

# 6392 Analog Phone

USER GUIDE

58014977 REV00

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## 6392 Analog Phone User Guide

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## Welcome

**Functionally advanced but easy to use, the 6392 is equipped with two-line capabilities and features such as 3-way conferencing that can help enhance productivity in any business environment.**

**When it comes to making calls, the 6392's modern design and large display screen make a world of difference. Save up to 200 numbers in your Directory for fast, simple dialing. Enjoy the option of handsfree dialing (without having to lift the receiver). Subscribe to network services like Call Display and Visual Call Waiting, and you will see the caller's name and number before you answer.**

**The 6392 clearly displays all the important information on its large LCD display. With six "softkeys" that provide different options based on activity, the 6392 provides step-by-step instructions and menus for ease of use. The 6392's well designed user interface makes day-to-day use intuitively simple.**

**Compatible with most business systems and offering a comprehensive feature set, the 6392 is simply a smart solution for today's complex business environment.**

## Phone features

The 6392 has a host of powerful new features. Some of these features include:

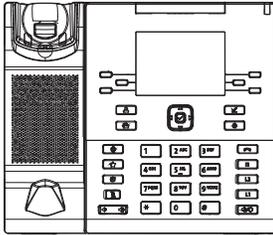
- Two line operation with 3-way conferencing.
- Large 8-line 3.5" backlit display.
- 6 programmable softkeys (4 pages of softkeys for a total of 20 functions).
- Press-and-hold memory key configuration feature.
- 200-name and number Directory.
- 100-name and number Callers List.
- 15-name and number Redial List.
- English/French/Spanish language display prompts.
- Enhanced speakerphone for handsfree calls.
- Analog headset support.
- AC power adapter (included).

## Emergency service feature

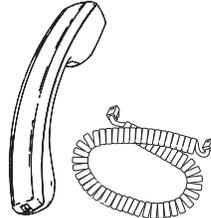
The 6392 will provide basic phone service only on Line 1 during a power failure. The phone can take power directly from the line, however only the dialpad, ringer, and handset will function. Active calls on power failure may drop. In this case, users should disconnect the call and reconnect once the phone has switched to line power mode.

## Unpacking the phone

When you unpack your phone, you should ensure that you have all of the following items. If any part is missing, contact the supplier of your phone.



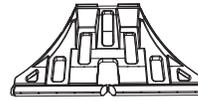
6392 Analog Phone



Handset and Cord



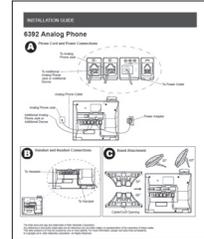
Analog Cable (x2)



Two-Angle Stand



AC Adapter



Installation Guide

## Installation and setup

Please refer to the *6392 Installation Guide* included with your phone for basic installation and physical setup information.

## Supporting Documentation

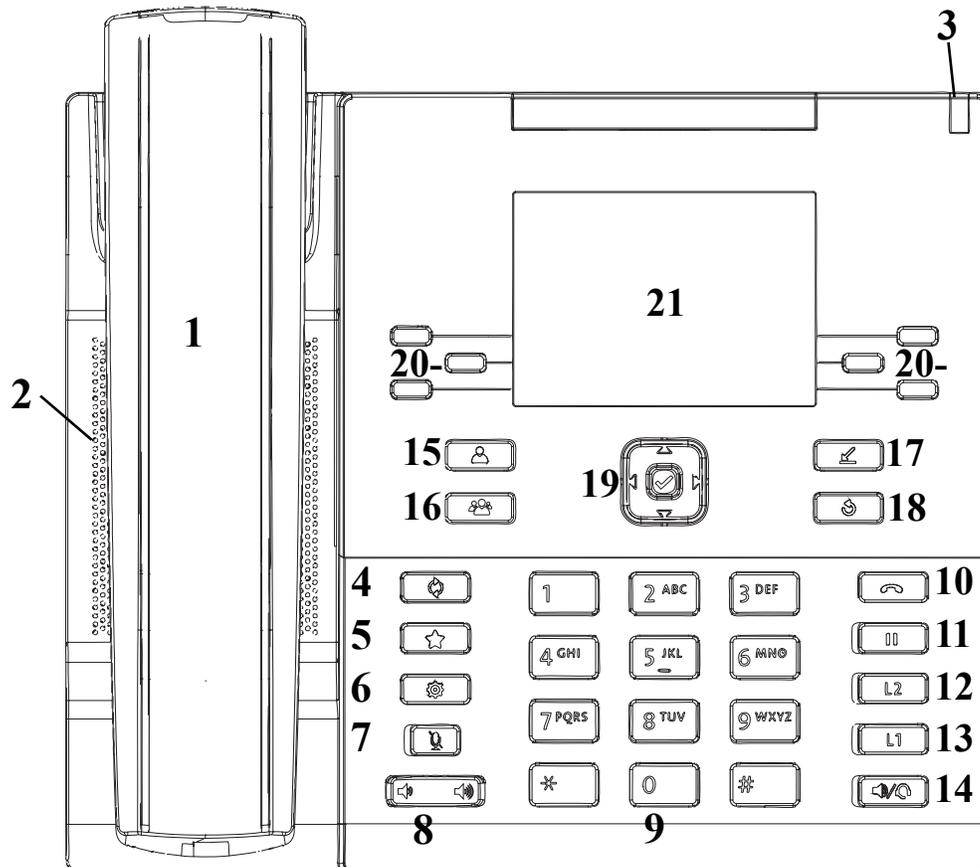
To access phone and system-specific documentation:

1. In your browser, go to <http://www.mitel.com>.
2. Click **Product Manuals** under the **Support** section.
3. Select **PDF Guides and Online Help** under the **End User Documents** drop-down menu.
4. In the left-hand menu, navigate to **Analog Phones**.

## Phone keys

### Key panel

The following sections describe the various 6392 phone key functions and how they can help you make and manage your calls and caller information.

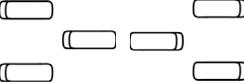


<b>1</b>	6392 Handset	<b>12</b>	Line 1 Key
<b>2</b>	High Quality Speaker Phone	<b>13</b>	Line 2 Key
<b>3</b>	Message Waiting Indicator (MWI)	<b>14</b>	Speaker/Headset Key
<b>4</b>	Flash Key	<b>15</b>	Directory
<b>5</b>	Feature Key	<b>16</b>	Conference Key
<b>6</b>	Options Key	<b>17</b>	Callers List Key
<b>7</b>	Mute Key	<b>18</b>	Redial Key
<b>8</b>	Volume Control	<b>19</b>	Navigation Keys/Select Button
<b>9</b>	Dialpad	<b>20</b>	Programmable Softkeys
<b>10</b>	Goodbye Key	<b>21</b>	LCD Screen
<b>11</b>	Hold Key		

## Key description

The following table describes the keys on the 6390:

Key	Description
	<b>Flash key</b> - Allows you to access your subscribed services, such as call waiting and three-way calling. These services vary from area to area, so contact your telephone service provider or PBX Administrator for instructions on using available services with your 6392 phone. If the instructions say to press the “hook-switch” or “receiver button,” press the <b>Flash</b> key.
	<b>Feature key</b> - Provides access to advanced features such as Do Not Disturb (DND), Voice Mail, and Call Forward.  For more information, see <a href="#">“Using the Feature key”</a> on page 34.
	<b>Options key</b> - Provides access to various basic and advanced options allowing you to fully customize your phone.  For more information, see <a href="#">“Customizing your phone”</a> on page 38.
	<b>Mute key</b> - Mutes the microphone so that your caller cannot hear you (the LED indicator turns on and a message is displayed on screen when the microphone is on mute).  For more information, see <a href="#">“Muting a call”</a> on page 18.
	<b>Volume controls</b> - Adjusts the volume for the ringer, handset, headset, and speaker phone.  For more information, see <a href="#">“Volume controls”</a> on page 16.
	<b>Goodbye key</b> - Ends an active call. The <b>Goodbye</b> key also exits an open list, such as the Options List, without saving changes.
	<b>Hold key</b> - Places an active call on hold. To retrieve a held call, press the line key for the held line, or display the line, and either pick up the handset or press the hands-free key.  For more information, see <a href="#">“Placing a call on hold”</a> on page 18.
	<b>Line Keys</b> - The 6392 has two <b>Line</b> keys, each with LED indicator lights. Connects to selected line or connects to with the respective call on the applicable line.  For more information, see <a href="#">“Making and receiving calls”</a> on page 13.
	
	<b>Speaker/Headset key</b> - Transfers the active call to the speaker or headset, allowing handsfree use of the phone.  For more information, see <a href="#">“Using the speakerphone”</a> on page 14 and <a href="#">“Using a headset”</a> on page 15.

Key	Description
	<p><b>Directory key</b> - Accesses a directory of up to 200 names and phone numbers.</p> <p>For more information, see “<a href="#">Directory</a>” on <a href="#">page 21</a>.</p>
	<p><b>Conference key</b> - Directly connects the active calls on Line 1 and Line 2 to create a conference call.</p> <p>For more information, see “<a href="#">Creating a conference call</a>” on <a href="#">page 19</a>.</p>
	<p><b>Callers List key</b> - Accesses a list of the last 100 calls received.</p> <p>For more information, see “<a href="#">Callers List</a>” on <a href="#">page 27</a>.</p>
	<p><b>Redial key</b> - Accesses a list of the last 15 previously dialed numbers. Pressing the <b>Redial</b> key twice redials the last dialed number.</p> <p>For more information, see “<a href="#">Redial List</a>” on <a href="#">page 24</a>.</p>
	<p><b>Navigation keys and select button</b> - Multi-directional navigation keys allow you to navigate through the phone’s user interface. Pressing the center  button selects/sets options.</p>
	<p><b>Softkeys</b> - Six contextual softkeys that allow you select commands displayed on the screen. Five of the softkeys are also programmable and allow you to configure up to 20 memory key entries.</p> <p>For more information see “<a href="#">Memory keys</a>” on <a href="#">page 32</a>.</p>

## Dialpad keys

The 6392 has a dialpad with digits from 0 through 9, a \* key, and a # key. Keys 2 through 9 contain the letters of the alphabet. These dialpad keys can be used to dial a phone number to make a call (see “[Making and receiving calls](#)” on [page 13](#)) and to press keys requested by an Interactive Voice Response (IVR) system. The basic inputs for the 6392’s dialpad includes the following:

Dialpad Key	Description
0	Dials 0
1	Dials 1
2 ABC	Dials 2 When entering text, this key enters <b>A</b> with one press, <b>B</b> with two presses, and <b>C</b> with three presses.
3 DEF	Dials 3 When entering text, this key enters <b>D</b> with one press, <b>E</b> with two presses, and <b>F</b> with three presses.
4 GHI	Dials 4 When entering text, this key enters <b>G</b> with one press, <b>H</b> with two presses, and <b>I</b> with three presses.
5 JKL	Dials 5 When entering text, this key enters <b>J</b> with one press, <b>K</b> with two presses, and <b>L</b> with three presses.
6 MNO	Dials 6 When entering text, this key enters <b>M</b> with one press, <b>N</b> with two presses, and <b>O</b> with three presses.
7 PQRS	Dials 7 When entering text, this key enters <b>P</b> with one press, <b>Q</b> with two presses, <b>R</b> with three presses, and <b>S</b> with four presses.
8 TUV	Dials 8 When entering text, this key enters <b>T</b> with one press, <b>U</b> with two presses, and <b>V</b> with three presses.
9 WXYZ	Dials 9 When entering text, this key enters <b>W</b> with one press, <b>X</b> with two presses, <b>Y</b> with three presses, and <b>Z</b> with four presses.

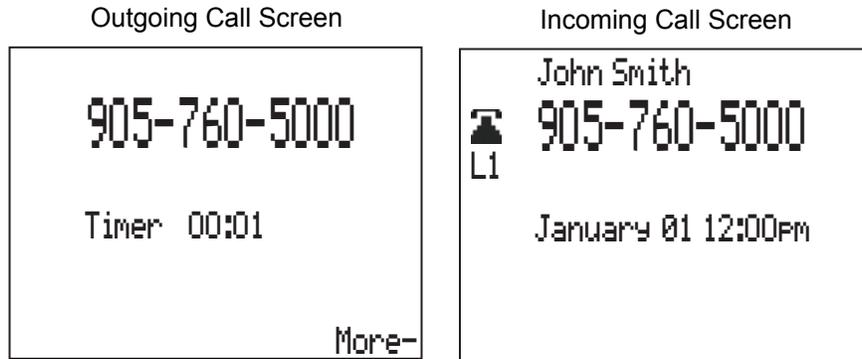
The \* is called the star key. The # is called the number sign, pound key, or hash key, depending on one’s nationality or personal preference. These can be used for special functions depending on your telephone service provider or PBX Administrator. The star key and pound key functions are dependent on your country’s feature availability. Contact your telephone service provider or PBX Administrator for more information about available functions using these keys.

The dialpad can also be used to enter digits, characters, and symbols through the phone's user interface (for example, when adding a Directory entry). The following table identifies the digits, characters, and symbols that can be entered (upon each successive key press) using the respective dialpad key:

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1 & , ( ) ' . _ -	1 & , ( ) ' . _ - -
2	A B C 2 À Â Æ Ç	a b c 2 à â æ ç
3	D E F 3 È É Ê Ë	d e f 3 è é ê ë
4	G H I 4 Í Î Ï	g h i 4 í î ï
5	J K L 5	j k l 5
6	M N O 6 Ñ Ò Ó Ô Õ	m n o 6 ñ ò ó ô õ
7	P Q R S 7	p q r s 7
8	T U V 8 Ù Ú Û	t u v 8 ù ú û
9	W X Y Z 9	w x y z 9
*	*	*
#	# / \ @	# / \ @

## Making and receiving calls

This section describes how to make and receive calls on your 6392 using your handset, speakerphone, or headset.



### Using the handset

#### Making a call using the handset

You can use the 6392 to make a regular call or you can pre-dial a phone number to ensure it is correct before it is dialed out. Follow the procedures below to make a regular or pre-dialed call.

##### *Making a regular call*

1. Lift the handset.
2. At the dial tone, enter the number you wish to call using the dialpad.

##### *Pre-dialing a number*

**Note:** Pre-dialing is only available if the Live Dialpad feature is disabled (see “Live dialpad” on [page 46](#) for more information).

1. Enter the number you wish to call using the dialpad.
2. Lift the handset or press the **Dial** softkey or applicable **Line** key and then lift the handset.

#### Answering an incoming call using the handset

To answer an incoming call using the handset, lift the handset when the phone rings.

**Note:** If you subscribe to a Caller ID service, caller information will be sent from the telephone service provider to your 6392 between the first and second ring. Therefore, if you want the number of the incoming call to appear on the display and in the Callers List, you must wait until the Caller ID information appears on the display before answering the phone.

#### Switching to the handset while on a call

When on an active call using a headset or the speakerphone, pick up the handset to switch the audio path to the handset.

## Using the speakerphone

The speakerphone feature allows you to speak to someone without using the handset or a headset.

### Making a call using the speakerphone

#### *Making a regular call*

1. Press the  key (press the  key twice if a headset is attached to the phone) or press an applicable **Line** key (and press the  key if a headset is attached to the phone).
2. At the dial tone, enter the number you wish to call using the dialpad.

#### *Pre-dialing a number*

**Note:** Pre-dialing is only available if the Live Dialpad feature is disabled (see “Live dialpad” on [page 46](#) for more information).

1. Enter the number you wish to call using the dialpad.
2. Press the  key (press the  key twice if a headset is attached to the phone) or press an applicable **Line** key or the **Dial** softkey (and press the  key if a headset is attached to the phone).

### Answering an incoming call using the speakerphone

To answer an incoming call using the speakerphone, press the  key when the phone rings (press the  key twice if a headset is attached to the phone).

**Note:** If you subscribe to a Caller ID service, caller information will be sent from the telephone service provider to your 6392 between the first and second ring. Therefore, if you want the number of the incoming call to appear on the display and in the Callers List, you must wait until the Caller ID information appears on the display before answering the phone.

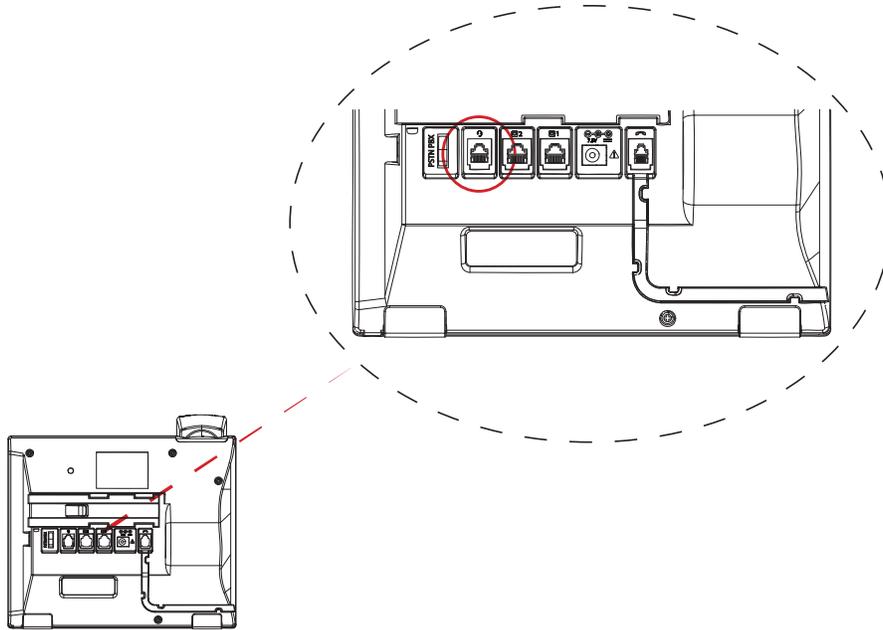
### Switching to the speakerphone while on a call

When on an active call using the handset, press the  key to switch to the speakerphone (press the  key twice if a headset is attached to the phone) and hang up the handset.

When on an active call using a headset, press the  key to switch to the speakerphone.

## Using a headset

The 6392 accepts analog headsets through the RJ9 headset port on the back of the phone indicated by the **f** (headset) icon.



Contact your phone equipment retailer or distributor to purchase a compatible headset. For headset installation instructions, please refer to the *6392 Installation Guide* provided with your phone.

### Notes:

1. The RJ9 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.
2. Customers should read and observe all safety recommendations contained in the respective headset operating guides when using any headset.

## Making a call using a headset

### *Making a regular call*

1. Press the  key or an applicable **Line** key.
2. At the dial tone, enter the number you wish to call using the dialpad.

### *Pre-dialing a number*

**Note:** Pre-dialing is only available if the Live Dialpad feature is disabled (see “[Live dialpad](#)” on [page 46](#) for more information).

1. Enter the number you wish to call using the dialpad.
2. Press the  key, and applicable **Line** key or press the **Dial** softkey.

### Answering an incoming call using a headset

To answer an incoming call using a headset, press the  key when the phone rings.

**Note:** If you subscribe to a Caller ID service, caller information will be sent from the telephone service provider to your 6392 between the first and second ring. Therefore, if you want the number of the incoming call to appear on the display and in the Callers List, you must wait until the Caller ID information appears on the display before answering the phone.

### Switching to a headset while on a call

When on an active call using the handset, press the  key to switch to the headset and hang up the handset.

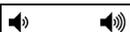
When on an active call using the speakerphone, press the  key to switch to the headset.

## Volume controls

You can adjust the volume of the ringer, handset, speakerphone, and headset by pressing the left or right side of the  key.

### Adjusting the ringer volume

While the phone is ringing, press the left or right side of the  key to increase or decrease the ringer volume for the applicable line in use.

When the phone is idle, pressing the  key displays a line selection screen. Press the **Line1** or **Line2** to select the line to which you want to apply the changes and press the left or right side of the  key to increase or decrease the ringer volume for the selected line.

### Adjusting the handset volume

Lift the handset off hook, press the left or right side of the  key to increase or decrease the handset volume.

**Note:** To prevent hearing-related injuries, when you set the handset volume to its maximum level, after placing the handset back on hook, the phone will automatically reset the handset volume to its default level.

### Adjusting the speakerphone volume

Press the  key (press the  key twice if a headset is attached to the phone) and press the left or right side of the  key to increase or decrease the speakerphone volume.

### Adjusting the headset volume

Press the  key and press the left or right side of the  key to increase or decrease the headset volume.

## Redialing a number

The Redial List stores information for up to the last 15 numbers you called and can be used to redial one of your previously called numbers.

### Redialing a number

1. Press the  key to access the Redial List.
2. Press the  key again to automatically redial the last dialed number  
or  
Press the 5 and 2 (up and down) navigation keys to scroll through the list of entries.
3. Press the **Dial** softkey, lift the handset, or press the  key to dial the displayed number.
4. Press the  key to cancel.

For information on how to manage the entries in your Redial List, see [“Redial List”](#) on [page 24](#).

## Handling calls

When you are connected to a call, you can use the phone's hard keys to place a call on hold, switch calls between lines, mute your handset, headset, or speakerphone, and end calls. The Flash key can also be used to access additional call handling features based on your subscribed services.



### Placing a call on hold

You can place an active call on hold by pressing the  key. When you place a call on hold, only your phone can retrieve the call.

**Note:** After placing a call on hold, you can hang up the handset without losing the call. A call is taken off hold automatically after 15 minutes. If the handset is on the phone, the call will be disconnected. If the handset is off, the caller will be able to hear you again.

#### When on hold

If set up by your telephone service provider or PBX Administrator, music plays softly to let your caller know that they are on hold.

On your phone, the timer continues to run and the LED beside the applicable **Line** key flashes. Additionally, a "Line x held" message displays on screen indicating which line is being held and the light beside the  turns off if you are using a headset or the speakerphone.

#### Retrieving a held call

To retrieve a held call, lift the handset, press the applicable **Line** key, or press the  key again. You can also press the  key to retrieve a speakerphone call.

### Muting a call

You can use the  key to mute the handset, headset, or speakerphone. When you use the  key on your phone, you cannot be heard on the active call. To indicate muted calls, the light beside the  key turns on and a "Microphone muted" message displays on screen. To switch mute on or off, press the  key.

**Note:** If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

## Handling simultaneous incoming calls

When calls are simultaneously incoming, the ring tone and display will be for the newest incoming call. Any actions (such as picking up the handset) will be performed on the call that is displayed. You can switch the focus to another call by pressing the **Show** softkey. The display changes accordingly, however the ring tone will still be of the newest incoming call.

## Switching calls between lines

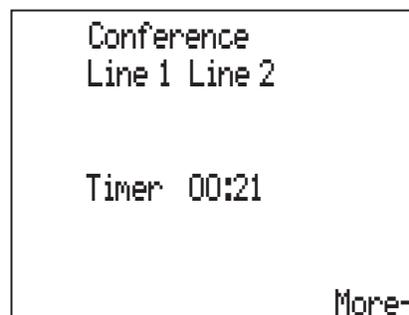
You can switch an active call on one line to a held call on the other line by pressing the applicable **Line** key. For example, if you are on a call on Line 1 and a call is being held on Line 2, press the  key to switch to the call on Line 2. The call on Line 1 will automatically be placed on hold.

**Note:** The LED for the active line is solid, while the LED for the line on hold flashes.

## Creating a conference call

The 6932 has a dedicated **Conference** key allowing you to automatically join a call on Line 1 with a call on Line 2 to create a three-way conference call.

Conference Call Screen



With one call active on one line and another call on hold on the other line, press the  key to create a three-way conference call. To switch back to a normal call with one party, press the **Line** key associated with the party you wish to speak with (the remaining line will be placed on hold).

**Note:** Pressing the  key will end the conference call by disconnecting the parties on both Line 1 and Line 2.

## Using the Flash key

The  key allows you to access your subscribed services such as call waiting, call transfer, three-way calling, call park/pickup, and so on. These services vary from area to area, so contact your telephone service provider or PBX Administrator for instructions on using the available services with your 6392 phone. If the instructions say to press the “hook-switch” or “receiver button,” press the  key.

### Ending calls

To end a call, you first need to connect to the call if not already connected (for example, if your call is on hold). Press the  key to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

## Managing calls

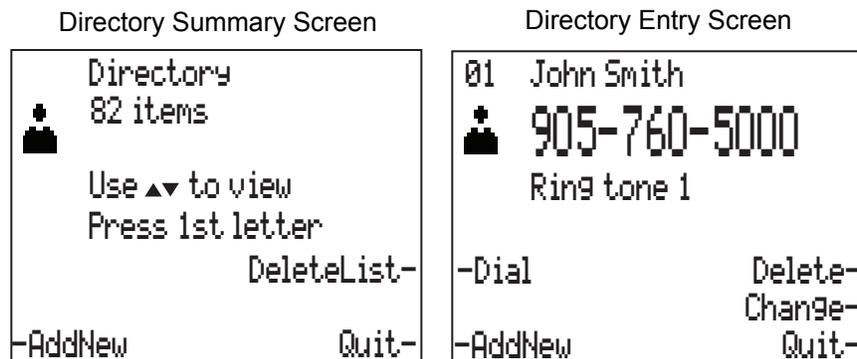
The 6392 has several features that make it easier to manage calls, keep track of your call history, and organize your business and personal contacts.

These features include:

- Directory
- Redial List
- Callers List

### Directory

The Directory is your personal phone book, conveniently stored within your phone. The 6392 stores the numbers and names of up to 200 of your business associates, clients, contacts, and friends in your Directory. You can view, add, edit, and delete entries using the Directory. You can also dial an entry directly using the Directory.



Names are sorted alphabetically starting with their first character. If you want your Directory sorted by the last name, enter the last name first. If you do not enter a name, the item is sorted by phone number. The Directory entries with only a phone number are numerically sorted at the beginning of the Directory.

**Note:** Based on the phone's configuration, the ability to add, edit, and delete Directory entries may not be available to some users.

### Accessing the Directory

1. Press the  key to access the Directory.  
The number of entries are displayed.
2. Press the 5 and 2 (up and down) navigation keys to scroll through the list of entries or press a dialpad key to see listings that start with that letter. For example, press 5 on the dialpad to see entries that start with the letter "J" or press 5 twice to see entries that start with the letter "K".
3. Press the **Quit** softkey or  key to exit the Directory.

### Adding a new Directory entry

1. Press the  key to access the Directory.
2. Press the **AddNew** softkey.  
An “Enter Number>” prompt displays on screen.
3. Enter the desired number using the dialpad.

**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

4. Press the **Save** softkey.  
A “Press 1st letter to enter name>” prompt displays on screen.
5. Enter the desired name using the dialpad.

**Note:** Press the **Backspace** softkey to delete the last character entered or press the **NextSpace** softkey to add a space after the last character entered. You can also press the **ChangeCase** softkey to toggle the input characters to be upper or lower case. Press the **Clear** softkey to remove all the characters entered.

6. Press the **Save** softkey.  
An “Enter ring tone>” prompt displays on screen.
7. Press the **Change** softkey or the 5 and 2 (up and down) navigation keys to cycle through, select, and listen to a sample of the ring tone. You can choose from a total of 10 different ring tones.

**Note:** This custom ring tone is applicable to the specific Directory entry and will be played when an call is incoming from the number associated with the Directory entry. As this custom ring tone feature is dependent on Caller ID information and Caller ID information usually arrives between the first and second ring, the default ring tone will be played up until the Caller ID information is received.

8. Press the **Save** softkey.  
The entry is saved to the Directory

### Editing a Directory entry

1. Press the  key to access the Directory.
2. Press the 5 and 2 (up and down) navigation keys to scroll through the list of entries or press a dialpad key to see listings that start with that letter. For example, press 5 on the dialpad to see entries that start with the letter “J” or press 5 twice to see entries that start with the letter “K”.
3. Press the **Change** softkey.  
An “Enter Number>” prompt displays on screen.
4. Edit the number as desired using the dialpad.

**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

5. Press the **Save** softkey.  
An “Enter Name>” prompt displays on screen.
6. Edit the name as desired using the dialpad.

**Note:** Press the **Backspace** softkey to delete the last character entered or press the **NextSpace** softkey to add a space after the last character entered. You can also press the **ChangeCase** softkey to toggle the input characters to be upper or lower case. Press the **Clear** softkey to remove all the characters entered.

7. Press the **Save** softkey.  
An “Enter ring tone>” prompt displays on screen.
8. Press the **Change** softkey or the 5 and 2 (up and down) navigation keys to cycle through, select, and listen to a sample of the ring tone. You can choose from a total of 10 different ring tones.

**Note:** This custom ring tone is applicable to the specific Directory entry and will be played when an call is incoming from the number associated with the Directory entry. As this custom ring tone feature is dependent on Caller ID information and Caller ID information usually arrives between the first and second ring, the default ring tone will be played up until the Caller ID information is received.

9. Press the **Save** softkey to save your changes.

### Dialing from the Directory

1. Press the  key to access the Directory.
2. Press the 5 and 2 (up and down) navigation keys to scroll through the list of entries or press a dialpad key to see listings that start with that letter. For example, press 5 on the dialpad to see entries that start with the letter “J” or press 5 twice to see entries that start with the letter “K”.
3. Press the **Dial** softkey, lift the handset, or press the  key to dial the displayed number.
4. Press the  key to cancel.

### Deleting a Directory entry

1. Press the  key to access the Directory.
2. Press the 5 and 2 (up and down) navigation keys to scroll through the list of entries or press a dialpad key to see listings that start with that letter. For example, press 5 on the dialpad to see entries that start with the letter “J” or press 5 twice to see entries that start with the letter “K”.
3. Press the **Delete** softkey.  
A “Delete again to erase this item” prompt is displayed on screen.
4. Press the **Delete** softkey again.  
The entry is deleted from the Directory.

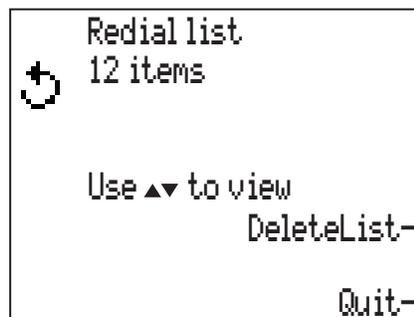
### Deleting all Directory entries

1. Press the  key to access the Directory.
2. Press the **DeleteList** softkey.  
A “Delete again to erase all items” prompt is displayed on screen.
3. Press the **Delete** softkey.  
All entries are deleted from the Directory.

## Redial List

The Redial List stores information for up to the last 15 numbers you called. Your phone logs the name/number of the called party and when you called. You can view and delete entries in the Redial List as well as copy entries to the Directory or a memory key. You can also dial an entry directly using the Redial List.

Redial List Summary Screen



Redial List Entry Screen



**Note:** If the number dialed matches a Directory entry, the name is displayed in the Redial List. If the number does not match a Directory entry then the first entry in the Redial List is displayed as “Last number” and all others are displayed as “Redial number”.

### Accessing the Redial List

1. Press the  key to access the Redial List.  
The number of entries are displayed.
2. Press the 5 and 2 (up and down) navigation keys to scroll through the list of entries.
3. Press the **Quit** softkey or  key to exit the Redial List.

### Redialing a number

1. Press the  key to access the Redial List.
2. Press the  key again to automatically redial the last dialed number  
or  
Press the 5 and 2 (up and down) navigation keys to scroll through the list of entries.
3. Press the **Dial** softkey, lift the handset, or press the  key to dial the displayed number.
4. Press the  key to cancel.

### Deleting an entry from the Redial List

1. Press the  key to access the Redial List.
2. Press the 5 and 2 (up and down) navigation keys to scroll through the list of entries.
3. Press the **Delete** softkey.  
A “Delete again to erase this item” prompt is displayed on screen.
4. Press the **Delete** softkey again.  
The entry is deleted from the Redial List.

### Deleting all entries from the Redial List

1. Press the  key to access the Redial List.
2. Press the **DeleteList** softkey.  
A “Delete again to erase all items” prompt is displayed on screen.
3. Press the **Delete** softkey.  
All entries are deleted from the Redial List.

### Copying a Redial List entry to the Directory or a Memory key

1. Press the  key to access the Redial List.
2. Press the 5 and 2 (up and down) navigation keys to scroll through the list of entries.
3. Press the **Copy** softkey.
4. Press the **Directory** softkey to copy the entry to the Directory.
  - a. Edit the number as desired using the dialpad.

**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

- b. Press the **Save** softkey.  
A “Press 1st letter to enter name>” prompt displays on screen.
- c. Enter the name as desired using the dialpad.

**Note:** Press the **Backspace** softkey to delete the last character entered or press the **NextSpace** softkey to add a space after the last character entered. You can also press the **ChangeCase** softkey to toggle the input characters to be upper or lower case. Press the **Clear** softkey to remove all the characters entered.

- d. Press the **Save** softkey.  
An “Enter ring tone>” prompt displays on screen.

- e. Press the **Change** softkey or the 5 and 2 (up and down) navigation keys to cycle through, select, and listen to a sample of the ring tone. You can choose from a total of 10 different ring tones.

**Note:** This custom ring tone is applicable to the specific Directory entry and will be played when an call is incoming from the number associated with the Directory entry. As this custom ring tone feature is dependent on Caller ID information and Caller ID information usually arrives between the first and second ring, the default ring tone will be played up until the Caller ID information is received.

- f. Press the **Save** softkey to save your changes and copy the entry to the Directory.

or

4. Press the **Softkey** softkey to copy the entry as a memory key.

- a. Select the softkey to which the entry should be copied.  
The softkey/memory key edit menu displays on screen.
- b. Press the **Label** softkey.
- c. Enter/edit the desired label using the dialpad (maximum 10 characters in length).

**Note:** Press the **Backspace** softkey to delete the last character entered or press the **NextSpace** softkey to add a space after the last character entered. You can also press the **ChangeCase** softkey to toggle the input characters to be upper or lower case. Press the **Clear** softkey to remove all the characters entered.

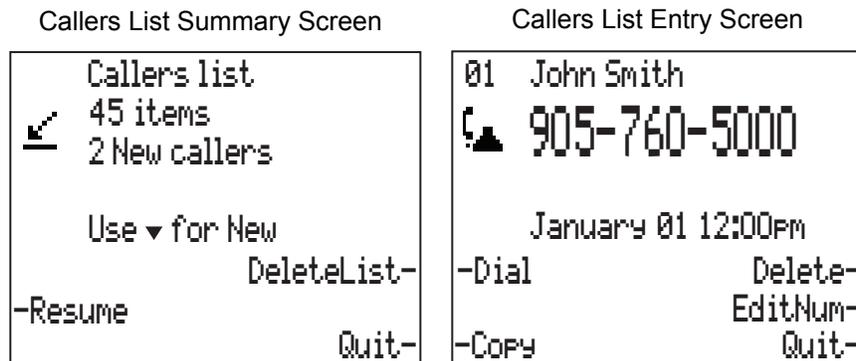
- d. Press the **Save** softkey to save your changes.  
The softkey/memory key edit menu displays on screen.
- e. Press the **Number** softkey.
- f. Enter/edit the desired number using the dialpad (maximum 24 digits in length).

**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

- g. Press the **Save** softkey to save the number.
5. Press the **Done** softkey to save your changes and copy the entry to the selected softkey.

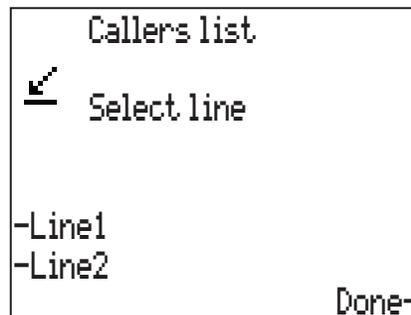
## Callers List

The Callers List is a log of your incoming calls. The 6392 stores information for up to 200 incoming calls in the Callers List. Your phone logs the number and name (if available) of the caller and when they called. You can view and delete entries in the Callers List as well as copy entries to the Directory or a memory key. You can also dial an entry directly using the Callers List (with an option of editing the number before dialing).



The Callers List can be configured to display the entries as a combined list of all incoming calls regardless of the line or display the entries as two separate lists, one for Line 1 and one for Line 2.

Callers List Line Selection Screen



Various icons are used to convey additional information about Callers List entries. The following table lists the icons used and their descriptions:

Icon	Description
4	A checkmark indicates you returned the call from the Callers List. If applicable, this icon is displayed before the name.
	Indicates you answered the call when it came in.
	Indicates you did not answer the call when it came in.
	Indicates you were on another call when this call came in.

### Accessing the Callers List

1. Press the  key to access the Callers List.  
The total number of entries are displayed as well as the number of new callers.
2. If the Callers List is configured to Split by line mode, select Line1 or Line2 to view the list applicable to the respective line.
3. If there are any new callers, press the 2 (down) navigation key to scroll through the list of new callers  
or  
If there are no new callers press the 5 and 2 (up and down) navigation keys to scroll through the list of entries.
4. Press the **Quit** softkey or  key to exit the Callers List.

**Note:** The phone retains in memory the last entry you viewed in the Callers List. Pressing the **Resume** softkey allows you to resume viewing entries starting with the last viewed entry.

### Dialing a Callers List entry

1. Press the  key to access the Callers List.
2. If the Callers List is configured to Split by line mode, select Line1 or Line2 to view the list applicable to the respective line.
3. If there are any new callers, press the 2 (down) navigation key to scroll through the list of new callers  
or  
If there are no new callers press the 5 and 2 (up and down) navigation keys to scroll through the list of entries.
4. Press the **Dial** softkey, lift the handset, or press the  key to dial the displayed number.
5. Press the  key to cancel.

### Dialing a Callers List entry

1. Press the  key to access the Callers List.
2. If the Callers List is configured to Split by line mode, select Line1 or Line2 to view the list applicable to the respective line.
3. If there are any new callers, press the 2 (down) navigation key to scroll through the list of new callers  
or  
If there are no new callers press the 5 and 2 (up and down) navigation keys to scroll through the list of entries.
4. Press the **Dial** softkey, lift the handset, or press the  key to dial the displayed number.
5. Press the  key to cancel.

### Editing the number of a Callers List entry before dialing

**Note:** The Callers List does not save changes. If you plan to dial the number again, copy the entry to the Directory or a Memory key and change it there.

1. Press the  key to access the Callers List.
2. If the Callers List is configured to Split by line mode, select Line1 or Line2 to view the list applicable to the respective line.
3. If there are any new callers, press the 2 (down) navigation key to scroll through the list of new callers  
or  
If there are no new callers press the 5 and 2 (up and down) navigation keys to scroll through the list of entries.
4. Press the **EditNum** softkey.
5. Enter digits using the dialpad.

**Note:** Press the 3 navigation key or **Backspace** softkey to delete the digit to the left of the cursor. Press the 4 navigation key or **Erase** softkey to delete the digit to the right of the cursor. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

6. Press the **Dial** softkey, lift the handset, or press the  key to dial the displayed number.

### Deleting all Callers List entries

1. Press the  key to access the Callers List.
2. If the Callers List is configured to Split by line mode, select Line1 or Line2 to view the list applicable to the respective line.
3. Press the **DeleteList** softkey.  
A “Delete again to erase all items” prompt is displayed on screen.
4. Press the **Delete** softkey.  
All entries are deleted from the Callers List.

### Copying a Callers List entry to the Directory or a Memory key

1. Press the  key to access the Callers List.
2. If the Callers List is configured to Split by line mode, select Line1 or Line2 to view the list applicable to the respective line.
3. If there are any new callers, press the 2 (down) navigation key to scroll through the list of new callers  
or  
If there are no new callers press the 5 and 2 (up and down) navigation keys to scroll through the list of entries.
4. Press the 5 and 2 (up and down) navigation keys to scroll through the list of entries.
5. Press the **Copy** softkey.
6. Press the **Directory** softkey to copy the entry to the Directory.

- a. Edit the number as desired using the dialpad.

**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

- b. Press the **Save** softkey.  
A “Press 1st letter to enter name>” prompt displays on screen.
- c. Enter the name as desired using the dialpad.

**Note:** Press the **Backspace** softkey to delete the last character entered or press the **NextSpace** softkey to add a space after the last character entered. You can also press the **ChangeCase** softkey to toggle the input characters to be upper or lower case. Press the **Clear** softkey to remove all the characters entered.

- d. Press the **Save** softkey.  
An “Enter ring tone>” prompt displays on screen.
- e. Press the **Change** softkey or the 5 and 2 (up and down) navigation keys to cycle through, select, and listen to a sample of the ring tone. You can choose from a total of 10 different ring tones.

**Note:** This custom ring tone is applicable to the specific Directory entry and will be played when an call is incoming from the number associated with the Directory entry. As this custom ring tone feature is dependent on Caller ID information and Caller ID information usually arrives between the first and second ring, the default ring tone will be played up until the Caller ID information is received.

- f. Press the **Save** softkey to save your changes and copy the entry to the Directory.
- or

- 5. Press the **Softkey** softkey to copy the entry as a memory key.
  - a. Select the softkey to which the entry should be copied.  
The softkey/memory key edit menu displays on screen.
  - b. Press the **Label** softkey.
  - c. Enter/edit the desired label using the dialpad (maximum 10 characters in length).

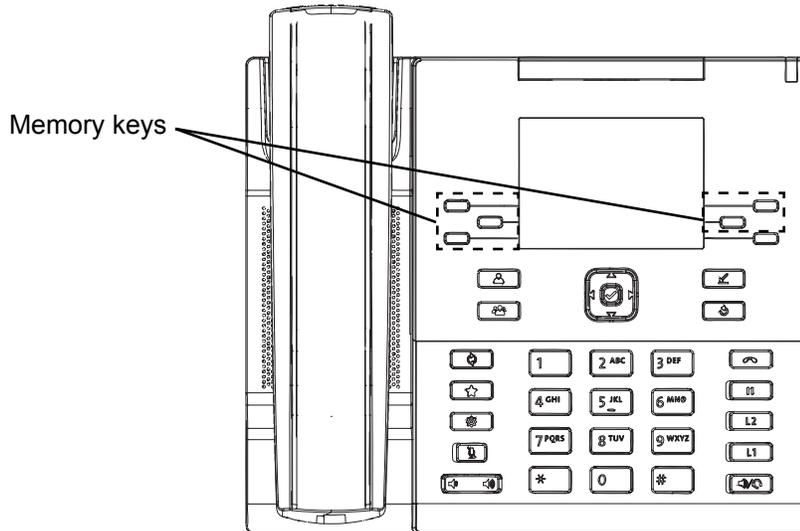
**Note:** Press the **Backspace** softkey to delete the last character entered or press the **NextSpace** softkey to add a space after the last character entered. You can also press the **ChangeCase** softkey to toggle the input characters to be upper or lower case. Press the **Clear** softkey to remove all the characters entered.

- d. Press the **Save** softkey to save your changes.  
The softkey/memory key edit menu displays on screen.
- e. Press the **Number** softkey.

- f. Enter/edit the desired number using the dialpad (maximum 24 digits in length).
  - Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.
  - g. Press the **Save** softkey to save the number.
- 6. Press the **Done** softkey to save your changes and copy the entry to the selected softkey.

## Memory keys

You can save the numbers and labels/names of your customers, business associates, or anyone you call frequently by pressing and holding the memory keys (softkeys). A total of four memory key pages are available with five keys each, allowing you to save up to 20 memory key entries. After configuring a memory key, pressing the key automatically dials the configured number.



### Creating and editing Memory keys

**Note:** To access different memory key pages on the idle screen, press the **More** softkey.

1. Press and hold the desired memory key for three seconds.  
The softkey/memory key edit menu displays on screen.
2. Press the **Label** softkey.
3. Enter/edit the desired label using the dialpad (maximum 10 characters in length).

**Note:** Press the **Backspace** softkey to delete the last character entered or press the **NextSpace** softkey to add a space after the last character entered. You can also press the **ChangeCase** softkey to toggle the input characters to be upper or lower case. Press the **Clear** softkey to remove all the characters entered.

4. Press the **Save** softkey to save your changes.  
The softkey/memory key edit menu displays on screen.
5. Press the **Number** softkey.
6. Enter/edit the desired number using the dialpad (maximum 24 digits in length).

**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

7. Press the **Save** softkey to save the number.
8. Press the **Done** softkey to save your changes.

## Making calls from Memory keys

Making a regular memory key call

1. Lift the handset or press the  key to use the headset or speakerphone.
2. At the dial tone, press the desired memory key.

Pre-dialing a memory key

**Note:** Pre-dialing is only available if the Live Dialpad feature is disabled. Pre-dialing is only available if the Live Dialpad feature is disabled (see “Live dialpad” on page 46 for more information).

1. Press the desired memory key.
2. Lift the handset or press the **Dial** softkey or the key to use the headset or speakerphone.

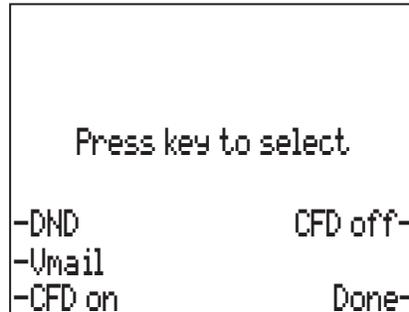
## Deleting Memory keys

**Note:** To access different memory key pages on the idle screen, press the **More** softkey.

1. Press and hold the desired memory key for three seconds.  
The softkey/memory key edit menu displays on screen.
2. Press the **Label** softkey.
3. Press the **Clear** softkey to delete the label.
4. Press the **Save** softkey to save your changes.  
The softkey/memory key edit menu displays on screen.
5. Press the **Number** softkey.
6. Press the **Clear** softkey to delete the number.
7. Press the **Save** softkey.
8. Press the **Done** softkey to save your changes.

## Using the Feature key

The Feature key allows you to enable/disable or access various features to which you may have subscriptions. Features include Do Not Disturb (DND), Voice mail, and Call Forward.



**Note:** Some features are only available if you have subscribed to them and may require a paid subscription. Contact your telephone service provider or PBX Administrator for details.

### Do Not Disturb (DND)

When the DND feature is enabled, incoming calls can be answered and outgoing calls can be made, but the ringer volume is automatically turned off, the MWI light turns on, and a "DND on" message displays on screen.

#### Enabling/Disabling DND

1. Press ★ on the phone to enter the Features menu.
2. Press the **DND** softkey.
3. Press the **On** softkey to enable DND.  
A "DND on" message displays on screen and the MWI light turns on.  
or  
Press the **Off** softkey to disable DND.  
The "DND on" message is removed from the screen and the MWI light turns off.
4. Press the **Done** softkey to save your changes.

## Voice mail

### Notes:

1. Voice mail is only available if you have subscribed to a voice mail service. Services may require a paid subscription. Contact your telephone service provider or PBX Administrator for details.
2. Voice mail must be configured on the phone before it can be accessed using the Features key. See "Voice mail" on page 49 for information on how to configure voice mail on the phone.

A "Lx message waiting" message appears on screen and the MWI light flashes indicating that new voice mail messages are available for the applicable line. This option in the Features menu dials out to your voice mail service (if configured).

### Accessing voice mail

1. Press  on the phone to enter the Features menu.
2. Press the **Vmail1** or **Vmail2** softkey (depending on which voicemail account you wish to access) and follow the instructions provided by your telephone service provider or PBX Administrator.

**Note:** The **Vmail1** and **Vmail2** softkey may be displayed differently as it is based on the label defined in the *Options > Preferences > Voice mail* menu.

## Call Forward

### Notes:

1. Call Forward is only available if you have subscribed to a call forward service. Services may require a paid subscription. Contact your telephone service provider or PBX Administrator for details.
2. Call Forward codes must be configured on the phone before it can be enabled/disabled using the Features key. See "Call forward" on page 57 for information on how to configure call forward on the phone.

When the Call Forward feature is enabled, the MWI light turns on, the configured Call Forward feature code is dialed, and a "CFD on" message displays on screen. All incoming calls are automatically forwarded to the defined call forward number.

### Enabling/Disabling Call Forward

1. Press  on the phone to enter the Features menu.
2. Press the **CFD1 On** or **CFD2 On** softkey to enable Call Forward on the applicable line and follow the instructions provided by your telephone service provider or PBX Administrator to enable Call Forward.  
A "CFD1 on" or "CFD2 on" message displays on screen and the MWI light turns on.
3. Press the **CFD1 Off** or **CFD2 off** softkey to disable Call Forward on the applicable line and follow the instructions provided by your telephone service provider or PBX Administrator to disable Call Forward.  
The "CFD1 on" or "CFD2 on" message is removed from the screen and the MWI light turns off.

**Note:** The **CFD1 On/CFD2 On** and **CFD1 Off/CFD2 Off** softkeys may be displayed differently as it is based on the label defined in the *Options > Configuration > Call Forward* menu.

## Display messages and lights

### Display messages

The 6392 displays instructions and information on screen in various situations for ease of use and to ensure you are always aware of what state the phone is in and what features are being employed.

The following table lists the common messages displayed and what they mean:

Prompt	Description
Extension in use	The “Extension in use” message appears on screen and the MWI light turns on when someone uses another telephone on the same line. This message may also appear when the telephone is not properly connected to a phone line.
Line 1 held Line 2 held L1/L2 held	A call is on hold on the respective line. Press the  key, the applicable <b>Line</b> key, or the  key to speak with the caller.
Directory full	The Directory has reached its maximum number of entries. If you want to add entries, you must first delete some.
Directory locked	The Directory has been locked and you cannot edit, add, or delete Directory entries.
L1 message waiting L2 message waiting L1/L2 message waiting	New messages are pending for the voice mail account corresponding to the respective line. Access your voice mail service to check the new messages.
Ringer is off	No audible ringing. To turn the ringer on again, adjust the volume using the   keys.
Unknown name	Your telephone service provider is unable to provide the name of the caller.
Unknown number	Your telephone service provider is unable to provide the number of the caller.
Private name	The caller has requested that his/her name not be revealed.
Private number	The caller has requested that his/her number not be revealed.
# New caller(s)	Appears on screen to inform you that new calls have been added to the Callers List since you last check it.  The message is displayed until you enter the Callers List. Once you enter the Callers List the message will no longer be displayed on the idle screen, but the number of missed calls will continue to be displayed in the Callers List screens until you view all the missed calls.
CFD1 On CFD2 On	The Call Forward feature is enabled for the applicable line. Press the  key and the <b>CFDx Off</b> softkey to turn off the Call Forward feature for the applicable line.  <b>Note:</b> The <b>CFDx On</b> and <b>CFDx Off</b> softkeys may be defined differently as it is based on the label defined in the <i>Options &gt; Preferences &gt; Call Forward</i> menu.
DND On	The Do Not Disturb feature is enabled. Press the  key and the <b>DND</b> softkey to turn off DND.

**Note:** If multiple idle alerts/messages are present, messages are displayed in sequence approximately every two seconds.

## Lights

The 6392's MWI light turns on and, in certain scenarios, flashes to indicate when something needs your attention (for example, when the phone rings, when the extension is in use, when a call is on hold, and so on).

The following table lists the scenarios when the MWI light turns on as well as describes any additional behavior.

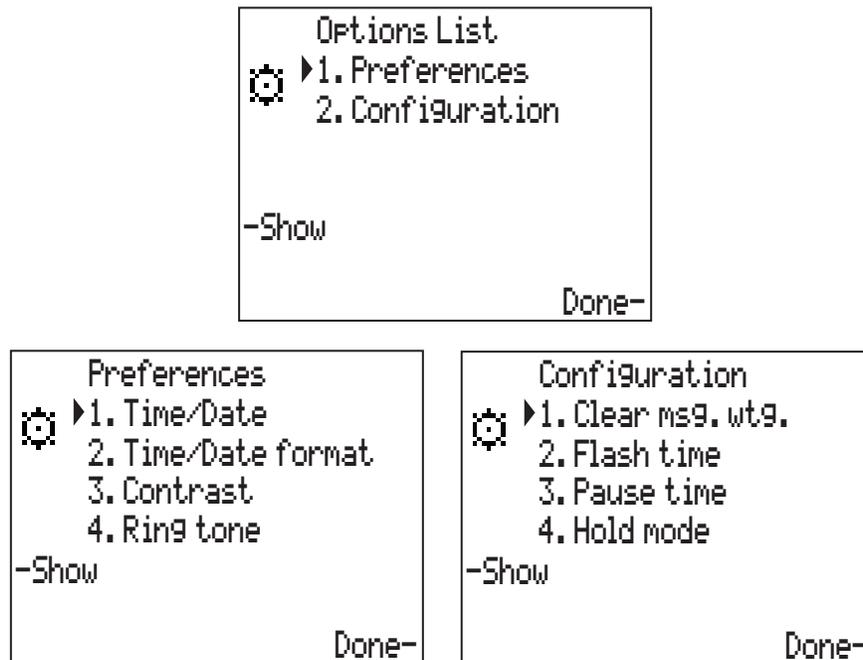
Scenario	MWI Light Behavior
Incoming call	MWI light flashes quickly.
Call is on hold	MWI light flashes moderately.
Extension in use	MWI light turns on continuously.
CFD On	MWI light turns on continuously.
DND On	MWI light turns on continuously.
Message Waiting	MWI light flashes slowly.

In addition to the MWI, lights are located beside the Mute  , Hold  , Line 1/Line 2, and Speaker/Headset  keys that turn on when the feature or line is enabled.

**Note:** The LED beside the Speaker/Headset  key is bi-color. Red indicates the call is on speakerphone, while blue indicates the call is on the headset.

## Customizing your phone

You can customize your phone by pressing the  key and accessing the Options List. The Options List contains two categories of menus: Preferences and Configuration. The Preferences menu allows you to adjust basic user preferences, while the Configuration menu allows you to set more advanced configuration options.



You can customize the following options using the phone's UI:

Option number	Option
1	Preferences
	1. Time/Date
	2. Time/Date format
	3. Contrast
	4. Ring tone
	5. Screen text
	6. Language
	7. Live dialpad
	8. Back light
	9. Callers list
	10. Voice mail

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Option number	Option
2	Configuration
	1. Clear msg. wtg.
	2. Flash time
	3. Pause time
	4. Hold mode
	5. Access code
	6. Restrictions
	7. Security codes
	8. Call forward
	9. Prime line
	10. List mode

## Using the Options List

1. Press the  key on the phone to enter the Options List.
2. Press the 5 and 2 (up and down) navigation keys to cycle through the different options.
3. Press the  key, the **Show** softkey, or using the keypad press the number of the corresponding option, to select an option.

**Note:** You can select Voice mail by pressing 0 respectively on the keypad.

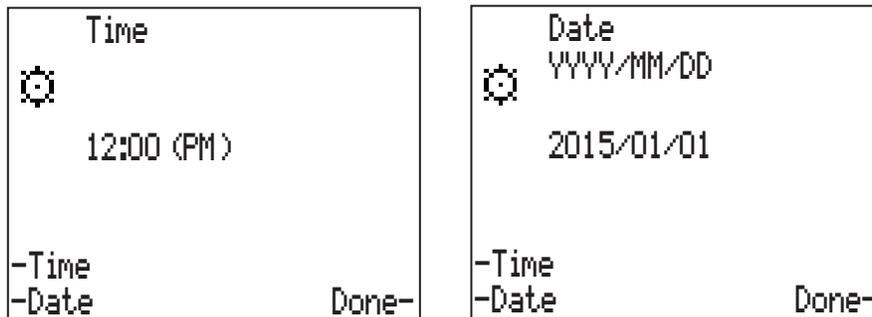
4. Change the selected option if required.
5. Press the **Done** softkey to save any changes.
6. Press the  key at any time to exit without saving changes.

## Preferences

### Time/Date

Use this option to change the time and date setting on the display.

**Note:** The time and date are automatically set when the phone receives its first Caller ID call.

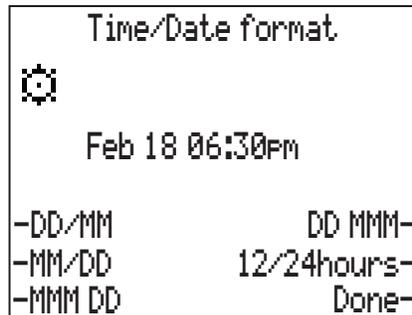


#### *Configuring the Time and Date*

1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Time/Date**.
4. Press the **Time** softkey to manually edit the time.
5. Press the 3 and 4 (left and right) navigation keys to move the cursor and use the dialpad keys or the 5 and 2 (up and down) navigation keys to enter the desired time.
6. Press the **Date** softkey to manually edit the date.
7. Press the 3 and 4 (left and right) navigation keys to move the cursor and use the dialpad keys or the 5 and 2 (up and down) navigation keys to enter the desired date.
8. Press the **Done** softkey to save your changes.

## Time/Date format

Use this option to change the time and date format on the display.

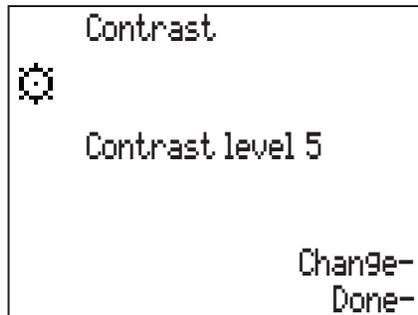


### *Configuring the time and date format*

1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Time/Date Format**.
4. Press the applicable softkey change the time and date format. Options include:
  - DD/MM (e.g. 18/02 06:30pm)
  - MM/DD (e.g. 02/18 06:30pm)
  - MMM DD (e.g. Feb 18 06:30pm)
  - DD MMM (e.g. 18 Feb 06:30pm)
5. Press the **12/24hours** softkey to toggle between 12-hour and 24-hour time format (e.g. 06:30pm or 18:30).
6. Press the **Done** softkey to save your changes.

## Contrast

Use this option to set the amount of contrast on the LCD display.

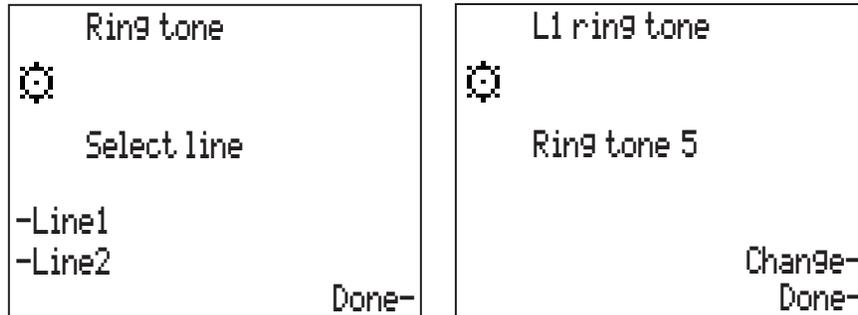


### *Configuring the contrast on the display*

1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Contrast**.
4. Press the 5 and 2 (up and down) navigation keys to increase/decrease the contrast levels accordingly or press the **Change** softkey to cycle through and increase the amount of contrast level incrementally (from levels 1 to 8).
5. Press the **Done** softkey to save your changes.

## Ring tone

Use this option to change the default ring tone that is played on the when you receive an incoming call.

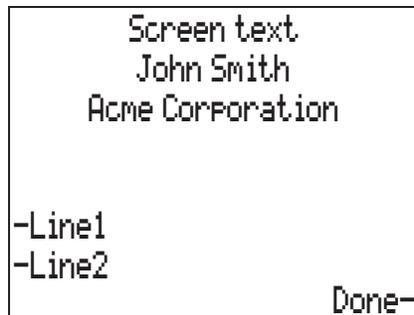


### *Configuring ring tones*

1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Ring tone**.
4. Press the **Line1** or **Line2** softkey to select the line to which you want to apply changes.
5. Press the **Change** softkey or 5 and 2 (up and down) navigation keys to cycle through, select, and listen to a sample of the ring tone. You can choose from a total of 10 different ring tones.
6. Press the **Done** softkey to save your changes.
7. (Optional) Repeat steps 4 to 6 for the remaining line.

### Screen text

Use this option to define the default text displayed on screen when the phone is idle. You can edit two lines of text, each containing up to 21 characters.



#### *Configuring screen text*

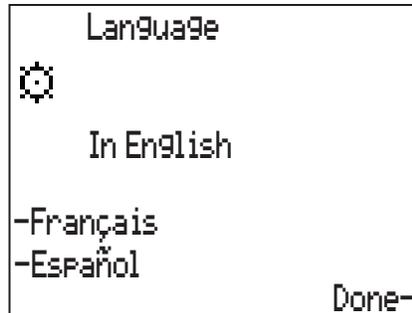
1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Screen text**.
4. Press the **Line1** or **Line2** softkey depending on which line of text you want to edit.
5. Enter the desired screen text using the dialpad.

**Note:** Press the **Backspace** softkey to delete the last character entered or press the **NextSpace** softkey to add a space after the last character entered. You can also press the **ChangeCase** softkey to toggle the input characters to be upper or lower case. Press the **Clear** softkey to remove all the characters entered.

6. Press the **Save** softkey to save the line of screen text.
7. Repeat steps 4 to 6 to edit the remaining line of text if desired.
8. Press the **Done** softkey to save your changes.

## Language

Use this option to change the screen language on the phone. You can configure the phone display UI text in one of the following three languages: English, French (CA), and Spanish (LA).



### *Configuring the screen language*

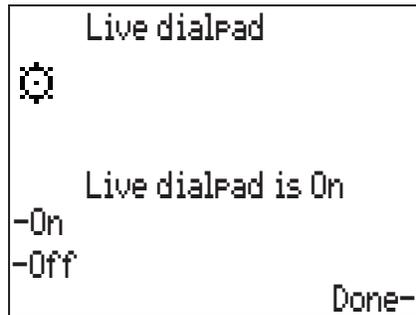
1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Language**.
4. Press the softkey corresponding to the applicable language. Choices include:
  - English
  - Français (French CA)
  - Español (Spanish LA).

The on-screen text changes immediately to reflect the language chosen.

5. Press the **Done** softkey to save your changes.

### Live dialpad

Use this option to turn the live dialpad feature on or off. With the live dialpad feature enabled, the phone automatically dials out and turns on handsfree mode as soon as a dialpad key or memory key is pressed. With live dialpad disabled, the phone is in pre-dial mode. This means after you enter a phone number, you must lift the handset, press , or press the **Dial** softkey to initiate a call to that number.

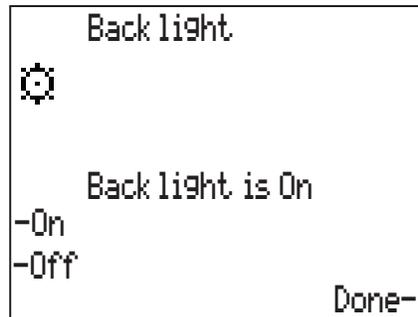


#### *Configuring live dialpad*

1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Live dialpad**.
4. Press the **On** softkey to enable the live dialpad feature  
or  
Press the **Off** softkey to disable the live dialpad feature.
5. Press the **Done** softkey to save your changes.

## Back light

Use this option to turn the phone's screen back light on or off.



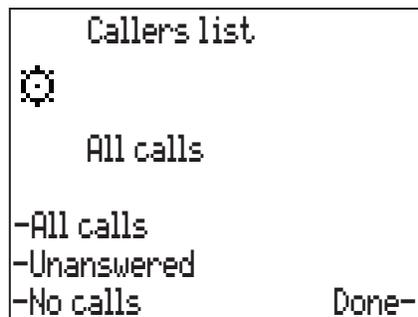
### *Configuring the back light*

1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Back light**.
4. Press the **On** softkey to turn on the back light.  
or  
Press the **Off** softkey to turn off the back light.
5. Press the **Done** softkey to save your changes.

### Callers List

Use this option to choose what content is displayed in the Callers List. You can choose to have the Callers List display all incoming calls, no calls, or only unanswered incoming calls.

**Note:** Current content displayed in the Callers List does not change when a different setting is selected in this menu. Selecting a different setting in this menu is only applicable to future calls. For example, changing from **All calls** to **Unanswered** will not remove all previously answered call entries from your Callers List; only new answered calls are affected and will not be displayed in the Callers List.



#### *Configuring the Callers List*

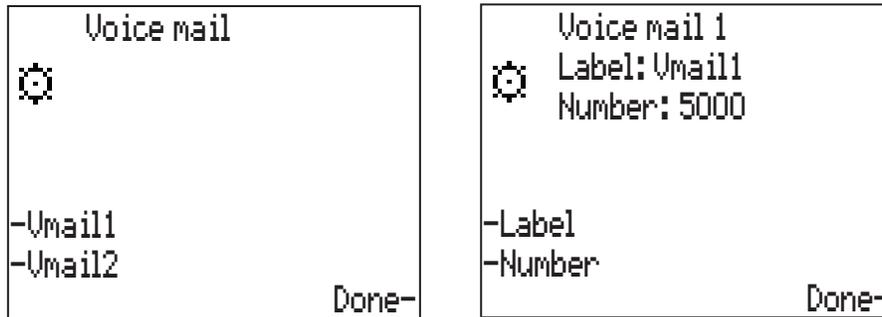
1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Callers list**.
4. Press the **All calls** softkey to display all incoming calls in the Callers List.  
or  
Press the **Unanswered** softkey to display only unanswered calls in the Callers List.  
or  
Press the **No calls** softkey to display no calls in the Callers List.
5. Press the **Done** softkey to save your changes.

## Voice mail

**Note:** Voice mail is only available if you have subscribed to a voice mail service. Services may require a paid subscription. Contact your telephone service provider or PBX Administrator for details.

Use this option to define your voice mail service number and access codes (if applicable). Once configured, you can access your voice mail service through the Features menu by pressing the

 key (see “Voice mail” on page 35).



### Configuring voice mail

1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Voice mail**.
4. Press the **Vmail1** or **Vmail2** softkey to configure a voice mail service number corresponding to a respective line.
5. Press the **Label** softkey.
6. Enter/edit the desired label using the dialpad (maximum 10 characters in length).

**Note:** Press the **Backspace** softkey to delete the last character entered or press the **NextSpace** softkey to add a space after the last character entered. You can also press the **ChangeCase** softkey to toggle the input characters to be upper or lower case. Press the **Clear** softkey to remove all the characters entered.

7. Press the **Save** softkey to save the label.
8. Press the **Number** softkey.
9. Enter/edit the desired number using the dialpad (maximum 24 digits in length).

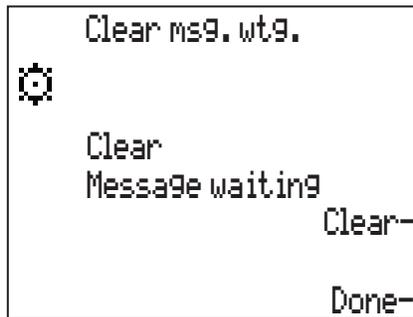
**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

10. Press the **Save** softkey to save the number.
11. Press the **Done** softkey to save your changes.
12. (Optional) Repeat steps 4 to 10 for the remaining voicemail service number.

## Configuration

### Clear msg. wtg.

At times, the “Message Waiting” message may appear and the MWI will flash even when there are no pending voice mail messages. In such scenarios, you can use this option to clear the “Message Waiting” message on the display along with the flashing MWI. The message and flashing MWI will appear again when there are new voice mail messages pending.



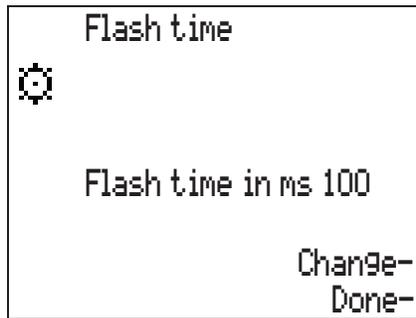
#### *Clearing the “Message Waiting” message*

1. Press  on the phone to enter the Options List.
2. Select **Configuration**.
3. Select **Clear msg. wtg.**.
4. Press the **Clear** softkey to clear the “Message Waiting” message and flashing MWI.
5. Press the **Done** softkey to save your changes.

## Flash time

Use this option to configure the length of time before a hook-flash times out. You can change the time to 100 ms, 300 ms, or 600 ms.

**Note:** The correct hook flash timing value is dependent on the requirements of the telephone system to which your phone is connected.

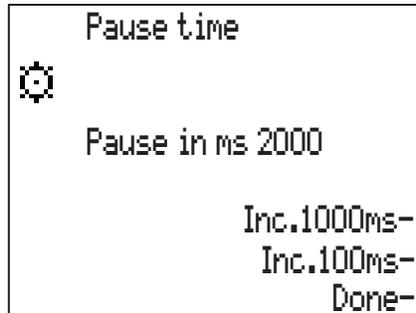


### *Configuring the flash time*

1. Press  on the phone to enter the Options List.
2. Select **Configuration**.
3. Select **Flash time**.
4. Press the **Change** softkey or press the 5 and 2 (up and down) navigation keys to cycle through and select the flash time (available values are 100 ms, 300 ms, and 600 ms).
5. Press the **Done** softkey to save your changes.

### Pause time

Use this option to configure the duration of a pause. Pauses can be inserted when programming memory keys or when editing an entry in the Directory. You can configure the pause duration to be anywhere from 100 ms to 5000 ms (in 100 ms increments).



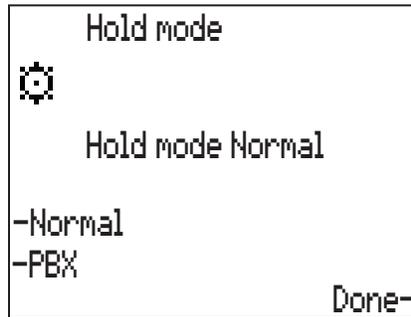
#### *Configuring the pause time*

1. Press  on the phone to enter the Options List.
2. Select **Configuration**.
3. Select **Pause time**.
4. Press the **Incr. 1000ms** softkey to cycle through and increase the pause duration in increments of 1000 ms.
5. Press the **Incr. 100ms** softkey to cycle through and increase or press the 5 and 2 (up and down) navigation keys to cycle through and increase or decrease the pause duration in increments of 100 ms.
6. Press the **Done** softkey to save your changes.

## Hold mode

Use this option to change the hold mode used by the phone. Two modes are available for selection: Normal and PBX. In Normal mode, pressing the  key places an active call on local hold. This call can be retrieved from any phone connected to the line. In PBX mode, the  key can be programmed to dial a code to place the call on PBX hold.

**Note:** Hold indication is not available when PBX mode is enabled.



### Configuring the hold mode

1. Press  on the phone to enter the Options List.
2. Select **Configuration**.
3. Select **Hold mode**.
4. Press the **Normal** softkey to use the normal hold mode.  
or
4. Press the **PBX** softkey to use the PBX hold mode and then:
  - a. Press the **Change** softkey edit the PBX hold mode code.
  - b. Enter the desired code (up to 24 digits) using the dialpad.

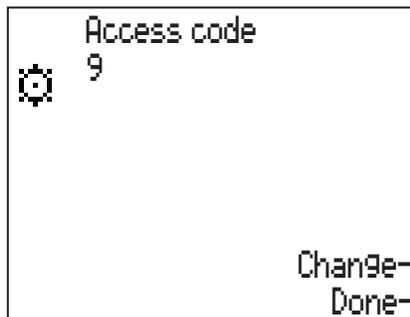
**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

- c. Press the **Save** softkey to save the code.
5. Press the **Done** softkey to save your changes.

### Access code

Use this option to define an access code (of up to four digits) that will be pre-fixed to any numbers called using the Callers List. For example, defining an access code of “9” and dialing a Callers List entry with the number 555-900-2000 will dial 9-555-900-2000

**Note:** Access codes are not applicable to Directory or Redial List entries.



#### *Configuring an access code*

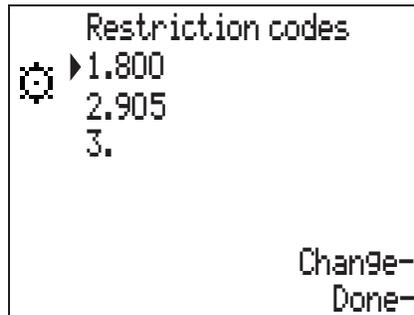
1. Press  on the phone to enter the Options List.
2. Select **Configuration**.
3. Select **Access code**.
4. Press the **Change** softkey edit the access code.
5. Enter the desired access code (up to four digits) using the dialpad.

**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

6. Press the **Save** softkey to save the access code.
7. Press the **Done** softkey to save your changes.

## Restrictions

Use this option to define up to three restriction codes (of up to seven digits) that will block outgoing calls if any of the codes match the start of the dialed number. For example, if a restriction code is defined as “1” and you try to place an outgoing call to 1-555-900-2000, the call will automatically be blocked.



### Configuring restriction codes

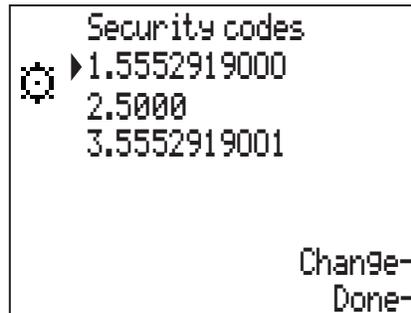
1. Press  on the phone to enter the Options List.
2. Select **Configuration**.
3. Select **Restrictions**.
4. Press the number corresponding to the restriction code entry you want to edit or press the 5 and 2 (up and down) navigation keys to select the desired restriction code entry (1, 2, or 3).
5. Press the **Change** softkey edit the respective restriction code.
6. Enter the desired restriction code (up to seven digits) using the dialpad.

**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

7. Press the **Save** softkey to save the restriction code.
8. Repeat steps 4 to 7 to edit any remaining restriction code entries.
9. Press the **Done** softkey to save your changes.

### Security codes

Use this option to define up to three security codes (of up to 12 digits). The 6392 is equipped with a security code feature to keep selected numbers private when you dial them. When you have entered a security code using this option, your phone does not display or store the digits that you dial after that security code. Instead, the numbers that follow the security code are replaced with the asterisk \* symbol on the display.



For example, if the phone number to access your voice mail is 555-291-9000 and your voice mail password is 8612, configuring a security code of 5552919000 ensures that your voice mail password is hidden. When you dial 555-291-9000 the phone displays 555-291-9000, but entering your voice mail password of 8612 is displayed as \*\*\*\*. Additionally, the hidden digits are not stored in the Redial List.

#### Configuring security codes

1. Press  on the phone to enter the Options List.
2. Select **Configuration**.
3. Select **Security codes**.
4. Press the number corresponding to the security code entry you want to edit or press the 5 and 2 (up and down) navigation keys to select the desired security code entry (1, 2, or 3).
5. Press the **Change** softkey edit the respective security code.
6. Enter the desired security code (up to 12 digits) using the dialpad.

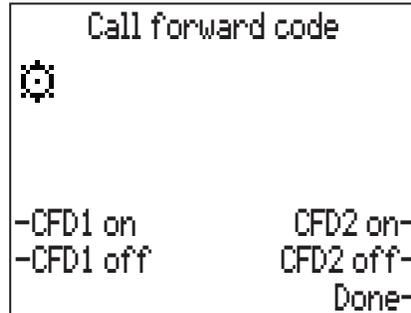
**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

7. Press the **Save** softkey to save the security code.
8. Repeat steps 4 to 7 to edit any remaining security code entries.
9. Press the **Done** softkey to save your changes.

## Call forward

**Note:** Call Forward is only available if you have subscribed to a call forward service. Services may require a paid subscription. Contact your telephone service provider or PBX Administrator for details.

Use this option to define the call forward on and off codes that the phone calls when you enable/disable the Call Forward feature through the Features menu (see “Call Forward” on page 35).



### Configuring call forward

1. Press  on the phone to enter the Options List.
2. Select **Configuration**.
3. Select **Call forward**.
4. Press the **CFD1 on** softkey.
5. Press the **Label** softkey.
6. Enter/edit the desired label using the dialpad (maximum 10 characters in length).

**Note:** Press the **Backspace** softkey to delete the last character entered or press the **NextSpace** softkey to add a space after the last character entered. You can also press the **ChangeCase** softkey to toggle the input characters to be upper or lower case. Press the **Clear** softkey to remove all the characters entered.

7. Press the **Save** softkey to save the label.
8. Press the **Number** softkey.
9. Enter/edit the desired number using the dialpad (maximum 24 digits in length).

**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

10. Press the **Save** softkey to save the number.
11. Press the **CFD1 off** softkey.
12. Press the **Label** softkey.

13. Enter/edit the desired label using the dialpad (maximum 10 characters in length).

**Note:** Press the **Backspace** softkey to delete the last character entered or press the **NextSpace** softkey to add a space after the last character entered. You can also press the **ChangeCase** softkey to toggle the input characters to be upper or lower case. Press the **Clear** softkey to remove all the characters entered.

14. Press the **Save** softkey to save the label.

15. Press the **Number** softkey.

16. Enter/edit the desired number using the dialpad (maximum 24 digits in length).

**Note:** Press the **Backspace** softkey to delete the last digit entered. Press the **Pause** softkey to add a pause to the number. Press the  key to add a flash to the number. Press the **Clear** softkey to remove all the characters entered.

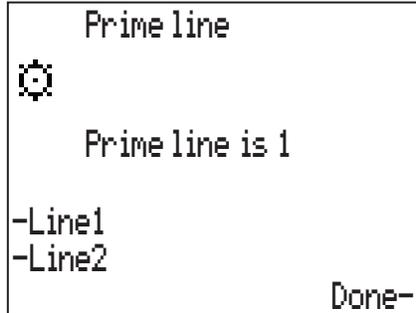
17. Press the **Save** softkey to save the number.

18. Press the **Done** softkey to save your changes.

19. (Optional) Repeat steps 4 to 18 using the **CFD2 on** and **CFD2 off** softkeys to configure a call forward number for your secondary line.

## Prime line

Use this option to define which line is considered the "Prime line". The prime line is the line that is automatically selected when you lift the handset or press the  key or **Dial** softkey. The default setting for prime line is Line 1. You can select either line as your prime line.



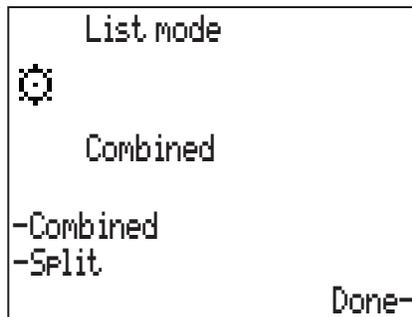
### *Configuring the prime line*

1. Press  on the phone to enter the Options List.
2. Select **Configuration**.
3. Select **Prime line**.
4. Press the **Line1** softkey to set Line 1 as the prime line.  
or  
Press the **Line2** softkey to set Line 2 as the prime line.
5. Press the **Done** softkey to save your changes.

### List mode

Use this option to select the Callers List display mode. The two options available are:

- **Combined:** Select this option if you want the 6392 to display all incoming call entries in one combined list regardless of which line was used for each respective call.
- **Split:** Select this option if you want the 6392 to display incoming call entries in two separate lists, one for incoming calls on Line 1 and one for incoming calls on Line 2.



### *Configuring list mode*

1. Press  on the phone to enter the Options List.
2. Select **Configuration**.
3. Select **List mode**.
4. Press the **Combined** softkey to set the phone to display all incoming calls entries in one combined list regardless of which line was used for each respective call.  
or  
Press the **Split** softkey to set the phone to display incoming call entries in two separate lists, one for incoming calls on Line 1 and one for incoming calls on Line 2.
5. Press the **Done** softkey to save your changes.

# Troubleshooting

## What are services and how do I use them?

Services are provided by your telephone service provider or PBX Administrator, and include basic features such as Caller ID. Services such as Call Forwarding and Voicemail can be accessed through the  key while other services such as call transferring and three-way calling can be accessed using feature access codes and the  key. Before using your services, you must activate them by contacting your local telephone service provider or your PBX Administrator.

## I'm having trouble with services I have subscribed to – how do I get help?

Usually your telephone service provider supplies a special number to call for activation of your services. When you call this number, you must follow the recorded instructions carefully. This allows the telephone service provider's system to recognize your phone and customize it with the services you have subscribed to. If you have any activation problems call your local telephone service provider.

## Why is my display blank?

Ensure that the power adapter is fully plugged into the electrical outlet, and that the outlet is supplying power (you can test this with another electrical device, such as a lamp).

## Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the *6392 Installation Guide* provided with your phone.

## Why can't I hear a caller or be heard?

Increase the handset or speaker volume. Make sure the handset cord is inserted securely into the jack. If the light beside the  is on, the call is muted; press the  key to turn mute off.

## Why are incoming calls not identified on the display?

Caller ID information usually arrives between the first and second ring. Let the phone ring at least once before answering. Make sure you subscribe to caller ID services from your local telephone service provider.

## Why are there no messages on the screen when a call waiting call comes in?

You must subscribe to a call waiting identification service from your telephone service provider.

## Why is the light not coming on with a new voice mail message?

You must subscribe to a visual message waiting service from your telephone service provider for this function to work.

## Why can't I dial a number in the Callers List?

You must subscribe to a Caller ID service for names and/or numbers to be recorded in the Callers List. If the number of the caller is unknown or private, you cannot return the call. Alternatively, the number may require an area code.

## Why don't numbers I return from the Callers List connect?

If an access code is configured, all incoming calls (long distance and local) are added to the Callers List with the access code pre-fixed to the number. Check the defined access code by navigating to the Access code option in the Options List (see "Access code" on page 54 for details on how to configure an access code). Alternatively, you may need to add "1" before long distance numbers in order to dial long distance.

## Why can I only see four options in the Options List?

The phone screen will only show four options at a time. To see more options, press the 2 (down) navigation key.

## How do I set the time and date?

If you subscribe to a Caller ID service, the first incoming call will update the phone with the correct time and date. Otherwise, use the Time/Date option in the Options List to manually set the time and date (see "Time/Date" on page 40 for details on how to configure the time and date).

## Can I turn the light on the screen off?

Yes, you can turn the back light on and off by using the Back light option in the Options List (see "Back light" on page 47 for details on how to disable the back light). The contrast can also be configured if required (see "Contrast" on page 42 for details on how to configure the screen contrast).

## Why does the phone wobble?

Make sure the cords are routed properly through the stand, as indicated in the *6392 Installation Guide*. Check that the stand has been properly snapped into place.

## Limited warranty

Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy, either repair or replace the product at no charge, if returned within the Warranty Period. If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the product, it may be replaced with a refurbished product of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

## Exclusions

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

Mitel shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customer's use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of products used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Mitel with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

## Warranty repair services

Should the product fail during the Warranty Period;

- **In North America**, please call 1-800-574-1611 for further information.
- **Outside North America**, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this product for warranty service, you must present proof of purchase.

## After warranty service

Mitel offers ongoing repair and support for this product. This service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions:

- **In North America**, contact our service information number: 1-800-574-1611.
- **Outside North America**, contact your sales representative.

**Note:** Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the Warranty Period. Unauthorized repair will void the warranty.



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