Cisco IP Phone 6921
Quick User Guide

UNIVERSITY OF WINNIPEG
515 Portage Ave,
Winnipeg

February 2011
Phone Model

Cisco Unified IP Phone 6921 Overview

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset light strip</td>
<td>Indicates an incoming call (flashing red) or new voice message (steady red).</td>
</tr>
<tr>
<td>2</td>
<td>Phone screen</td>
<td>Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.</td>
</tr>
<tr>
<td>3</td>
<td>Softkey buttons</td>
<td>Enables softkey options displayed on the phone screen.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>4</td>
<td>Transfer button</td>
<td>Transfers a call.</td>
</tr>
<tr>
<td>5</td>
<td>Conference button</td>
<td>Creates a conference call.</td>
</tr>
<tr>
<td>6</td>
<td>Hold button</td>
<td>Places an active call on hold.</td>
</tr>
<tr>
<td>7</td>
<td>Navigation bar and Select button</td>
<td>The Navigation bar allows you to scroll through menus and highlight items. When phone is on-hook, displays phone numbers from your Placed Call listings (up arrow) or your speed dials (down arrow). The Select button (in the middle of the Navigation bar) allows you to select a highlighted item.</td>
</tr>
<tr>
<td>8</td>
<td>Line 1 and Line 2 buttons</td>
<td>Line 1 selects the primary phone line. Phone lines and intercom lines (line buttons). Depending on the settings, Line 2 may provide access to: • Secondary phone line • Speed-dial numbers (speed-dial buttons) • Web-based services (for example, a Personal Address Book button) Buttons illuminate to indicate status: • Green, steady—Active call • Green, flashing—Hold call • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line) • Red, flashing—Remote line on hold</td>
</tr>
<tr>
<td>9</td>
<td>Headset button</td>
<td>Toggles the headset on or off. When the headset is on, the button is lit.</td>
</tr>
<tr>
<td>10</td>
<td>Speakerphone button</td>
<td>Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.</td>
</tr>
<tr>
<td>11</td>
<td>Keypad</td>
<td>Allows you to dial phone numbers, enter letters, and choose menu items.</td>
</tr>
<tr>
<td>12</td>
<td>Mute button</td>
<td>Toggles the microphone on or off. When the microphone is muted, the button is lit.</td>
</tr>
<tr>
<td>13</td>
<td>Volume button</td>
<td>Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).</td>
</tr>
<tr>
<td>14</td>
<td>Messages button</td>
<td>Auto-dials your voicemail (varies by system).</td>
</tr>
<tr>
<td>15</td>
<td>Applications button</td>
<td>Opens/closes the Applications menu. Use it to access call history, user preferences, phone settings, administration settings, and phone information.</td>
</tr>
<tr>
<td>16</td>
<td>Contacts button</td>
<td>Opens/closes the Directories menu. Use it to access personal and corporate directories.</td>
</tr>
<tr>
<td>17</td>
<td>Handset</td>
<td>Phone handset.</td>
</tr>
</tbody>
</table>
Call Operations

Answering Calls
To answer a call
- Lift the handset OR
- Press flashing amber line button OR
- Select Answer softkey
  Second incoming call will be directed to voice message system.

Placing Calls
To place a call
- Lift handset then dial number OR
- Press line button or speaker button then dial number
- Dial 4 digits for internal calls
- Dial 8 + number for external calls
- Dial 8 1 + Long Distance number

Redial
To redial last number
- Press Redial softkey

Hold
To put callers on hold and resume calls
- Press Hold button
  To resume:
  - Press flashing green line button OR Resume softkey.
Transfer

To send your call to another number

*With a caller on the line:*

- Press **Transfer** button
- Enter the recipient’s extension number
- Press **Transfer** button again (before or after recipient answers) to complete the transfer.

Forward All

To redirect incoming calls to another number

- Press **Fwd All** softkey
- Enter the destination number OR
- Select **Messages** button to forward all calls to voicemail

*To cancel:*

- Press **Fwd OFF** softkey

Conference

To establish a conference call with up to 6 participants

*With a caller is on the line:*

- Press **Conference** button (caller is placed on hold)
- Enter participant’s phone number
- Speak privately before joining the parties
- Press **Conference** button again to join participants to conference call
- Repeat steps to add additional participants

During the conference, press **Details** softkey to view and remove participants. The controller is indicated by * and has the ability to remove participants on the call by selecting **Remove** softkey.
Mute

To turn mute ON and OFF

- While on call, press Mute button.
  Mute LED turns solid red.

To turn OFF:
- Press Mute button.

Divert

To send or redirect calls to voice message system

At the ringing phone:
- Press Divert softkey.

Directory

To use personal and corporate directory and place calls to coworkers.

- Press Contacts button and press 2.
- Use your keypad to enter full or partial name.
- Press Search softkey.
- Select the listing then press Dial softkey.

Personal Directory must be configured via web browser first.
Call History

To view your call history: Missed, Placed or All calls
- Press Applications button
- Select Call History by pressing 1

To view Missed calls only
- Press Applications button
- Select Missed softkey

To view Placed calls only
- When phone is idle, press the up arrow on Navigation bar

Speed Dials

To use speed dials (must be programmed via web browser first)
- When phone is idle, press the down arrow on Navigation bar to see already pre-programmed speed dials
- Select Dial softkey