# Using the Telephone 6921

## Information about using your Cisco IP Phone

### Introducing your Cisco IP Phone

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Handset with indicator light Functions as traditional handset and indicates an incoming call (flashing red) or new voice message (steady red).</td>
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<tr>
<td>2</td>
<td>LCD screen Information display for the phone</td>
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<td>3</td>
<td>Soft key buttons Depending on how your system administrator sets up the phone, enable soft key options displayed on your phone screen.</td>
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<td>4</td>
<td>Transfer button Transfers active calls to another extension.</td>
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<td>5</td>
<td>Conference button Initiates the conference call.</td>
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<td>6</td>
<td>Hold button Places the call on hold.</td>
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<td>7</td>
<td>Navigation Bar and Select (center) button Enables you to scroll through text and select features displayed on the LCD screen.</td>
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<tr>
<td>8</td>
<td>Line buttons Phone lines and intercom lines (line buttons)</td>
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<td>9</td>
<td>Headset button Toggles headset on and off. When the headset is on, the button is lit.</td>
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<tr>
<td>10</td>
<td>Speaker button Toggles speaker on and off. When the speakerphone is on, the button is lit.</td>
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<td>11</td>
<td>Dial pad Functions as traditional telephone keypad.</td>
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<td>12</td>
<td>Mute button Toggles mute on and off.</td>
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<td>13</td>
<td>Volume button Increases or decreases handset, headset, ringer, or speakerphone volume.</td>
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<td>14</td>
<td>Messages button Provides access to message (voice mail) system.</td>
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<td>15</td>
<td>Application button Provides access to phone settings such as call history, user preferences, phone configuration (including administration settings, device configuration, network configuration, and other common configurations), and phone model information.</td>
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<td>16</td>
<td>Contacts button Provides access to phone directories.</td>
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<td>17</td>
<td>Handset Phone handset.</td>
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</table>

### How do I Place a Call?

- **NOTE:** Dial 0 for an outside line.

Use any of the following approaches to place a call:

- Lift the handset and dial the number or
- Press the **NewCall** softkey and dial the number or
- Enter the number with the phone on-hook, then press the **Dial** softkey or lift the receiver.

### How do I Answer a Call?

To answer incoming calls to your own handset:

- Lift handset **OR** press **SPEAKER** (handsfree), **OR**
- Press the **Answer** softkey, **OR**
- Press **Headset** (if you have a headset connected)

### How do I End a Call?

- Hang up **OR** press **SPEAKER**.

  **NOTE:** If using a Headset, press **EndCall** softkey or **Headset** Key (if you have a headset connected).

### How Do I Put a Call on Hold?

- Press the **Hold** button
- To return to the call, press **Hold button**.

### How Do I Transfer a Call?

To transfer a call to another extension:

- During a call, press the **Transfer** button. Doing so automatically puts the call on hold.
- Dial the number or office extension to which you want to transfer the call.
- When the call rings on the other end, press **Transfer** button again. Or, when the party answers, announce the call and then press **Transfer** button to connect.

If you do not wish to connect the call, press **End Call** softkey then **Resume** soft key to return to the original call.

### How Do I Collect Voicemail?

- Press the **Messages** button **or**
- Dial 900 and follow the prompts
## How Do I Make a Conference Call?
- While on a call, press Conference button.
- Dial the next number to add to the conference. (When the call is answered, you may talk privately before connecting).
- Press Conference button again to add this party to the conference.

**NOTE:** Up to 3 parties can be in the conference.

## Adjust the Ringer Volume
- To change the volume used by the ringer, press the - or + Volume button while the handset is in its cradle.
- Continue pressing the Volume button to hear the sample rings and to adjust the volume to the desired level.
  - This setting is automatically saved.

## Changing the Ringer Sound
- Press the Settings button.
- Press the Select softkey twice.
- To scroll through the list of ring types, press the up or down Navigation button.
- Press the Select softkey.
- Press the Play softkey to hear the selected ring type.
- When you find the ring you want, press Select and then press the OK softkey.
- Press the Exit softkey to close the Settings menu.

## Changing the LCD Brightness or Contrast
- Press the Settings button.
- Press the Select softkey.
- Select Brightness or Contrast from the Settings menu.
- Press the Navigation up or down softkeys (or the volume buttons) to set the desired display contrast.
- Press the OK softkey to accept your changes.

## How Do I Set Up Voicemail?
- From any IP Phone Press the Messages button, then press *
- Enter your I.D. (this is your telephone ext no. or voicemail no), then #
- Follow the prompts to set up the voicemail account

## How Do I Collect Voicemail from an internal phone?
- Press the Messages button, then press *
- Enter your ID (this is your telephone ext no. or voicemail no), then #
- Enter your password, then # and follow the prompts

## Configuring WEB Speed Dials
- Open your web browser and go to [https://192.168.10.250/ccme.html](https://192.168.10.250/ccme.html)
- Enter your User Name and Default Password (username I.lastname password password)
- Go to Configure> Phone
- then Navigate to Speed Dial Information
- Type in entries

**NOTE:** The Password expired page may come up. Follow the detailed instructions if this occurs.

## Redialing a Number
- To redial the most recently dialed number, press the Redial softkey. Doing so without lifting the handset activates the speakerphone or headset.

## Call Forward (Divert)
- Do not lift the handset. Press the CfwdAll softkey.
- Dial the Number that you want to forward to OR press Message key * to divert to Voicemail.

**Result:** Display will show “Forwarding to xxxx”
To cancel Call Forward, press the CfwdAll softkey.

**NOTE:** To forward to an external number, dial 0 for external line, then number. Some numbers may be barred.

## Viewing or Dialing Received & Placed Calls
- To view:
  - Press the Navigation button
  - Use the Navigation button to select the following:
    Missed Calls
    Received Calls
    Placed calls
    Personal Directory
    Corporate Directory
  - Press the Select button to select a directory.
  - To scroll through the list of entries, press the up or down Navigation button.
  - Press the Dial softkey if you wish to ring the number OR press the EditDial softkey if you wish to edit the number before calling.
  - When you are finished, press the Exit softkey twice to exit the Directory.

**NOTE:** The Clear softkey will clear ALL your entries on all call log areas except Corporate Directory.

## Adjust the Volume
- Press the - or + Volume button when the handset, speakerphone or headset is in use.
- To save the volume setting for future calls, press the Save softkey.

**NOTE:** Volume settings for the handset, speakerphone and headset must be configured separately.