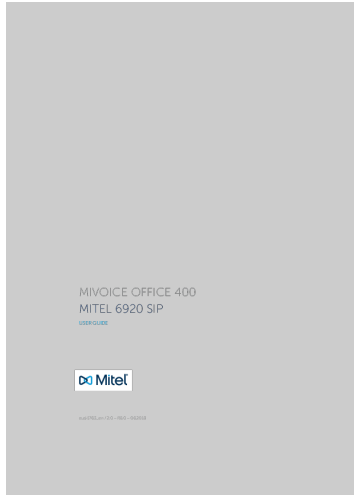
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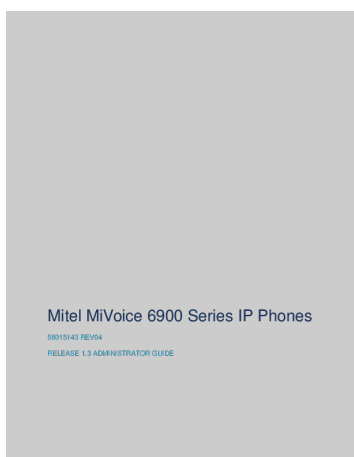
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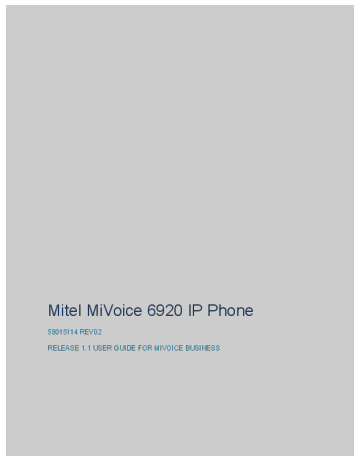
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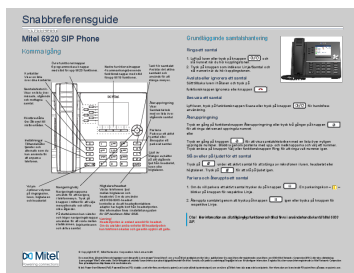
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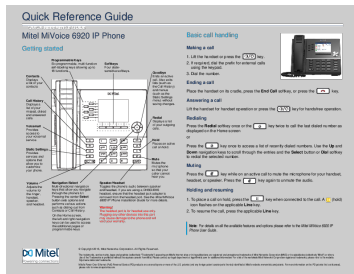
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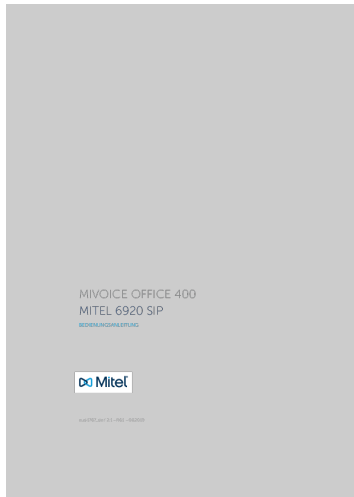


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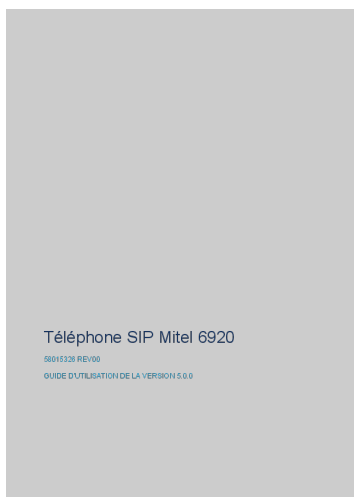


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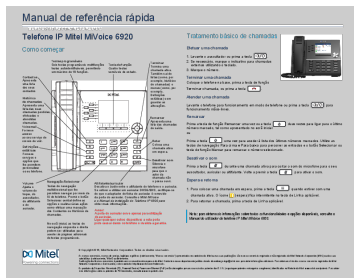


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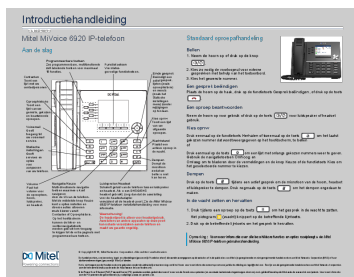
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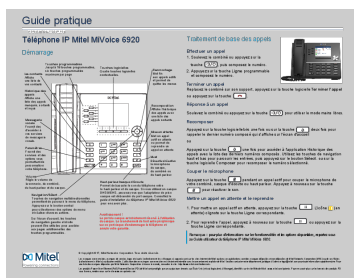
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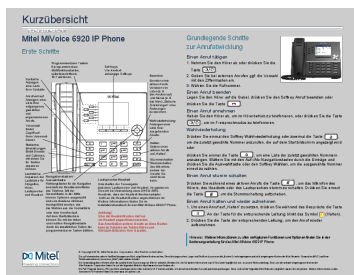
Introductiehandleiding SNELGIDS Mitel MiVoice **6920** IP-telefoon Aan de slag Programmeerbare toetsen Zes programmeerbare, multifunctionele zelf-labelende toetsen voor maximaal 18 functies. Contacten Toont een lijst met uw contactpersonen Functietoetsen Vier statusgevoelige functietoetsen. Oproephis...
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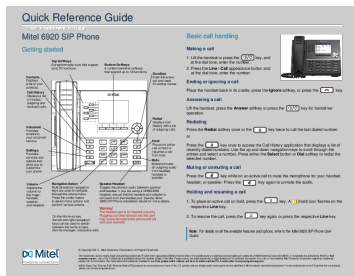
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SETTINGS VOLUME NAVIGATION SELECT GOODBYE REDIAL HOLD MUTE
SPEAKER/HEADSET Place a Call Dial the number from the keypad and press the
Dial softkey. Press the key, and a...

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Provides access to your voicemail service. Setti...
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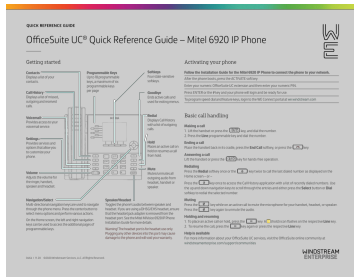
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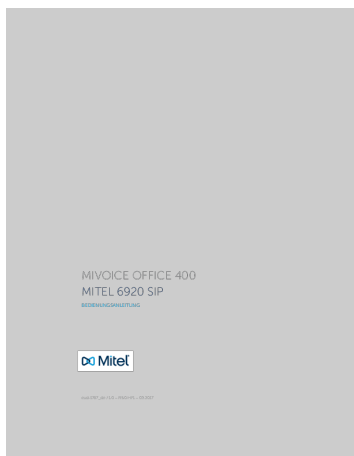


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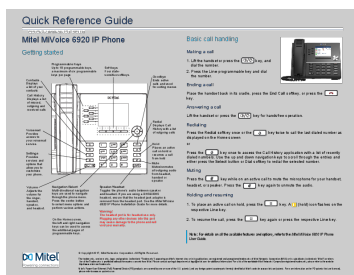


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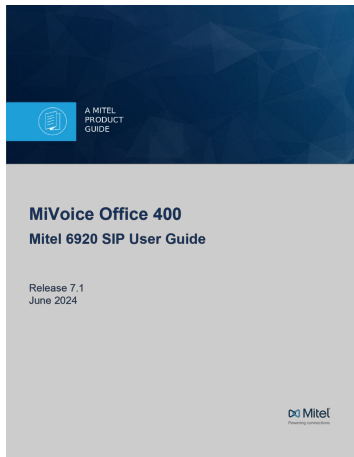
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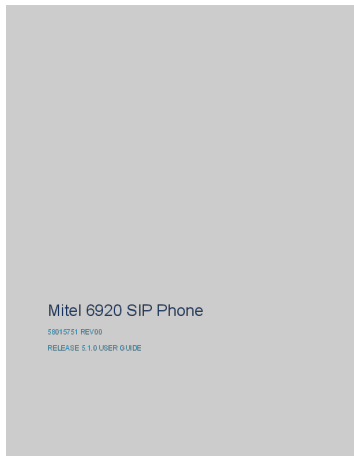
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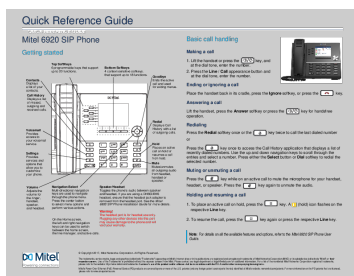
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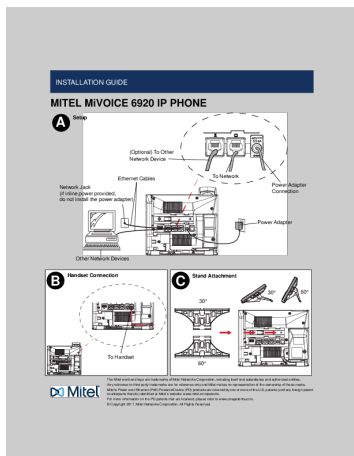
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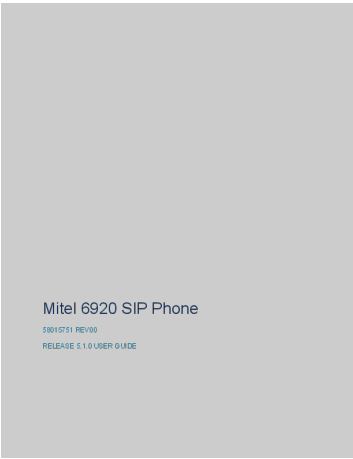
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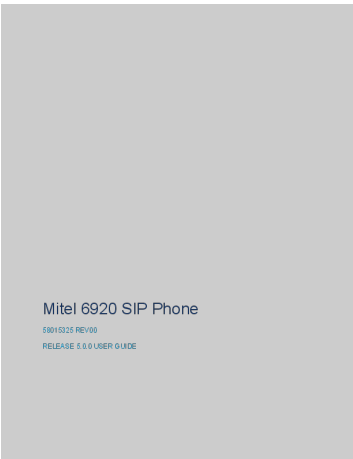


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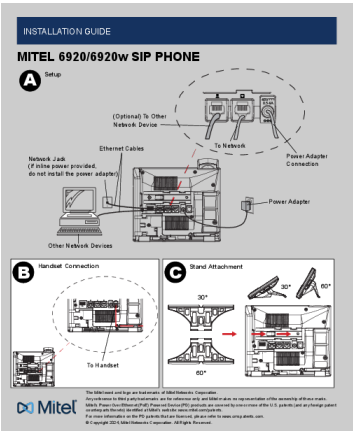


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