Mitel 6900 and 400-Series IP Phones for MiVoice Connect

Functional Differences Document

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Mitel

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TRADEMARKS

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6900 Phones on MiVoice Connect - Functional Differences from IP400 Phones

The following table details the functional differences between the 6900-Series IP phones and 400-Series IP phones on MiVoice Connect:

Keywords or Functions	400-Series Behavior	6900-Series Behavior
Accessories	The 400-Series phones support the following accessories: • Wall mounts • BB424 Button Box • PoE power supply • Third-party analog headsets, with or without electronic hook switch (EHS)	The 6900-Series phones support the following accessories: • Cordless Bluetooth Handset • Integrated DECT Headset • S720 Bluetooth Speakerphone • M695 Programmable Key Module • Wireless LAN Adapter • Third-party Analog/DHSG headsets • Third-party USB headsets **Note**: The 6940 IP phone does not support analog headsets.
Availability State	The 400-Series phones allow users to press a number on the keypad for each Availability state to enable the corresponding state.	The 6900-Series phones do not support changing the Availability state by pressing a number on the keypad while on the Availability page.
Availability State Call Handling Mode	On 400-Series phones, after the user presses the State softkey and the Availability page is displayed, there is a five-second count-down timer before the home screen is displayed.	On 6900-Series phones, when the user presses the State softkey and the Availability page is displayed, there is 45-second count-down timer before the phone returns to the idle state.
Auto Off-Hook User Options	When a 400-Series phone user alters the Auto off-hook preference, the change is saved on the server and applied to any phone the user is assigned to.	The 6900-Series phones use local phone-based configuration for the Audio Mode setting. Because the setting is not stored on the server, other phones the user might be assigned to are not notified of the configuration change.

Blind Transfer	The 400-Series phones can blind transfer a not-yet-connected outgoing call.	The 6900-Series phones cannot blind transfer a not-yet-connected outgoing call.
Bridged Call Appearance (BCA) Monitored Extension	On 400-Series phones, picking up a BCA or Monitored Extension call on a programmable button requires the user to press the programmable button once.	On 6900-Series phones, picking up a BCA call on a programmable button requires the user to press the programmable button once. Picking up a Monitored Extension call on a programmable button requires the user to press the programmable button twice. The first button press shows the Caller ID, and the second button press answers the call.
Bridged Call Appearance (BCA) Shared Call Appearance (SCA) Extension Monitor Ringing	On 400-Series phones, both the base and the headset speaker ring for every call. Also, users can answer Bridged Call Appearance and Extension Monitor calls through a headset.	On 6900-Series phones, incoming BCA/SCA calls ring only on the phone base. On 6900-Series phones, because users need to see the CallerID screen to automatically answer an SCA/BCA or Extension Monitor call on 6900-Series phones, they would not be able to answer the call while away from the deskphone.
Call Appearance	On 400-Series phones, when the Availability state is set to a value other than "Available," the Call Appearance buttons have a barred icon and a solid red LED.	On 6900-Series phones, when the Availability state is set to a value other than "Available," the Call Appearance buttons have a barred icon indicating the phone cannot receive incoming calls (or that calls will be forwarded). The Call Appearance buttons do not have a solid LED.
Call Appearance Buttons	On 400-Series phones, when the phone user interface displays the Directory, the user can access the Call Appearance buttons.	On 6900-Series phones, when the phone user interface displays the Directory, the user can't access the Call Appearance buttons.
Call Focus	On 400-Series phones, if an incoming call appears while the user is in the process of making an outbound call, the focus shifts to the incoming call. The outbound call screen vanishes.	On 6900-Series phones, if an incoming call appears while a user is in the process of making an outbound call, the focus stays on the outbound call screen. The user can decide to cancel the outbound call and answer the incoming call.
	On 400-Series phones, if there is an incoming call when a line has already been seized, the phone user interface does not shift to the ringing line screen.	On 6900-Series phones, if there is an incoming call when a line has already been seized, the seized line is dropped, and the incoming call takes precedence.

Call History	On 400-Series phones, if the user goes to Call History while the phone is ringing on an inbound call and then the user lifts the handset, presses the Speaker button, or presses the Headset button, the call is answered.	On 6900-Series phones, if the user goes to Call History while the phone is ringing with an inbound call and then the user lifts the handset or presses the Speaker/Headset button, the call is not answered.
	On 400-Series phones, the Call History/<select contact>/Open page lets the user toggle between pages that show the contact's extension or business number.	On 6900-Series phones, the Call History/<select contact>/Details page displays three phone numbers (Work 1, Work 2, and Mobile) for the contact. Other contact numbers (if they exist on server side, such as Fax) are not displayed in the contact's Details page. **Note**: In some cases, the email address is truncated because of space limitations.
	When a 400-Series phone is in an Anonymous or Available state, pressing the History button performs no action.	When a 6900-Series phone is in an Anonymous or Available state, pressing the call history button displays the appropriate messages: "Phone not assigned" followed by "Call History empty".
Call Timer	On 400-Series phones, the call timer starts as soon as the user initiates or answers a call.	On 6900-Series phones, the call timer starts when the call is connected (answered).
Call Waiting Tone	The 400-Series phones play the call-waiting tone while the phone is in a dialing state (when the dialing screen is displayed).	The 6900-Series phones do not play the call waiting tone while in a dialing state (when the dialing screen is displayed).
	On 400-Series phones, if a user is on an active call and receives an inbound call, the phone plays the call waiting tone multiple times.	On 6900-Series phones, the call waiting tone plays only once per call.
Conference	The 400-Series phones display the following prompt to let users confirm that they want to create a conference: "Complete conference User<X> with User<Y>, Yes/Cancel".	The 6900-Series phones do not display the conference-confirmation prompt.
	The 420 and 420g IP phones display "Conference" in the page title of the user interface	The 6910 phone does not display "Conference" in the page title of the user interface while a conference call is being

	while adding the second party in a conference call.	created.
	The 400-Series phones display the **Hangup** softkey while in a mesh conference.	The 6900-Series phones display the **Leave** softkey while in mesh conference. Pressing the **Leave** softkey hangs up the conference call, but the other two parties remain in a person-to-person call.
Conference Softkey Transfer Softkey	For all transfer and conference scenarios, the 400-Series phones display a message that prompts the user to confirm or cancel the transfer or conference operation.	For all transfer and conference scenarios, the 6900-Series phones do not display a transfer or conference confirmation prompt. Instead, the user presses the Transfer or Conference softkey to complete the operation.
Dialing	On a 400-Series phone, when a user opens a line, dials a number, and presses the Dial softkey, the phone displays "Dialing…" until the phone receives a signal from the switch. At that point, the phone displays "Ringing ...".	On a 6900-Series phone, when a user opens a line, dials a number, and presses the Dial softkey, there might appear to be a short delay because the phone does not display the interim "Dialing..." status. The phone waits for the switch response and then displays "Ringing ...".
Dial Tone	The 400-Series phones play a distinctive (county-specific) external dial tone after the user dials the trunk access code (for example, '9').	The 6900-Series phones do not distinguish between internal and external dial tone by country or region.
	The 400-Series phones play dial tone again if the user enters some digits then presses the backspace key to delete those digits (with phone remaining off-hook throughout).	The 6900-Series phones do not distinguish between internal and external dial tone by country or region. The 6900-Series phones return to the on-hook state if the user enters dial digits and then uses the Backspace softkey to delete all digits before the phone dials out. Example: The user dials 9 for the trunk-access code, and the user hears dial tone. Then the user enters 123 (and now '9123' is visible on the display), and then the user presses the Backspace softkey to delete 123. The trunk access dial tone is not heard again. In addition, if the user then also deletes the trunk-access code (9 in above case), the phone returns to on-hook status.
DHCP Network	When a 400-Series phone is assigned a new IP address by the DHCP server, the phone displays a corresponding message and does not reboot.	When a 6900-Series phone is assigned a new IP address by the DHCP server, the phone reboots when idle.
DHCP Cache	For 400-Series phones using DHCP, if the DHCP server is not responding to a lease renew	On 6900-Series phones, the DHCP lease information is not cached for use in situations where the DHCP server is not responding.

Network	then the IP400 by default will attempt to use the cached DHCP lease information to establish a network connection.	Therefore, if the phone is configured for DHCP and the server is not responding, then the phone network does not establish a network connection.
DHCP DNS Factory Firmware	Through the phone user interface, the 400-Series phone factory firmware allows users to manually override the DNS server provided when using DHCP network configuration. This is used in cases where a customer DNS server does not resolve MiVoice Connect FQDN names properly.	In some versions of the 6900-Series phone factory firmware builds (both MiNet and SIP boot loads), users are unable to manually override the DNS server values provided by DHCP if the phone network configuration is using DHCP. Thus, customer DNS servers provided by DHCP services must be able to properly resolve and forward MiVoice Connect FQDN names.
DHCP Static IP MiNet Factory Firmware	The 400-Series phones retain any static IP configurations across reboots. Because the 400-Series phones do not utilize a dual-boot partition structure, there is only a single boot image to manage.	The 6900-Series phones allow users to configure a static IP address and network configuration. However, if after booting to the SIP firmware, the registration fails with MiVoice Connect, and if the phone sits idle for 10 minutes, then the phone automatically reboots to the MiNet firmware partition. When this happens, the static configuration information is lost, and users must reconfigure the network settings if they wish to try again. For this reason, DHCP configuration is the preferred and simplest method to provision a 6900-Series phone for MiVoice Connect.
Directory	On 400-Series phones, additional phone numbers (such as "Work 1," "Work 2," and "Mobile 1") are not displayed on Directory pages.	The 6900-Series phones display additional phone numbers (such as "Work 1," "Work 2," and "Mobile 1") for each record in the Directory.
Directory Entering Search Strings	The 400-Series phones use a predictive-search system for entering search strings in the Directory. For example, in Directory Search, when a user presses "32843" on the dialpad, it matches with ext. 32843, "David" or any other predictive-search match.	The 6900-Series phones use a multi-tap system for entering search strings in the Directory. For example, in Directory Search for the 6910, 6920, and 6930 phones, when a user presses "32843" on the dialpad, it matches only with 32843 and results in "No Matches Found". To enter "David" as the search string, the user would have to press "328884443".
Directory Search	With 400-series phones, user can search by both first and last name at the same time. After entering the first two or three digits for the first or last name, press # to enter the first two or three digits for the other name	The 6900-series phones do not filter the user in directory using "#", which separates two search terms.

	(first or last). For example, to find the entry for Steve Williams or William Stephens dial 78#94.	
Error Message	When a telephony error occurs, 400-Series phones display the error message as a popup.	When a telephony error occurs, 6900-Series phones display a prompt through the regular user interface.
Factory Option 156 Option 66	The 400-Series phones support both DHCP Option 156 and option 66. The phones support a list of server IP/FQDN in Option 156 for configServers | ftpServers parameters.	With 5.2.1 factory load, the 6900-Series phones, • Do not support Option 66. • In Option156, if phone is presented with a list of ConfigServer/ftpServer IP /FQDN address, the 6900 factory build only looks at the first IP/FQDN in list. If the first IP/FQDN is not reachable, the 6900 factory build does not take any action.
Failover SIP Registration	When there is a switch outage, if a 400-Series phone has not yet gone into failover state and the user attempts to place a call, the phone immediately detects the communications failure and initiates the failover process. The failover process is also initiated if the switch does not respond within predetermined intervals, even while the phone is idle.	In failover scenarios (specifically, when a switch is unreachable), 6900-Series phones report “Call failed” but do not immediately initiate the failover process based on user-initiated call actions. Instead, the phones wait for the failover timer interval to expire.
Handsfree User Options	The 400-Series phones allow users to set the phone to "Handsfree" mode, which disables dial tone when the device is off-hook (this feature is mainly used by those who use a headset frequently).	The 6900-Series phones do not provide the Handsfree mode setting.
History Directory	On 400-Series phones, the user can dial an extension by selecting an extension in Directory or History and then pressing an idle call appearance button.	On 6900-Series phones, if the user selects a contact in the Directory or History views and then presses an idle call appearance button, the phone does not dial the selected contact. However, the 6900-Series phones support dialing a contact by selecting the contact and then going off-hook, such as lifting the handset or going off-hook with the speaker.

History Directory Voicemail App Close	On 400-Series phones, when an incoming call occurs while an application (such as Directory, History, Voicemail, or Options) is open, the application page stays open. This is the case regardless of whether the user is in the middle of a call action such as Transfer or Conference and is using the application to select a call target, for example.	On 6900-Series phones, when an incoming call occurs while an application (such as Directory, Call History, or User Settings) is open, the phone closes the application page and displays the incoming call. However, if the user is in the middle of a call action such as Transfer or Conference and is using the application to select a call target, the application page does not close. Visual Voicemail does not close on an inbound call.
Hold	The 400-Series phones automatically pick up calls (take call off hold) when the user goes off hook.	When a 6900-Series phone user goes off hook when a call is on hold, it does not take the call off hold. Instead, it opens a line.
	On 400-Series phones, when the handset is off hook and, on a call, if the user places the current call on Hold, the phone opens a new line with dial tone.	On 6900-Series phones, when a phone is off hook and, on a call, if the user places the current call on Hold, the phone does not open a new line.
	When multiple calls are on hold and the last call is dropped, the focus on 400-Series phones goes back to the most recent Call Appearance.	When multiple calls are on hold and the last call is dropped, the focus on the 6900-Series phones goes back to Call Appearance 1.
	The 400-Series phones allow users to place an active call on hold by either pressing the active call's line button or pressing the Hold hard key.	On 6900-Series phones, users cannot hold a call by pressing the currently active call appearance button or the line LED. Users must press the hold hard key to place a call on local hold.
Hold Call Timer	On 400-Series phones, when an active call is put on hold the phone starts a new timer that begins at 00:00 and tracks how long the call/line is on hold.	When an active call is put on hold on a 6900-Series phone, the phone continues to show and increment the cumulative call timer.
Hold Hang up	On 400-Series phones, when a user tries to hang up a held call, the phone displays a confirmation prompt that lets the user either cancel or hang up the call. Selecting the Hangup option allows the user to hang up a held call.	On 6900-Series phones, a held call cannot be dropped. The user must take the call off hold before hanging up.
Hold	On 400-Series phones, the reminder tone for held calls is played through the user's active	On 6900-Series phones, when a call is placed on hold, the phone plays the reminder tone on the phone speaker, regardless of the

Reminder Tone	audio path (such as headset, handset, etc).	active audio path.
Hold Speaker Button	On 400-Series phones, when focus is on a call on hold, pressing the Speaker button retrieves the held call.	On 6900-Series phones, when focus is on a call on hold, pressing the Speaker button seizes a new line and leaves the held call as is.
Hold Unhold Transfer Conference Park/Unpark	On 400-Series phones, if there is an active call and an action (such as park, transfer, conference, and so on) is performed and fails, the active call automatically comes off Hold.	On 6900-Series phones, if there is an active call and an action (such as park, transfer, conference, and so on) is performed and fails, the active call remains on Hold until the user takes the call off Hold.
Hold Call Appearance	On 400-Series phones, pressing the active Call Appearance key during an active call puts that call on hold.	On 6900-Series phones, pressing the active Call Appearance key during an active call has no effect on the call.
Hook switch Dial tone Drop	On 400-Series phones, when a user goes off hook via the handset and drops an active call, the phone automatically provides dial tone for a new call.	On 6900-Series phones, when a user is on a call via the handset and terminates the call using the Drop softkey while keeping the handset off hook, the phone does not automatically offer dial tone. The user must select the call appearance button to open a line with dial tone.
Invalid Digit Length	On 400-Series phones, when a user dials an extension that is an invalid digit length and goes off hook, the call is routed to the auto-attendant.	On 6900-Series phones, when a user dials an extension that is an invalid digit length and goes off hook, no outbound call is initiated.
LED	The 400-Series phones have a tri-color LED hardware configuration that allows the phones to create Green, Amber, or Red output.	The 6900-Series phones have a single-color LED that displays Red.
Log Gathering in initial factory firmware	The 400-Series phones do not utilize a dual firmware boot partition with differing Log Upload procedures that depend on the state of the phone. To provide logs for troubleshooting, the 400-Series phones offer only the Log Upload option found in the	The 6900-Series phones have a dual boot partition for firmware, and different procedures for gathering and uploading logs are in effect depending on whether the phone is running the MiNet factory firmware or the SIP 5.2.x factory firmware.

	Diagnostics menu, and those logs by default upload to the MiVoice Connect Logging Server URL. IP400 phones do offer the ability to override the log upload target to point to a Diagnostic Server, which 6900 phones also offer.	
Missed Call	On 400-Series phones, the Missed Call icon (with missed call count) is dismissed on incoming/outgoing calls.	On 6900-Series phones, the Missed Call icon (with missed call count) is not dismissed on incoming/outgoing calls. The missed call indicator is displayed in the left title bar until the user navigates to the Call History view to see the missed calls.
Missed Call Message Waiting Indicator	The 400-Series phones display double-digit values (if needed) for both the Missed Call Indicator and Message Waiting Indicator icon badges.	The 6900-Series phones currently display only single-digit values for the Missed Call and Message Waiting Indicator icon badges. If there are more than nine missed calls or new messages, the phones display an exclamation point (!) in the icon badge.
Mute Button	On 400-Series phones, when a user presses the Mute button during an active call the mute functionality applies to all subsequent calls, until the initial active call is dropped, or the user disables Mute.	On 6900-Series phones, Mute is call-specific and does not apply to all subsequent calls. For example, if a 6900-Series phone user mutes an active call, the next call will not have mute enabled. The user must press Mute again to mute the second call (and so on).
	On 400- Series phones, the Mute button takes effect before a call is connected. For example, if the user presses the Mute button while dialing into the conference, the call is muted before the call is connected. In addition, if the user presses Hold, the mute is cleared.	On 6900-Series phones, the Mute button's behavior is as follows: • No effect when pressed while the phone is ringing • Not dismissed when a call is put on hold • No effect on a held call • No effect while dialing
MUTE Codes	On 400-Series phones, users can launch various features by pressing combinations of keys. For example, MUTE 25327# (CLEAR) clears a phone's configuration.	The 6900-Series phones don't provide the MUTE-code key combinations. Access to these features is available through the User Settings and Advanced Settings pages in the phone user interfaces.

No Service	When "No Service" is displayed on a 400-Series phone, the phone LEDs illuminate, and the phones do not respond to key presses.	When "No Service" is displayed on a 6900-Series phone, the phone LEDs do not illuminate, and the phone provides dial tone and DTMF feedback.
Packet Capture Options Diagnostics	The 400-Series phones provide a user interface (in Settings → Diagnostics → Capture) that allows users to view an active or stored .pcap file.	The 6900-Series phones do not provide a user interface for viewing or managing the detailed packet list for an active or stored .pcap file.
Pages Close Automatically	On 400-Series phones, if the user opens a page (such as History, Directory, Visual Voicemail, Options, and Settings), the page remains open and visible until the user closes it.	On 6900-Series phones, if the user opens a page (such as History, Directory, Visual Voicemail, Options, and Settings), the page has a 45-second timeout, after which the page automatically closes if there is no user activity.
Passwords Advanced Settings Options	The 400-Series phones use “1234” as the default administrator (“Admin”) password.	When a 6900-Series phone is running factory firmware (out of the box), after you press the Advanced softkey enter one of the following passwords, depending on the firmware platform running on the phone: • For the MiNet firmware load, the password is 73738. • For the SIP firmware factory load (currently 5.2.x.x), the password is 22222. When a 6900-Series phone is running the upgraded release of the SIP firmware, after you press the Advanced softkey enter one of the following Administrator passwords, depending on the state of the phone: • If the phone is in the Factory Default state, the password is 22222. • After the phone has successfully registered to MiVoice Connect, the default Administrator password is 1234.
Parked Calls	When a parked call is returned, the 400-Series phones offer two options: Answer, or To Voicemail.	When a parked call is returned, the 6900-Series phones offer three options: Answer, Ignore, and To Vm.

Pickup	When the user presses the **Pickup** softkey on 400-Series phones, the title of the window displays "Pickup from".	When the user presses the **Pickup** softkey on 6900-Series phones, the title of the window displays "Pickup" and not "Pickup from".
PKM D&M	The IP485g phone sends the MAC address to switch in firmware status events. Thus, information propagates to the D&M phone status page for BB424 information tab.	Button Box Information tab (D&M → Status → IP Phones, bottom pane) No PKM serial/MAC is currently available for firmware-status events used by D&M to populate MAC address field. The serial number field and PKM information will be made available in a future release for phone firmware.
Registration DHCP 156	The 400-Series phones support all parameters that are available in DHCP option 156 (ftpServers, configServers, cloudDomain, etc).	When MiCloud Connect customers upgrade from 5.2.0 release to 5.2.1 (or later), 1. If the customer is running a hybrid environment, where DHCP 156 tag contains configServers or ftpServers parameters, then the customer needs to manually modify the config server value in the 5.2.1 code. 2. If the customer is using DHCP 156 tag like the following, then no change is required: configServers="update.sky.shoretel.com" 3. If the customer already has DHCP tag like the following, but they have phones that are currently on MiCloud Connect, then an update of the config server value is required on the phone manually: configServers="10.163.135.51" In this scenario the customer is required to set the manual config server (in Voice Services menu) to "update.sky.shoretel.com" so the phone identifies it as a MiCloud Connect device.
Reminder Tone	The Reminder Tone on 400-Series phones is a specific tone that is not a ring tone.	The Reminder Tone on 6900-Series phones mimics the current ring tone selected on the phone's User Settings page.
Softkeys	On 400-Series phones, the Select key triggers the softkey	On the 6920 and 6930 IP phones, the Select key always triggers the action of the far left

Default Softkey Select Key Action	that is underlined with a dotted line. (This key is not always in the same position.)	softkey.
Softkeys **To Inbox** Softkey	The 400-Series phones offer a To Inbox softkey on the Visual Voicemail view that allows users to move a message that has previously been saved back to the Inbox.	The 6900 phones do not offer a To Inbox softkey in the Visual Voicemail view.
Softkeys **Show** Softkey	The 400-Series phones display the Show softkey in the user interface for conferences involving three or more participants.	The 6900-Series phones display the Show softkey in the user interface for conferences involving four or more participants.
Transfer Softkey	On 400-Series phones, going back on hook after entering a transfer extension results in a blind transfer, as follows: 1. Press the Transfer key while on an active call with B. 2. Enter an extension to transfer the call to. 3. Before the timeout is reached, put the phone back on hook. The call is blind transferred to the extension that was entered.	On 6900-Series phones, when the user puts the phone back on hook after entering a transfer extension the original call remains on hold, as follows: 1. Press the Transfer key while on an active call with B. 2. Enter an extension to transfer the call to. 3. Before the dial-delay timeout is reached, put the phone back on hook. The Transfer dialog is dismissed, and the phone goes on hook. The call with B remains on hold.
Unassign softkey	The 400-Series phones display the **Unassign** softkey if the phone user is not the primary (home) user.	The 6900-Series phones do not display the **Unassign** softkey if the phone user is not the primary (home) user. Users can access this feature on the phone's User Settings page or through the voicemail menu.
Unpark Park Pickup	The 400-Series phones display a prompt when the user parks, unparks, or picks up a call.	The 6900-Series phones do not display a prompt when the user parks, unparks, or picks up a call.

Unpark Pickup	Cancelling an unpark operation while showing the list of multiple parked calls on the 400-Series phones takes the user to the Idle view.	Canceling an unpark operation while showing the list of multiple parked calls on the 6900-Series phones takes the user back to the Unpark prompt window. The user must press Cancel twice to return to the Idle view.
	On the 400-Series phones, the user does not hear dial tone on the Pickup and Unpark windows before entering digits.	On the 6900-Series phones, the user hears dial tone on the Pickup and Unpark windows before entering digits.
Visual Voicemail Hold	On 400-Series phones, if the user presses the Hold button while playing visual voicemail messages it is ignored.	On 6900-Series phones, if the user presses the Hold button while playing visual voicemail messages the voicemail playback stops.
Visual Voicemail	The Visual Voicemail user interface on the 400-Series phones displays a slider bar indicating position in a message during voicemail playback.	The 6900-Series phones do not display a slider bar or other indicator showing current position during voicemail playback.
	On 400-Series phones, users can add multiple recipients to a reply message in the Visual Voicemail view.	The 6900-Series phones do not currently allow users to enter additional recipients in the Visual Voicemail view.
Whisper Page	If a 400-Series phone is in an active call and is the target of a Whisper Page, pressing the whisper Call Appearance button has no effect.	If a 6900-Series phone is in an active call and is the target of a Whisper Page, pressing the whisper Call Appearance button puts the regular call on hold.
Whisper Softkey	On 400-Series phones, the **Whisper** softkey is available on the History and Directory pages.	The **Whisper** softkey is not available from the Call History or Directory pages on the 6920-phone model because it has fewer softkeys.
	The 400-Series phones include the Whisper softkey in the contact details view of the Directory and History pages.	In the Directory and Call History apps of the 6920 phone, the details page of an entry does not offer the Whisper softkey.