



QUICK REFERENCE



Cisco Unified Communications Manager Express Quick Reference Card for Cisco Unified IP Phones 6901 and 6911

Quick reference is intended for Cisco Unified IP phone users who are already familiar with their phones. For details on your phones and phone features, see the user guide.



Note Because of differences in phone models and features, not all procedures and soft keys described here apply to all phones.

Using the Quick Reference Card

- Complete numbered items in sequence.
- Choose only one bulleted item.
- Bold terms identifies soft keys.

Place a Call

- Lift handset and dial number.
- Dial number and then lift the handset.

- Press line button for your extension, dial the number, and then lift the handset.
- Press the **Speaker** button, and then dial the number.


Answer a Call

- Lift the handset.
- If you are using the speakerphone, press **Speaker**.

End a Call


- Hang up the handset.
- If you are using a speakerphone, press the **Speaker** button.

Redial a Number

- Press the **Redial** button .
- To place the call, get a dial tone on the line, then press the **Redial** button.

Hold a Call


Hold

- Press **Hold** button.
- To put a call on hold, press the **Hold** button . The line button flashes green.

Resume a call

- To resume the call, press the flashing green line button.

Transfer a Call

- Hookflash is used to transfer calls from the Cisco Unified IP Phone 6901.
- The **Transfer** button  is used to transfer calls from the Cisco Unified IP Phone 6911.
- (For Cisco Unified IP Phone 6911 only.) Direct Transfer allows you to connect two calls to each other (without remaining on the line yourself).

Transfer a Call to Another Number Using the Hookflash

(For Cisco Unified IP Phone 6901 only.)

- Verify that you are on an active call (not on hold).
- Press and release the hookswitch to get a dial tone.
- Enter the transfer recipient's phone number.
- Wait for the recipient to answer. (Or, skip to Step 5 while the call is ringing.)
- Hang up. The transfer is complete.


Place a Conference Call Using the Hookflash

For Cisco Unified IP Phone 6901 only.)

1. Verify that you are on an active call (not on hold).
2. Press and release the hookswitch to get a dial tone.
3. Dial the party's number.
4. Wait for the recipient to answer. (Or, skip to Step 5. while the call is ringing.)
5. Press and release the hookswitch again.
6. A conference with three participants is created.

Set up a Conference

(For Cisco Unified IP Phone 6911 only.)

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 to the conference.
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.

Check for Voice Messages

To check for voice messages:

- Look for a solid red light on your handset. You can configure the visual message waiting lamp using your User Options web pages.
- Listen for a stutter tone when you lift the handset. You can configure the audible message waiting lamp using your User Options web pages.

Listen to Voice Messages

(For Cisco Unified IP Phone 6911 only.)

- Press the **Messages** button, then follow the voice prompts to listen to your messages. (For Cisco Unified IP Phone 6901 only.)
- Using the keypad, dial the voice mail access number (provided by your system administrator), then follow the voice prompts to listen to your messages.

Shared Lines

Shared lines allow you to use one phone number for multiple phones.

You might have a shared line if you have multiple phones and want one phone number, share call-handling tasks with co-workers, or handle calls on behalf of a manager.


For example, if you share a line with a co-worker:

- When a call comes in on the shared line:
 - Your phone rings and the line button flashes amber.

Americas Headquarters
 Cisco Systems, Inc.
 170 West Tasman Drive
 San Jose, CA 95134-1706
 USA
<http://www.cisco.com>
 Tel: 408 526-4000
 800 553-NETS (6387)
 Fax: 408 527-0883

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- Your co-worker's phone rings and the line button flashes amber.
- If you answer the call:
 - Your line button turns green.
 - Your co-worker's line button turns red.
When button is red, that line cannot be used to barge in on the call or used to make another call.
- If you put the call on hold:
 - Your line button flashes green
 - Your co-worker's line button flashes red.
When the line flashes red, your co-worker can pick up the call.