Operating Your Phone

This section describes how to operate your Cisco IP Phone and includes information on soft keys and phone features.

**Note**
In the Cisco Unified Communications Manager Express mode, Cisco IP Phone model 6945 only supports one call per button. It is recommended to configure the dn as dual-line dn and the huntstop channel under the dn. The second channel on the dn can only be used for call transfer or conference.

**Note**
Because there are differences in phone and site configurations, not all features described here might apply to your phone. Consult your system administrator for more information.

- Soft Key Descriptions, page 2
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- Forward All Calls, page 12
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- Phone Applications, page 12
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Soft Key Descriptions

Your Cisco IP Phone is equipped with soft keys for call features and options. Soft keys are displayed along the bottom of the LCD screen and activated using the corresponding buttons. Soft keys can change according to the state of the phone.

Note

Soft key availability depends on the system configuration and this is not the complete list of the soft keys.

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>All calls</td>
<td>Lists all calls.</td>
</tr>
<tr>
<td>Answer</td>
<td>Answers an incoming call.</td>
</tr>
<tr>
<td>Backspace - &lt;&lt;X</td>
<td>Navigates to edit characters. Use the backspace soft key to erase digits that you entered incorrectly.</td>
</tr>
<tr>
<td>Call</td>
<td>Opens a new line on the speakerphone to place a call.</td>
</tr>
<tr>
<td>Callback</td>
<td>Notifies callers that the called line is free.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels the last selection.</td>
</tr>
<tr>
<td>Clear</td>
<td>Clears directory history.</td>
</tr>
<tr>
<td>Call History</td>
<td>Provides call history.</td>
</tr>
<tr>
<td>Conf</td>
<td>Connects callers to a conference call.</td>
</tr>
<tr>
<td>Details</td>
<td>Provides caller id details.</td>
</tr>
<tr>
<td><strong>Soft Key</strong></td>
<td><strong>Function</strong></td>
</tr>
<tr>
<td>------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes the selected number.</td>
</tr>
<tr>
<td>Dial</td>
<td>Dials the displayed number.</td>
</tr>
<tr>
<td>EditDial</td>
<td>Selects a number and activates the cursor for editing.</td>
</tr>
<tr>
<td>EndCall</td>
<td>Ends the current call.</td>
</tr>
<tr>
<td>Exit</td>
<td>Exits from the current selection.</td>
</tr>
<tr>
<td>Fwd all</td>
<td>Forwards all calls.</td>
</tr>
<tr>
<td>Fwd Off</td>
<td>Sets call forwarding off.</td>
</tr>
<tr>
<td>Hold</td>
<td>Places an active call on hold. Resumes call on hold.</td>
</tr>
<tr>
<td>Ignore</td>
<td>Returns to main screen.</td>
</tr>
<tr>
<td>Meetme</td>
<td>Initiates a Meetme conference.</td>
</tr>
<tr>
<td>Missed</td>
<td>Lists all the missed calls.</td>
</tr>
<tr>
<td>More</td>
<td>Scrolls through additional soft key options (for example, use the More soft key to locate the DnD soft key).</td>
</tr>
<tr>
<td>New Call</td>
<td>Opens a new line on the speakerphone to place a call.</td>
</tr>
<tr>
<td>Ok</td>
<td>Confirms the selection.</td>
</tr>
<tr>
<td>Park</td>
<td>Forwards calls to a location from which calls can be retrieved by anyone in the system.</td>
</tr>
<tr>
<td>Redial</td>
<td>Redials last number dialed.</td>
</tr>
<tr>
<td>Remove</td>
<td>Removes last participant in a Meetme conference call.</td>
</tr>
<tr>
<td>Resume</td>
<td>Returns to active call.</td>
</tr>
<tr>
<td>Search</td>
<td>Initiates a search in local directory.</td>
</tr>
<tr>
<td>Transfer</td>
<td>Transfers the active call.</td>
</tr>
<tr>
<td>TrnsVM</td>
<td>Transfers a call to voice mail.</td>
</tr>
<tr>
<td>Update</td>
<td>Refreshes or updates the list.</td>
</tr>
</tbody>
</table>
## Access Services

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Press the Applications button.</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>Select Services. (Use the Navigation bar and button to scroll and select.)</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td>Highlight the service you want to access.</td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
<td>Press the Select soft key, or press the Exit soft key to return to the Applications screen.</td>
</tr>
</tbody>
</table>

## Adjust the Display Contrast

The default contrast level setting is 50%.

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Press the Applications button.</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>Select Preferences. (Use the Navigation bar and button to scroll and select.)</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td>Select Contrast.</td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
<td>To increase contrast, press the up arrow on the Navigation button. To decrease contrast, press the down arrow.</td>
</tr>
<tr>
<td><strong>Step 5</strong></td>
<td>Press the Save soft key to set the contrast level, or press the Cancel soft key to exit.</td>
</tr>
</tbody>
</table>

## Adjust the Ring Volume

- During a call, press the + or - on the VOLUME button to respectively increase or decrease the volume.
- Press the + or - on the VOLUME button while the handset is in its cradle and the phone is idle.

## Answer a Call

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Lift the handset.</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>If you are using a headset, press the Headset button.</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td>If you are using the speakerphone, press the Answer soft key or the Speaker button.</td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
<td>If necessary, press the line button to select between incoming calls.</td>
</tr>
</tbody>
</table>
Auto Answer

Auto Answer prompts your phone to automatically answer incoming calls after one ring.

Your system administrator sets up Auto Answer to work either with your speakerphone or headset.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Keep the headset (^{2}) button illuminated when the phone is idle. Otherwise, calls ring normally and you must manually answer them.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>To keep the headset button illuminated, use a line button or soft keys (instead of the headset button) to go off-hook and on-hook and to place and end calls.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Keep the handset in the cradle and the headset (^{2}) button unlit. Otherwise, calls ring normally and you must manually answer them.</td>
</tr>
</tbody>
</table>

Call History

This feature allows you to view call history information on your phone.

Clear Call History

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press the Applications button (^{2}).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select Call History. (Use the Navigation bar and button to scroll and select.)</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select All Lines or the line that you want to view.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Press the Clear soft key. (You may need to press the More soft key first.)</td>
</tr>
<tr>
<td>Step 5</td>
<td>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.</td>
</tr>
</tbody>
</table>
Delete a Call Record From Call History

Procedure

Step 1 Press the Applications button.
Step 2 Select Call History. (Use the Navigation bar and button to scroll and select.)
Step 3 Select All Lines or the line that you want to view.
Step 4 Highlight the call you want to delete.
Step 5 Press the Del Call soft key. (You may need to press the More soft key first.)
Step 6 Press the Delete soft key to delete the call or press the Cancel soft key to go back to the Call History screen.

Edit Number From Call History

Procedure

Step 1 Press the Applications button.
Step 2 Select Call History. (Use the Navigation bar and button to scroll and select.)
Step 3 Select All Lines or the line that you want to view.
Step 4 Highlight the call you want to edit.
Step 5 Press the EditDial soft key. (You may need to press the More soft key first.)
Step 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.
Step 7 Press the Back Delete soft key to delete numbers.
Step 8 Press the Dial soft key to dial the edited number.
Step 9 Press the Back soft key to return to the Call History screen.

Filter Call History

Procedure

Step 1 Press the Applications button.
Step 2 Select Call History. (Use the Navigation bar and button to scroll and select.)
Step 3 To sort calls for a specific phone line, select All Lines or the line that you want to view.
Step 4 To sort by missed calls for the selected line, select the Missed soft key.
The Call History screen displays only the missed calls on the selected line.
Step 5  To view all calls in the Call History screen, press the All Calls soft key.

Step 6  Press the Exit soft key to return to the Call History screen.

Place a Call from Call History

Procedure

Step 1  Press the Applications button.

Step 2  Select Call History. (Use the Navigation bar and button to scroll and select.)

Step 3  Select All Lines or the line that you want to view.

Step 4  From the Call History screen, highlight the call you want to dial and perform one of the following:

  • Press the New Call soft key.
  • Press the line key.
  • Pick up the handset.
  • Press the Speaker or Headset button.

View Call History

Procedure

Step 1  Press the Applications button.

Step 2  Select Call History. (Use the Navigation bar and button to scroll and select.)

Step 3  Select All Lines or the line that you want to view.

Step 4  Press the Exit soft key to return to the Call History screen.
View Call Record Details

Procedure

Step 1  Press the Applications button.
Step 2  Select Call History. (Use the Navigation bar and button to scroll and select.)
Step 3  Select All Lines or the line that you want to view.
Step 4  Select a call record.
Step 5  Press the Details soft key. (You may need to press the More soft key first.)
Step 6  Press the Back soft key to return to the Call History screen.

Call Park

Call Park allows you to park (temporarily store) a call you receive on your phone, which you can then retrieve from another phone (for example, a phone at a co-worker’s desk or in a conference room).

There are two ways you can park a call:

1  Park—Allows you to park an active call that you answered on your phone, and retrieve it using another phone in the Cisco Unified Communications Manager Express system.

2  Directed Call Park—Allows you to park and retrieve an active call in two different ways:
   a  Assisted Directed Call Park—Allows you to park an active call by pressing a line button, which your system administrator sets up as a speed dial line.
      With this type of directed call, you can monitor the status of the line (in-use, idle, or in Do Not Disturb state) using Line Status indicators.
   b  Manual Directed Call Park—Allows you to park an active call by transferring it to a Directed Call number, which your system administrator sets up.
      You retrieve the call at another phone by dialing a park retrieval prefix number (provided by your system administrator), then dialing the Directed Call number you used to park the call.

Your system administrator sets up either the Directed Call Park or Park feature on your phone, but not both.

Park and Retrieve a Call Using Call Park

Call park allows you to place a call on hold at a designated parking slot from which the call can be retrieved by anyone on the system.

Note  Contact your system administrator for your call park slot number.
**Procedure**

**Step 1**  During a call, press the **Park** soft key, then hang up.
For the duration of the call, your phone displays the call park number where the system stored the call.

**Step 2**  Retrieve the call from any other Cisco Unified IP Phone in your network by entering the call park number.
If you do not retrieve the call within a certain amount of time (set by your system administrator), a reminder tone will sound on your phone, at which time you can resume the call by pressing the **Resume** soft key or by retrieving it from another phone.
If you do not retrieve or resume the call within a specified amount of time (set by your system administrator) after the reminder tone, the call will be directed to another destination (set up by your system administrator), such as voicemail.

---

**Park and Retrieve a Call using Assisted Direct Call Park**

**Procedure**

**Step 1**  During a call, press the **Transfer** button.
**Step 2**  Press the **Directed Call Park** line button.
**Step 3**  Press the **Transfer** button.
You have a limited time to retrieve the parked call before it reverts to ringing at the original number.

**Step 4**  Retrieve the call as follows:
- Dial the retrieval park-slot extension.
- Dial the Directed Call number.

**Example:**
If the park retrieval prefix is "77" and the Directed Call number is "6789", enter 776789.

---

**Park and Retrieve a Call Using Manual Directed Call Park**

**Procedure**

**Step 1**  During a call, press the **Transfer** button.
**Step 2**  Enter the Directed Call number where you will park the call.
**Step 3**  Press **Transfer** to finish parking the call, then hang up.
You have a limited time to retrieve a parked call before it reverts to ringing at the original number.
Step 4
Retrieve the call from any other Cisco Unified IP Phone in your network as follows:

- Dial the retrieval park-slot extension.
- Dial the Directed Call number.

Example:
If the park retrieval prefix is "77" and the Directed Call number is "6789", enter 776789.

Call Pickup

Call Pickup allows you to answer a call that is ringing on a co-worker’s phone by redirecting the call to your phone.

1 Pickup—Allows you to answer a call that is ringing on another phone within your call pickup group.
   If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).

2 Group Pickup—Allows you to answer a call on a phone that is outside your call pickup group by:
   - Using a group pickup number (provided by your system administrator)
   - Dialing the ringing phone’s number.

3 Other Pickup—Allows you to answer a call that is ringing on another phone within in your call pickup group or in an associated call pickup group.

Note
Your system administrator sets up the call pickup group you are in and the Pickup soft keys depending on your call-handling needs and work environment.

Your system administrator may also change the function of the Pickup key to operate as Directed Pickup of a specific extension instead of local group pickup. In this configuration, the calls from you local group can be picked up by pressing the GPickUp key followed by the Star key.

Answer a Call Using Pickup

Procedure

Step 1
Press the PickUp soft key to transfer a ringing call within your pickup group to your phone.

Step 2
Perform the following steps if you have multiple lines and want to pick up the call on a non-primary line.
   a) Press the desired line button.
   b) Press PickUp.
End a Call

- Hang up the handset.
- If you are using a headset, press the Headset button or the EndCall soft key.
- If you are using a speakerphone, press the Speaker button or the EndCall soft key.

Establish/End a Conference Call

Your system administrator must configure the system for a three-party or eight-party ad-hoc conference.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>During a call, press the Conference button to open a new line and put the first party on hold.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Place a call to another number.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press Conference button again to add the new party to the call.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Perform any of the following steps to end a conference call:</td>
</tr>
<tr>
<td></td>
<td>• Hang up the handset, or press the Cancel soft key.</td>
</tr>
<tr>
<td></td>
<td>• Depending on the configuration, when the conference call initiator disconnects, the conference call terminates.</td>
</tr>
<tr>
<td></td>
<td>• To end the conference and remain connected to the most recent call, press the Conf soft key. The older call is placed on hold.</td>
</tr>
</tbody>
</table>

Hold/Resume a Call

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press the Hold button.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Press the Resume soft key or the flashing green line button to resume the call.</td>
</tr>
<tr>
<td>Step 3</td>
<td>If your phone supports multiple lines, you can use line buttons to swap between holding and active calls.</td>
</tr>
</tbody>
</table>

Example:
If you have a holding call on Line 1 and an active call on Line 2, pressing the **Line 1** button makes the Line 1 call active (resumes it from hold) and automatically puts the Line 2 call on hold.

## Forward All Calls

**Procedure**

**Step 1** Press the **Fwd All** soft key.
You will hear a confirmation beep.

**Step 2** Dial the number to which you want to forward all your calls. Dial the number exactly as if you were placing a call to that number. Remember to include locally required prefix numbers.
The phone display is updated to show that calls will be forwarded.

**Step 3** To cancel call forwarding, press the **Fwd Off** soft key.

## Mute a Call

To mute a call:

- While on a call, press the **Mute** button. The Mute button lights, indicating that the other party cannot hear you.

To deactivate the mute function, do one of the following:

1. Press the **Mute** button again.
2. Lift the handset if you are using mute with your speaker phone.

**Note**
The Mute feature does not generate music or a tone.

## Phone Applications

Phone applications allow you to access the following:

1. Administrator Settings (for system administrators only)
2. Call History
3. Phone Information
4. Preferences
5 Services

Phone Directory

The Cisco Unified IP Phone 6900 series provide you with access to corporate and personal contacts.

Search for and Dial a Contact

Procedure

Step 1 Press the Contacts button.
Step 2 Press 1 to highlight Personal Directory or Press 2 to highlight Corporate Directory.
Step 3 Press the Select button.
Step 4 For Personal Directory, enter the User ID and PIN.
Step 5 Press the Submit soft key or press Cancel to exit.
Step 6 For Corporate Directory, use the Navigation bar to select any of the following criteria to search for a co-worker:
   - First name
   - Last name
   - Number

Step 7 Enter the required information.
Step 8 Press the Search soft key.
Step 9 Perform any of the following tasks:
   - Press the New Call soft key.
   - Press the Select button on the Navigation bar.
   - Press a line button.
   - Press the Speaker button.
   - Press the Headset button.
   - Pick up the handset.
## Search for and Dial a Contact while on a Call

**Procedure**

**Step 1**  Press the **Contacts** button.
**Step 2**  Press the **Personal Directory** or **Corporate Directory** soft key.
**Step 3**  Press the **Select** button.
**Step 4**  For Personal Directory, enter the User ID and PIN.
**Step 5**  Press the **Submit** soft key or press **Cancel** to exit.
**Step 6**  For Corporate Directory, select any of the following criteria to search for a co-worker:
- First name
- Last name
- Number

**Step 7**  Enter the required information.
**Step 8**  Select **Search > Dial**.

## Place a Call

Use one of the following methods to place a call:
- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Dial** soft key.
- Dial the number, and then press the **Speaker** button.
- Press the **line** button for your extension, and then dial the number.
- Press the **Speaker** button , and then dial the number.
- Press the **New Call** soft key, and then dial the number.
- If you are using a headset, press the **Headset** button , and then dial the number.
- Dial the number, and then press the **Headset** button .
- If you have established speed-dial numbers, press a **Speed-dial** button.
- If you have selected a number from a directory, press the **New Call** soft key.
- If you have selected a number from a directory, press the **Line / Headset / Speaker** button.
Place a MeetMe Conference Call

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Obtain a MeetMe conference number from your system administrator</td>
</tr>
<tr>
<td>Step 2</td>
<td>Distribute the MeetMe conference number to all the participants.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Go off-hook.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Press the MeetMe soft key.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Dial the MeetMe conference number.</td>
</tr>
<tr>
<td></td>
<td>All other participants can join the meeting by dialing into the MeetMe conference number.</td>
</tr>
<tr>
<td>Step 6</td>
<td>To end the MeetMe conference call, all participants must hang up the handset or press the Cancel soft key.</td>
</tr>
</tbody>
</table>

Redial a Number

To redial the most recently dialed number:

- Lift the handset and press the Redial soft key.
- Press the Redial soft key to make a call using a speakerphone or headset.
- To place the call on a particular phone line, get a dial tone on that line, then press the Redial soft key.

Select the Ringtone

Note

You can set separate ringtone for multiple lines by pressing the Line button. Also, you can set separate a ringtone for each number when there are multiple phone numbers on the phone.
**Set up a Call Back Notification**

**Procedure**

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

**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.

You or your co-worker can join a call on the shared line using the Barge feature. Barge converts the call into a conference. To barge, press the **red session** button for the remote in-use call on the shared line.

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.
  - Your co-worker’s phone rings and the line button flashes amber and either you or your coworker can answer the call.
• When your co-worker has a call on the shared line:
  ◦ The Shared Line button on your phone appears solid red to indicate that the line is in-use remotely.
  ◦ Your co-worker’s call displays on your screen (unless your co-worker has Privacy enabled).

• 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.

### Sign In and Out of a Hunt Group

**Procedure**

**Step 1** Press the **Hunt Group** line button to sign in.
Visual confirmation displays briefly.

**Step 2** Press the button again to sign out.
Signing out of a hunt group does not prevent non-hunt group calls from ringing your phone.

### Speed Dial

Speed dialing allows you to enter an index number, press a button, or select a phone screen item to place a call. Depending on your setup, your phone can support the following speed-dial features:

- **Speed-Dial Buttons**—Allows you to quickly dial a phone number from one or more line buttons set up for speed dialing.

- **Speed-Dial Codes**—Allows you to dial a phone number from a code (sometimes referred to as abbreviated dialing).

- **Fast Dials**—Allows you to enter a Fast Dial code to place a call. Fast Dial codes can be assigned to phone numbers or Personal Address Book entries.
Set up Speed-Dial Buttons

Speed dial allows you to place a call by pressing a line button or selecting a phone display item.

**Procedure**

- **Step 1** Sign in to your User Options Web pages.
- **Step 2** Select User Options > Device.
- **Step 3** Select a phone from the Name drop-down menu.
- **Step 4** Click Speed Dials.
- **Step 5** In the Speed Dial Settings area, enter a number and label for a speed-dial button (programmable button) on your phone.
- **Step 6** Click Save.

**Speed-Dial Button**

To place a call when your phone is on-hook:

- Enter the pre-configured speed-dial code and press the SpeedDial soft key.

To place a call when your phone is off-hook:

**Procedure**

- **Step 1** Press the SpeedDial soft key.
- **Step 2** Enter the pre-configured speed-dial code.
- **Step 3** Press the SpeedDial soft key.

**Transfer a Call**

You can use consultative transfer or direct transfer to transfer a selected call to another number.

**Blind Transfer**

Blind Transfer immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
Procedure

Step 1  During a call, press the Transfer button. The call is placed on hold.
Step 2  Dial the number to which you want to transfer the call.
Step 3  Press the Transfer button again.

Consultative Transfer

Redirects the call after first allowing you to speak to the transfer recipient.

Procedure

Step 1  During a call, press the Transfer button. The call is placed on hold.
Step 2  Dial the number to which you want to transfer the call.
Step 3  Wait for the call to be answered.
Step 4  Press the Transfer button or hang up the handset.
Step 5  If the transfer fails, press the Resume soft key to return to the original call.

Cancel Transfer

Note  In the Cisco Unified Communications Manager Express mode, Cisco IP Phone 6945 only supports one call per button. It is recommended to configure the dn as dual-line dn and the huntstop channel under the dn. The second channel on the dn can only be used for call transfer or conference.

Procedure

Press the Cancel soft key.
View Phone Information

Procedure

Step 1  Press the Applications button 📞.
Step 2  Select Phone Information. (Use the Navigation bar and button to scroll and select.)
Step 3  Press the Exit soft key to return to the Applications screen.

Voice Messages

Voice messages are stored on your voicemail system. Your company determines the voicemail system your phone uses.

Check for Voice Messages

Note
You can configure the visual message indicator lamp and audible message indicator using your User Options Web pages.

Procedure

Step 1  Look at the visual message indicator lamp on your handset.
Step 2  Look for the following:
  • (For Cisco Unified IP Phone 6941 only.) A message waiting icon.
  • (For Cisco Unified IP Phone 6921 and 6941 only.) A text message.
Step 3  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.

Listen to Voice Messages

• Press the Messages button 📞 to listen to voice messages left on any line.
• Press a line button, then press Messages to hear only the voice messages for that line.
Personalize Your Voicemail

Procedure

**Step 1** Press the Messages button 📫.

**Step 2** Follow the voice prompts.

Transfer Call to Voice Mail

Procedure

Press TrnsVM.