



## QUICK START



## Cisco Unified IP Phone 6921

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**Note** For best results, print on 8.5 x 14" (legal-sized) paper.

## 1 Dial

To place a call, pick up the handset and dial a number. Or, try one of these alternatives.

### Redial the last number

Press the Redial softkey.

### Dial on-hook

1. Enter a number when the phone is idle.
2. Lift the handset or press one of these: a line button, the Call softkey, the headset button, the speakerphone button, or the round Select button in the Navigation bar.  
Line buttons (labeled 1 and 2) are located to the right of the keypad.

### Speed dial

Do one of these:

- Enter a speed dial item number and press the SpeedDial softkey.
- Press the down arrow on the Navigation bar when the phone is idle. Then scroll to a speed-dial item and press the round Select button in the Navigation bar.  
The Navigation bar is located in the middle of the phone, above the keypad.

## 2 Answer

When you get a new call, these indicators display on your phone:

- A flashing red light on your handset
- A flashing amber line button
- An animated icon and caller ID

To answer the call, lift the handset. Or, press the flashing amber line button, the Answer softkey, or the unlit headset or speakerphone button.

### Answer with multiple Lines

If you are talking on the phone when you get another call, press the flashing amber line button to answer the second call and put the first call on hold automatically.

## 3 Mute

1. While on a call, press the Mute button. The button glows to indicate that Mute is on.
2. Press Mute again to turn Mute off.

## 4 Voicemail

When you get a new message, your phone provides these indicators:

- A solid red light on your handset
- A stutter dial tone (if available)
- "New Voicemail" message on the screen

### Listen to messages

Press the Messages button and follow the voice prompts.

If you have multiple lines, you can check messages for a specific line by pressing the line button first.

## 5 Divert

Press the Divert softkey when the call is ringing, active, or on hold. Divert redirects an individual call to voicemail (or to another number set up by your system administrator).

If you want to redirect all incoming calls to another number, use Forward All. To silence your ringer, see Tips.

## 6 Forward All

1. Press the Fwd All softkey.
2. Enter a phone number or press the Messages button to forward all calls to voicemail.
3. Look for confirmation on your phone screen.
4. To cancel call forwarding, press Fwd OFF.

To set up forwarding remotely or on Line 2 (if supported), access your User Options web pages. Contact your system administrator for details.

## 7 Hold

1. Press the Hold button. The hold icon appears and the line button flashes green.
2. To resume a call from hold, press the flashing green line button or the Resume softkey.

## 8 Conference

1. From a connected call (not on hold), press the Conference button.
2. Make a new call.
3. Press the Conference button or the Conference softkey (before or after the party answers). The conference begins and the phone displays "Conference."
4. Repeat these steps to add more participants. The conference ends when all participants hang up.

### Conference across lines

You can combine two calls on two lines into a conference (phones with multiple lines only).

1. From a connected call (not on hold), press the Conference button.
2. Press the line button for the other (held) call. The conference begins and the phone displays "Conference."

### View and remove participants




During a conference, press the Details softkey. To remove a participant from the conference, scroll to the participant and press the Remove softkey.

## 9 Transfer

1. From a connected call (not on hold), press the Transfer button.
2. Enter the transfer recipient's phone number.
3. Press the Transfer button or the Transfer softkey (before or after the recipient answers). The transfer completes.

## 10 Call History

### View your call history

1. Press the **Applications**  button.
2. Select **Call History**. (Use the Navigation bar and round Select button to scroll and select.)
3. Select a line to view.  
Your phone displays the last 150 missed, placed, and received calls.
4. To view details for a call, scroll to the call and press the **more** softkey, then press **Details**.
5. To return to your call history, press the **Back**  softkey. To exit the Applications menu, press the **Applications**  button.

### View your missed calls only

1. View your call history.
2. Press the **Missed** softkey.


### View your placed calls only

Press the up arrow on the Navigation bar when the phone is idle, with all menus closed.

### Dial from your call history

1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press a line button or the **Select** button.  
To edit a number before dialing, press these softkeys: **more** > **EditDial**.

## 11 Directories

1. Press the **Contacts** button .
2. Select a directory. (Use the Navigation bar and round Select button to scroll and select.)
3. Use your keypad to enter search criteria.
4. Press the **Submit** softkey.
5. To dial, scroll to a listing and press the **Dial** softkey.

## 12 Shared Lines

If you share a line with a co-worker, the line button indicates call activity on the shared line:

- Flashing amber—Incoming call on the shared line. You or your coworker can answer it.
- Solid red line button—Your co-worker is talking on the shared line.
- Flashing red line button —Your co-worker put a call on hold on the shared line. You or your co-worker can resume the call.


## 13 Settings

### Volume


The Volume bar is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press the **Volume** bar when the phone is in use.
- To adjust the ringer volume, press the **Volume** bar up or down.
- To silence the phone when ringing, press the **Volume** bar down one time (pressing multiple times lowers the ringer volume).

### Ringtone

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation bar and round Select button to scroll and select.)
3. Select **Ringtone**.
4. If necessary, select a line.
5. Scroll through the list of ringtones and press **Play** to hear a sample.
6. Press **Set** and **Apply** to save a selection.

### Screen contrast

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation bar and round Select button to scroll and select.)
3. Select **Contrast**.
4. Press the Navigation bar up or down.
5. Press the **Save** softkey.

## 14 Navigation

### Where are my line buttons?

Two line buttons are located next to the keypad. Your phone might support both lines or just Line 1. Your system administrator can assign a feature such as a speed-dial number to the Line 2 button.



### Where are my softkeys?

Four softkeys buttons are located below the phone screen.

You can press the **more** softkey (when available) to reveal additional softkeys.

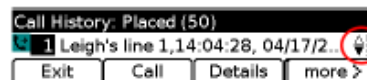


### How do I scroll in a list or menu?

Press the **up** or **down** arrows on the Navigation bar.



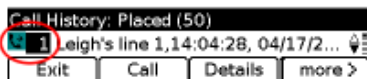
A scroll bar on the screen indicates your relative position within in a list.




### How do I select an item in a list or menu?


With the item highlighted, press the **Select** button in the middle of the Navigation bar.

Or, use your keypad to enter the corresponding item number.



### How do I quickly exit a menu?

To close a menu from any level, press the corresponding feature button. For example, press the **Applications** button  to close the Applications menu.

To go back one level in a menu, press the **Exit** or **Back**  softkey.

## 15 Tips

### How can I silence my ringer?

Press the **Volume** bar down one time while the phone is ringing. Or ask your system administrator to set up the **Do Not Disturb (DND)** feature on your phone. DND silences the ringer and redirects calls to voicemail.

### What does the Swap softkey do?

Swap allows you to toggle between calls and consult privately with each party before completing a transfer or conference.

Americas Headquarters  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883



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