QUICK REFERENCE

Cisco Unified Communications Manager Express Quick Reference Card for Cisco Unified IP Phones 6921 and 6941

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 **New Call** soft key, dial number, and then lift handset.
- If you have selected a number from a directory, press the **Line / Headset / Speaker** button.

Answer a Call

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

End a Call

- Hang up.
- If you are using a headset, press or **EndCall** soft key.
- If you need to end a speakerphone call, press button or **EndCall** soft key.

Redial a Number

- Lift the handset, press **Redial** soft key.
- If you are using speakerphone, press **Redial** soft key.

Hold a Call

Hold

- Press **Hold** button.

Retrieve

- Press the **Resume** soft key or the flashing green line button.
- If your phone supports multiple lines, you can use line buttons to swap between holding and active calls.

Transfer a Call

1. Press button.
2. Dial “transfer to” number.

Consultative Transfer

1. Press button.
2. Dial “transfer to” number.
3. Wait for answer and announce caller.
4. Press **Transfer** button to transfer the call.

Transfer Call to Voice Mail

- Press **TrnsVM** soft key.

Cancel Transfer

- Press **Cancel**. soft key

Place a Conference Call

1. During a call, press **Conference** button to open a new line and put first party on hold.
2. Place a call to another number.
3. When call connects, press **Conference** again to add new party to existing call with first party.

End a Conference Call

- Hang up handset.
- Press **Cancel** soft key.

Meet-Me Conference Call

1. Obtain Meet-Me phone number from your system administrator.
2. Distribute number to participants.
3. Press **MeetMe** soft keys.
4. Dial Meet-Me conference number. Participants can now join by dialing in.
5. To end a Meet-Me conference, all participants must hang up the handset or press the **Cancel** soft key.

Call Forwarding

1. Press **Fwd All** soft key.
2. Dial the number to which you want to forward all calls.
3. Press the **Fwd Off** soft key to cancel call forwarding.

Speed Dial

1. Press **SpeedDial** soft key.
2. Enter the pre-configured speed-dial code and then press the **SpeedDial** soft key.

Set up a Call Back Notification

1. Press **Callback** soft key while listening to the busy tone or ring sound.
2. A confirmation screen displays on the phone.
3. Press the **Exit** soft key to return to the main screen, if desired.
4. Your phone alerts you when the line is free.
5. Press the **Redial** soft key to place the call again, if desired.

Call From Contacts

1. Press the button
2. Press 1to highlight **Personal Directory** or Press 2 to highlight **Corporate Directory** and then press the **Select** button.
3. For Personal Directory, enter the User ID and PIN. Press the Submit soft key or press Cancel to return to exit.
4. For Corporate Directory, use the **Navigation** bar to select any of these criteria to search for a coworker:
   - First name
   - Last name

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

Cisco, Cisco Systems, the Cisco logo, and the Cisco Systems logo are registered trademarks or trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries. All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0705R)

© <2009> Cisco Systems, Inc. All rights reserved.

Printed in the USA on recycled paper containing 10% postconsumer waste.

OL-20844-01

- Number

5. Use your keypad to enter the information, then press the **Search** soft key.
6. To dial, do any of these tasks:
   - Press the **Call** soft key.
   - Press the **Select** button on the **Navigation** bar.
   - Press a **line** button.
   - Press the .
   - Press the .
   - Pick up the handset.

Call History

View 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 **Exit** soft key to return to the Call History screen.

View Call Record Details

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. Select a call record and press the **Details** soft key (you may need to press the **more** soft key first).
5. Press the **Back** soft key to return to the Call History screen.

Filter Call History

1. Press the **Applications** button.
2. Select **Call History**. (Use the Navigation bar and button to scroll and select.)
1. Select **All Lines** or the line that you want to view.
2. Press the **Missed** soft key.

   The Call History screen displays only the missed calls on the selected line.
3. To view all calls in the Call History screen, press the **All Calls** soft key.
4. Press the **Exit** soft key to return to the Call History screen.

Place a Call from Call History

1. Press **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. From the Call History screen, highlight the call you want to dial and do one of the following:
   - Press the **Call** soft key.
   - Press the line key.
   - Pick up the handset.
   - Press the speakerphone or headset button.

Edit Number From 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. Highlight the call you want to edit.
5. Press the **EditDial** soft key (you may need to press the **more** soft key first).
6. Press the **Forward Arrow** soft key to move the cursor to the right and press the **Backward Arrow** soft key to move the cursor to the left.
7. Press the **Back Delete** soft key to delete numbers.
8. Press the **Dial** soft key to dial the edited number.
9. Press the **Back** soft key to return to the Call History screen.

Clear 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 **Clear** soft key (you may need to press the **more** soft key first).
5. Press the **Delete** soft key to delete the Call History screen, or press the **Cancel** soft key to go back to the Call History screen.

List of Soft Keys

Soft Key	Description
<< X	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Answer	Answers an incoming call.
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
Fwd All	Forwards all calls.
Conf	Connects callers to a conference call.
Delete	Deletes selected item.
DND	Enables and disables the Do-Not-Disturb feature.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection or screen.
GPickUp	Selectively picks up calls to a phone number that is a member of a pickup group.
Hold	Places an active call on hold. Resumes a held call.
Message	Dials the local voice-mail system.
more	Scrolls through additional soft key options (for example, use the **more** soft key to locate the Number soft key).
Mute	Toggles muting on and off.
NewCall	Opens a new line on the speakerphone to place a call.
Ok	Confirms the selection.
Park	Forwards calls to a location from which the call can be retrieved by anyone in the system.
PickUp	Selectively picks up calls to another extension.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.
Resume	Returns to an active call.
Save	Saves the last change.
Search	Initiates a search in the local directory.
To VM	Diverts call to user's voicemail.
Update	Updates the caller list.