


# Mitel 6910 SIP Phone - Quick Reference Guide


## Getting started




## Making a call

1. Lift the handset, and enter the number, OR
2. Press the  key and at the dial tone, enter the number, OR
3. Press the Line key and at the dial tone, enter the number.


## Ending or ignoring a call

Place the handset back in its cradle, or press the  key.



## Answering a call

1. Lift the handset, OR
2. Press the Line key and lift the handset, OR
3. Press the  key for handsfree operation.


## Redialing

1. To redial the last number that you manually dialed, pick up the handset (optional).
2. Press the  key.

## Muting or unmuting a call



1. Press the  key while on an active call to mute the microphone for your handset, headset, or speaker.
2. Press the  key again to unmute the audio.

## Holding and resuming a call

1. To place an active call on hold, press the  key.
2. To resume the call, press the flashing key


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## Conferencing a Call

1. While on an active call with one of the contacts with whom you want to create a conference, press the  key. The active call is placed on hold.
2. Enter the conference target's number.
3. Wait for an answer and then press the  key to complete the conference call.


**Note:** The Trans/Conf line key need to be programmed by the Mitel administrator.

## Transferring a Call


1. While on an active call with the party you wish to transfer, press the  key. The active call is placed on hold.
2. Enter the transfer recipient's number and press the Release softkey or hang up the handset.

## Voicemail


**Note:** Contact your System Administrator to configure voicemail and program a Message key for voicemail.

1. Press the  to access your voicemail service.
2. Enter your voicemail password.
3. When you are connected to your message center, follow the audio prompts to perform any applicable actions.

## Call History




Press the  key to access the call records. A list of external missed, outgoing, and received calls are displayed.

You can view, delete, and dial out to call history entries.


Press  to exit the call history option.



## Phonebook

You can use the Phonebook to quickly lookup and dial a person's extension.

1. Press the  key to access your phonebook.
2. Enter the first or last name of the person you want to call.
3. Press the  key to lookup the contact in the phonebook.
4. Perform the following steps:
  - a. To make the call, press the Call softkey
  - b. To edit the entry, press the Retry softkey
  - c. To exit, press .

## Adjusting the Volume

Press the  keys during a call to adjust the volume of the audio device (handset or speakerphone).

- Adjust the volume of your phone's ringer while the phone is on hook and ringing.
- Adjust the handset listening volume while the handset is off hook.
- Adjust the speakerphone volume when the LED next to  is illuminated.
- Adjust the headset listening volume when the LED next to  starts blinking..