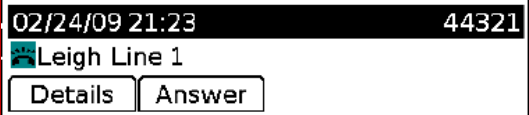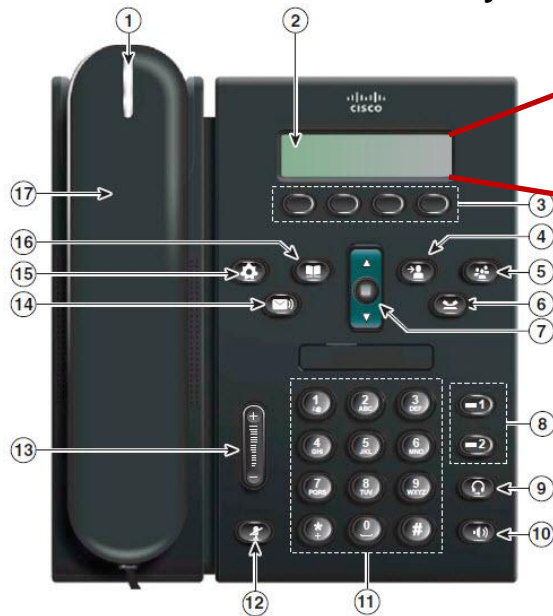# 6921 Phone Layout and Key Descriptions

Screen displays time and date, extension, line details and other phone information as well as soft keys for available features or actions

⑧ Line Button Status

- 🟢 Green, steady - Active call on this line (off-hook)
- 🟢 Green, blinking - Call on hold on this line
- 🟠 Amber, blinking - Incoming call ringing on this line
- 🔴 Red, steady - Shared line, currently in use
- 🔴 Red, blinking - Remote line on hold
- ⚪ No color - No call activity on this line (on hook)

SWEETWATER
UNION HIGH SCHOOL DISTRICT

6921 Cisco IP Phone
Quick Reference Guide

#	Name	Description		#	Name	Description
1	Indicator Light	Flashes red light for incoming calls. Steady red light for new voice messages		10	Speakerphone Button	Toggles speakerphone on or off. When speakerphone is on, the button is lit.
2	Phone Screen	Shows information like caller ID, time and date, line status, softkeys, menu and directories.		11	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
3	Softkey	Enables displayed options on your phone screen		12	Mute Button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
4	Transfer Button	Transfers a call		13	Volume Button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
5	Conference Button	Creates a conference call				
6	Hold Button	Places and active call on hold		14	Messages Button	Auto-dials your voicemail system.
7	Navigation/Select Button	Allows you to scroll through menus and highlight items. The center button is "Select" and allows you to select a highlighted item		15	Applications Button	Opens/closes the Applications menu. Use it to access call history, user preferences, phone settings, and phone model information.
8	Line 1 and Line 2 Buttons	Lines programmed and primary line, optional secondary line, or speed dial		16	Contacts Button	Opens/closes the Directories menu. Use it to access personal and corporate directories.
9	Headset Button	Toggles headset on or off. When headset is on, the button is lit.		17	Handset	Phone handset.

DIALING AND ANSWERING

To make a call:
- Lift the handset and dial
- Dial the number then lift the handset
- **For internal calls** - enter the **4 digit extension** number
- **For external calls** - **dial 9 + the number** (add 1 + area code for long distance calls)

To answer a call on your primary line:
- Lift handset
- If you are using a headset, press **Headset** button
- If you are using the speakerphone, press **Speaker** button.

To end a call:
- Hang up handset
- Press **Headset** button or **EndCall** soft key if you were using a headset
- Press **Speaker** button or **EndCall** soft key if you were using speakerphone

HOLD AND RESUME

To place a call on hold
- Press the **Hold** button

To resume a call
- Press the **Resume** soft key of the flashing green line buton

DIVERT

To immediately send a call to voicemail
- Press **Divert** soft key to send calls straight to voicemail

DND (DO NOT DISTURB)

When you do want your phone to ring
- Press **DND** soft key to enable
- Your phone will not ring, but the call will still flash on the screen, and is available to pick up.
- Press **DND** soft key again to disable

FORWARD

To forward calls:
- At idle phone, press **Fwd All** soft key
- Dial the destination number

To cancel forwarding:
- Press **Fwd OFF** soft key

TRANSFER

To transfer a call to another extension:
- Press **Transfer** button
- At dial tone, dial "transfer to" number
- Press **Transfer** button

To retrieve the call if no one answers:
- Press **Cancel** softkey

CONFERENCE (AD-HOC)

To conference in participants:
- During a connected call, press **Conference** button to open a new line and put first party on hold.
- Place a call to another number
- When call connects, press **Conference** again to add new party to existing call with first party.

To Toggle between calls before connect
- Press the **Swap** soft key

To end a conference call
- Hang up handset
- Press **Cancel** soft key

To view conference participants
- Press **Details** soft key

MEET ME CONFERENCE CALL

To establish a MeetMe conference
- Press **MeetMe** soft key and dial the MeetMe conference number. (See your administrator for a list of valid numbers.)

To participate in a MeetMe conference:
- Dial the MeetMe conference number (provided by the conference initiator).

To end a MeetMe conference:
- Hang up or press **Cancel** soft key.

CALL PARK

To park a call in the system:
- Press **Park** soft key
- Note call park number in display

To retrieve a parked call
- Lift handset of any IP phone
- Enter number of parked call

SETTING UP YOUR VOICEMAIL BOX

From Your Own Extension
- Press **Messages** Button
- Enter default password **123654 #**
- Record first and last name (press # to end recording)
- Record greeting or choose standard greeting (press # to end recording)
- Enter your New Password (must be 4-8 digits)

Note: You will not be able to listen to messages until your voicemail box is set up.

CORPORATE DIRECTORY

Look up subscribers by first name, last name or extension number.
- Press the **Contacts Button**.
- Scroll to and select **Corporate Directory**
- Fill in search criteria and press **Submit** softkey
- Highlight desired contact and press **Dial** softkey

PERSONAL DIRECTORY

Login using
- Username: same as network login
- Default Password: 123654

USER PREFERENCES

To adjust user preferences
- Press **Applications** button
- Scroll to and select **Preferences** option

To change the ring tone, select **Ringtone**
- Scroll through ring type options
- Press **Play** softkey to sample ring
- Press **Set** softkey to make choice
- Press **Apply** softkey

To change contrast, select **Contrast**
- Use navigation key to adjust contrast
- Press **Save** softkey

VOLUME

To adjust the handset, speaker, or headset volume:
- During a call, press **Volume** button
- Press **Save** softkey

To adjust the ringer volume:
- At an idle phone, press **Volume** button

CALL HISTORY

To view Call History:
- Press **Applications** button
- Scroll to and select **Call History** option
- Select **All Lines** or the line that you want to view
- Select a call record and press **Details** softkey
- Press the ↰ softkey to return to Call History List

To dial a number in a call log
- Scroll to a listing in the call log, edit the number if necessary, and press **Dial**

To edit a number in a call log
- Highlight desired number
- Press **EditDial** softkey

ICONS

Icon	Description	Icon	Description
☎	Line is on-hook	▐▌	Call on hold
☎	Line is off-hook	↰	Missed call
☎	Incoming call	↲	Received call
☎	Connected Call	↳	Placed Call
⊗	Backspace	↰	Back
>> <<	Move thru entered characters		