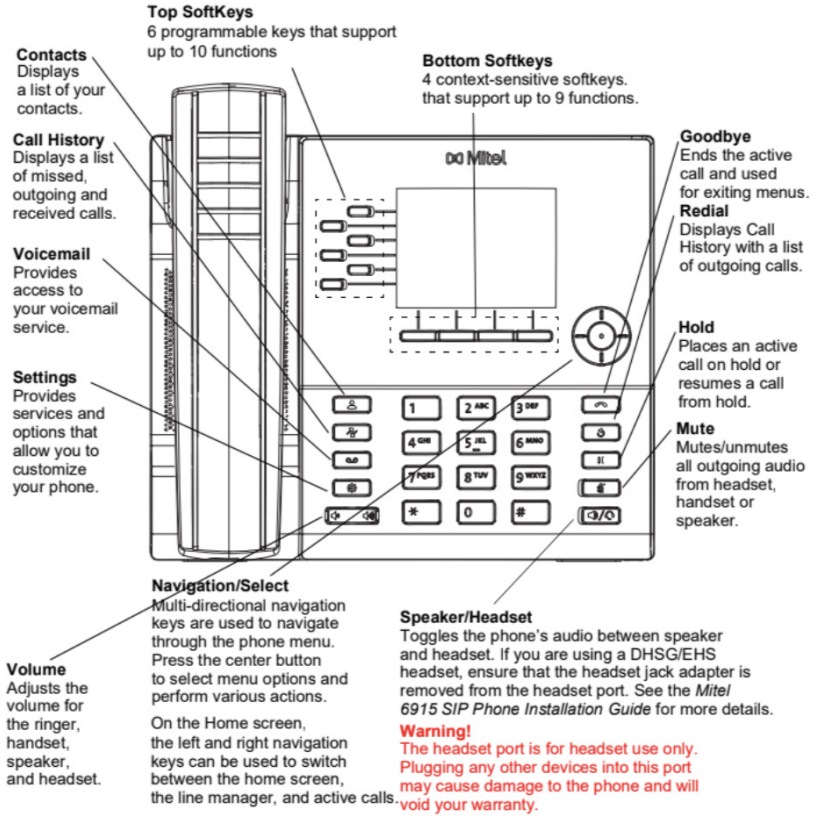
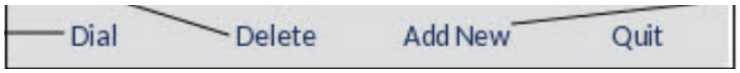
Mitel 6915/6920 Reference Guide

Overview



Softkeys refer to the four buttons directly under the screen, and the 6 buttons to the left of the screen. The key will have corresponding text on the screen directly above the softkey, or to the right of the 6 soft keys.

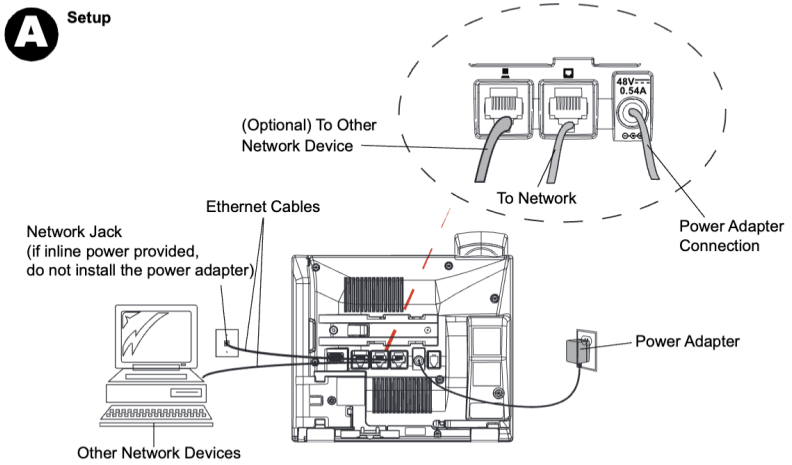
Example of what the soft key actions may look like on the bottom of the screen:



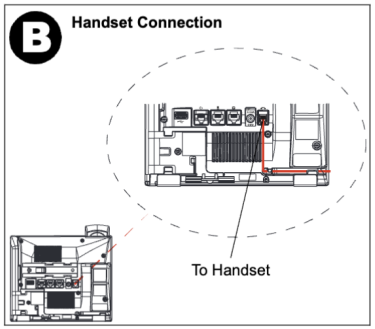
The **Dialpad** or **dialpad buttons** refer to the keys on the number pad. Some of these buttons will have icons on them, those are listed in the diagram above. If you have an extra set of keys to the right hand side of the screen, you may have a Mitel 6930 phone.

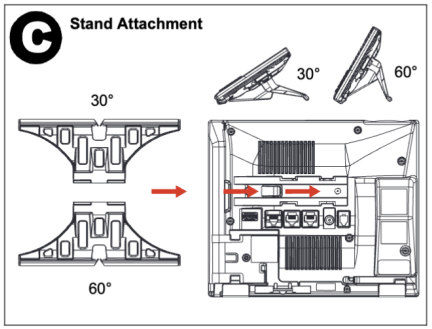
Installation

If your phone is not working after plugging it into the enternet cable, double check that you are plugging it into the right jack on the phone. Otherwise, a configuration may need to be changed within the datajack. Please let telecom know if this happens.



To change the viewing angle, push in the small raised tab where the middle red arrow is pointing while sliding the stand outwards. You may need to apply a bit of force to get it out. Slide the stand back in accordingly to the desired viewing angle.





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Calls

Placing a Call:
1. Lift the handset or press the key. At the dial tone, enter the number.
2. Press the Line button. At the dial tone, enter the number.

End Call:
1. Press the Ignore softkey, or press the key

Mute/Unmute your handset:
1. Press the key to mute the microphone. Press again to unmute.

Place call on hold:
1. Press the key. The icon will flash on the Line. To resume the call, press the key again.

Redial:
1. Press the key once to access the call history that displays the list of recently dialed numbers. Use the navigational keys to scroll through. Press the Select or Dial softkey to redial the selected number.
2. Press the key twice to call the last dialed number.

Transfer:
1. Connect to the first party (if you are not already connected.) This is the person being transferred.
2. Press the **Xfer** softkey
3. Enter the outside number or extension for party 2. You can cancel the transfer by pressing the **Cancel** softkey, button, or hang up the handset.

Adjusting Volume:
1. Press the key to change the volume of your ringtone in the home screen. To change the call volume, press the same key while in a call.

Call History:
1. Access your call history by pressing the key

Voicemail

Press the voicemail button or dial the voicemail extension (808) 957 1000. Default pin will be distributed via email. You may also view your voicemails online via the MiCam website at https://micam.its.hawaii.edu/user/login/

Call Forwarding

1. Press the Diversion softkey to enter the diversion menu.
2. Select "FollowMe" if you'd like to forward to an internal number. Choose "External FollowMe" for forwarding to an external number.
3. If the screen displays "Service Ordered" and your Diversion softkey now has a red box, call forwarding is now enabled.

Directory

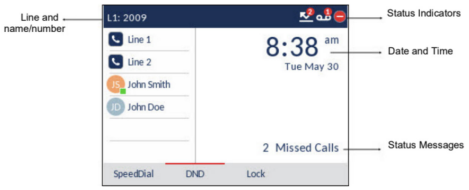
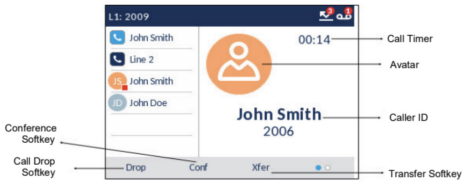
Press the key to access the directory, or press the **directory** softkey.

Use the navigational keys to move around in the directory screen. Use the **Dial** softkey to dial the desired contact, or press the center navigational button when on a selected contact to dial.

Configuring Speed Dial
Press and hold an empty soft key to the left or right of your screen for 3 seconds. Enter in the desired information needed.

Screen Information

Home Screen - If a call is missed, it will display in the status indicators:



Call Screen: