










## CISCO TELEPHONE 6921 Series QUICK REFERENCE GUIDE



### Common In-Call Phone Tasks

<b>Calling</b>	<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.
<b>Switch to speaker or headset during a call</b>	- Press  or,  then hang up the handset.		
<b>Mute and un-mute a call</b>	- Press  .		
<b>View call history</b>	- Press  > <i>Call History</i> .		
<b>Hold and Resume</b>	- Press  , to hold. Press Resume to resume the held call.		
<b>Silence the ring for an incoming call</b>	- Press the Volume button down once.		
<b>Transfer a call to new number / Place an intercom / Conference call</b>	<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

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

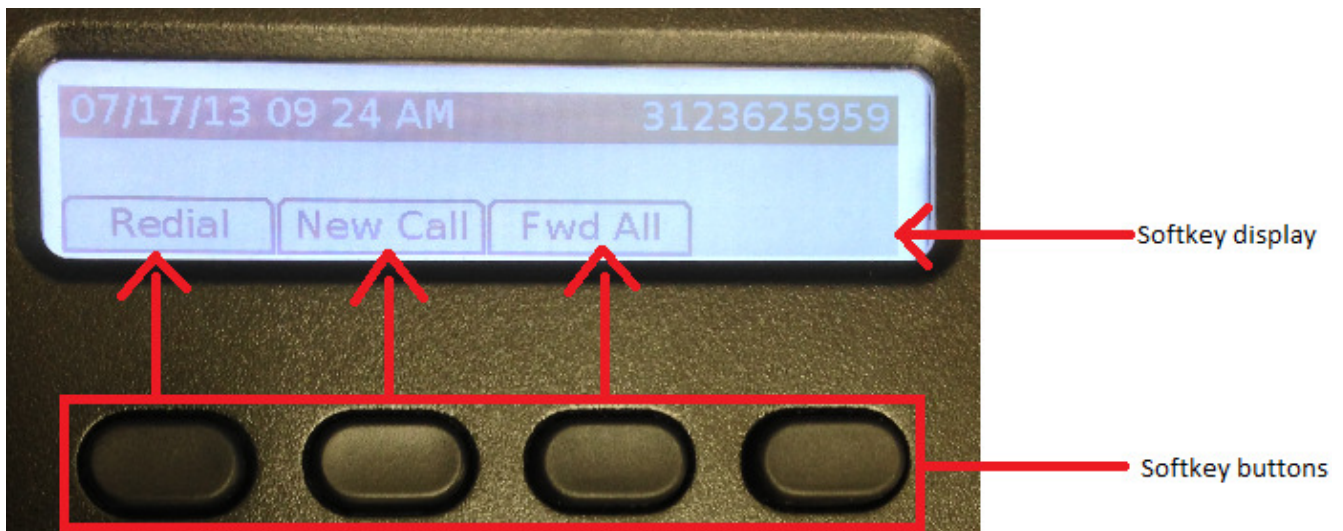


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### Softkeys

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