



CISCO TELEPHONE 6921 Series QUICK REFERENCE GUIDE



Common In-Call Phone Tasks

Calling	<i>Place a call</i>	<i>Redial</i>	<i>Switch to handset during a call</i>
	- Go off-hook before or after dialing a number.	- Press Redial.	- Pick up the handset.
Switch to speaker or headset during a call	- Press  or,  then hang up the handset.		
Mute and un-mute a call	- Press  .		
View call history	- Press  > <i>Call History</i> .		
Hold and Resume	- Press  , to hold. Press Resume to resume the held call.		
Silence the ring for an incoming call	- Press the Volume button down once.		
Transfer a call to new number / Place an intercom / Conference call	<i>Transfer call</i>	<i>Intercom call</i>	<i>Conference call</i>
	- Press  , enter the number, then press it again.	- Press the Intercom button, then enter a number if necessary. Speak after you hear the tone.	- Press  , dial the participant, then press it again.

Softkeys

All Calls	- Lists all missed, placed, and received calls.
Answer	- Answer a call.
Apply	- Confirm a ringtone selection.
Callback	- Receive notification when a busy extension becomes available.
Cancel	- Cancel an action or exit a screen without applying changes.
Clear	- Clear all values.
Delete	- Delete an entry from Call History.
Del Call	- Delete a call from Call History.
Details	- Opens the Details for a multiparty call in the Missed, Placed, and Received Call records.
Dial	- Dial a selected number.
Divert	- Send or redirect a call to voicemail or to a predetermined phone number.
Edit	- Modify name or email address.
EditDial	- Modify a number.
Exit	- Return to the previous screen.
Fwd All/Fwd OFF	- Setup/cancel call forwarding.

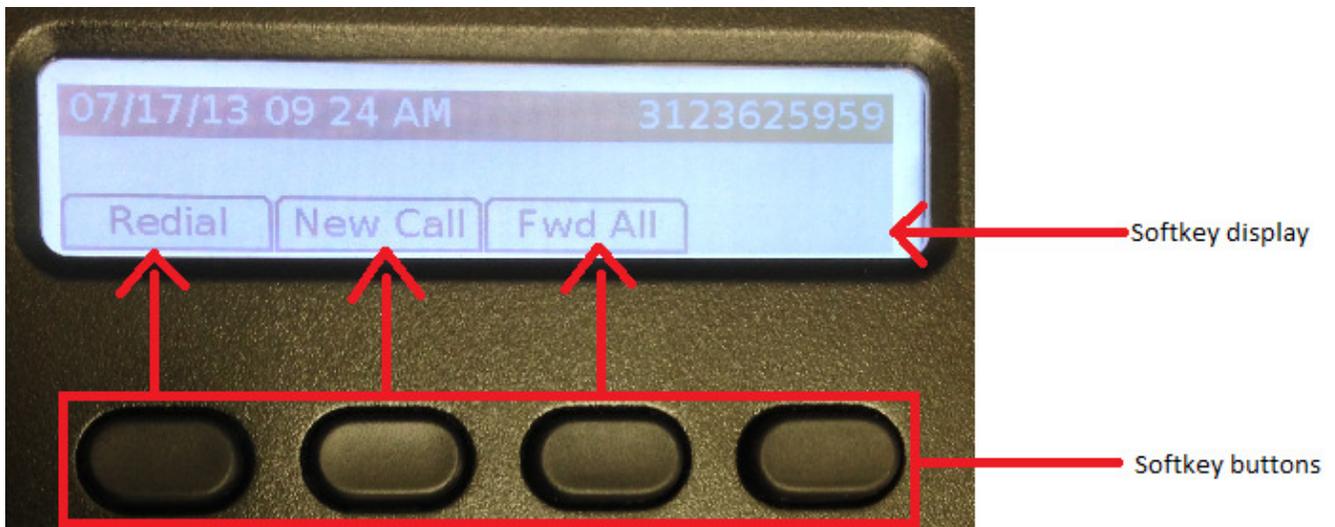


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Softkeys

Log Out	- Sign out of Personal Directory.
GPickup	- Answer a call that is ringing in another group or on another line.
Meet Me	- Host a Meet Me conference call.
Missed	- Open the record of missed calls.
More	- Display additional softkeys.
New Call	- Make a new call.
OK	- Confirm a selection.
Park	- Store a call.
Play	- Play a ringtone.
PickUp	- Answer a call that is ringing on another phone in your group.
Redial	- Redial the most recently dialed number.
Remove	- Remove a conference participant or an entry.
Resume	- Resume a call on hold.
Save	- Save the chosen settings.
Search	- Search for a directory listing.
Select	- Select the highlighted option.
Set	- Set a ringtone.
Submit	- Enter user information.
Swap	- Toggle between two existing calls.
Update	- Update an entry in Personal Directory.
>>	- Move through entered characters.
✕	- Backspace to delete characters.
↶	- Back.





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Phone Screen Icons

	- Off-hook
	- On-hook
	- Connected call
	- Incoming call
	- Missed call
	- Received call
	- Placed call
	- Call on hold

Feature Icons

	- Message waiting
	- Shared line in use
	- Speed dial line
	- Line Status indicator-monitored line is in-use
	- Line Status indicator-monitored line is idle
	- Line Status indicator-monitored line is ringing (Call Pickup only)
	- Line Status indicator-monitored line is in do not disturb (DND)
	- Idle intercom call
	- One-way intercom call (whisper)
	- Two-way intercom call (connected)



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Buttons

	- Applications
	- Contacts
	- Messages
	- Transfer
	- Hold
	- Conference
	- Volume
	- Speakerphones
	- Mute
	- Headset
	- Navigation bar and select button