

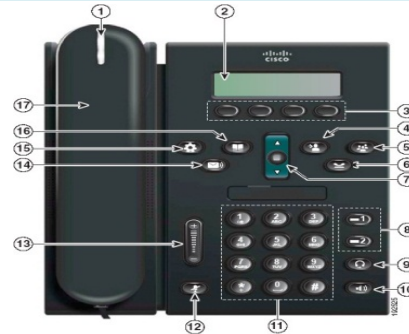


# Cisco IP Phone 6921 User Guide



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## 1 – Understanding Buttons & Hardware



1. Handset light strip
2. Phone screen
3. Soft key buttons
4. Transfer button
5. Conference button
6. Hold button
7. Navigation bar and Select button
8. Line 1 and Line 2 buttons
9. Headset button
10. Speakerphone button
11. Keypad
12. Mute button
13. Volume button
14. Messages button
15. Applications button
16. Contacts button
17. Handset

## 2 – Answer a call

Pick up the handset,  
Press Answer soft key,  
Press the speaker button or press the line button



## 3 – End a call

Return handset or Press **End Call** soft key

## 4 – Switch between multiple calls

Use the **Line buttons** to initiate, answer, or switch to a call on a particular line.



## 5 – Call history

1. Press the **Applications** button 
2. Select **Call History**. (Use the Navigation bar and button to scroll and select.) 
3. Select **All Lines** or the line that you want to view.
4. Press the softkey to return to the Call History screen



## 6 – Volume control

**Volume button** controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).


## 7 – Ring tones

1. Press the **Applications** button 
2. Select **Preferences**. (Use the Navigation bar and button to scroll and select.) 
3. Select **Ringtone**.
4. Press the **Play** soft key to play a sample
5. Press the **Set** soft key to select the ringtone
6. Press the **Apply** soft key to confirm your selection, or press the **Cancel** soft key to go back to the Ringtone screen.


## 8 – Contrast

1. Press the **Applications button**. 
2. Select **Preferences**. (Use the Navigation bar and button to scroll and select.) 
3. Select **Contrast**
4. To increase contrast, press the up arrow on the Navigation bar. To decrease contrast, press the down arrow.
5. Press the **Save** soft key to set the contrast level, or press the **Cancel** soft key to exit.


## 9 – Mute your phone

1. Press the **Mute button** to turn Mute on. Visual confirmation displays.
2. Press the **Mute button** again to turn Mute off. 

## 10 – Hold and resume a call

Press **Hold button** to hold a call.   
Press **Resume** soft key to resume the held call.

## 11 – Transfer a call

1. Verify that you are on an active call (not on hold)
2. Press the **Transfer** button. 
3. Enter the transfer recipient's phone number.
4. Wait for the recipient to answer. (Or, skip to Step 5 while the call is ringing.)
5. Press the **Transfer** button again. The transfer is complete.

## 12 – Call forward


1. Press the **Fwd All** soft key. 

2. Enter the target phone number.
3. To cancel call forwarding, press **Fwd OFF**.

## 13 – Call Pick-Up

1. Press the **Pick Up** soft key to transfer a ringing call within your pickup group to your phone. If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line button, then press **Pick Up**. If your phone supports auto-pickup, you are connected to the call
2. If the call rings, press the **Answer** soft key to connect to the call.

## 14 – Conference call

1. Verify that you are on an active call (not on hold).
2. Press the **Conference** button. 
3. Enter the phone number for the party you want to add (or press a speed-dial button).
4. Wait for the party to answer (or skip to step 5 while the call is ringing).
5. Press the **Conference** button again. The conference begins. Repeat these steps to add more parties, if desired.

## 15 – Check for voice messages

Check for voice messages in any of these ways:

- Look at the visual message indicator lamp on your handset. You can configure the visual message indicator lamp using your User Options web pages.
- Look for a text message.

- Listen for a stutter tone from your handset, headset, or speakerphone when you place a call.

The stutter tone is line-specific. You hear it only when using the line that has a waiting message. You can configure the audible message indicator using your User Options web pages.

## 16 – Dialing NGHSA and KSAU Territories

**From KSAU:**

Press **85** + extension number to dial NGHSA

**From NGHSA:**

Press **84** + extension number to dial KSAU-HS



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