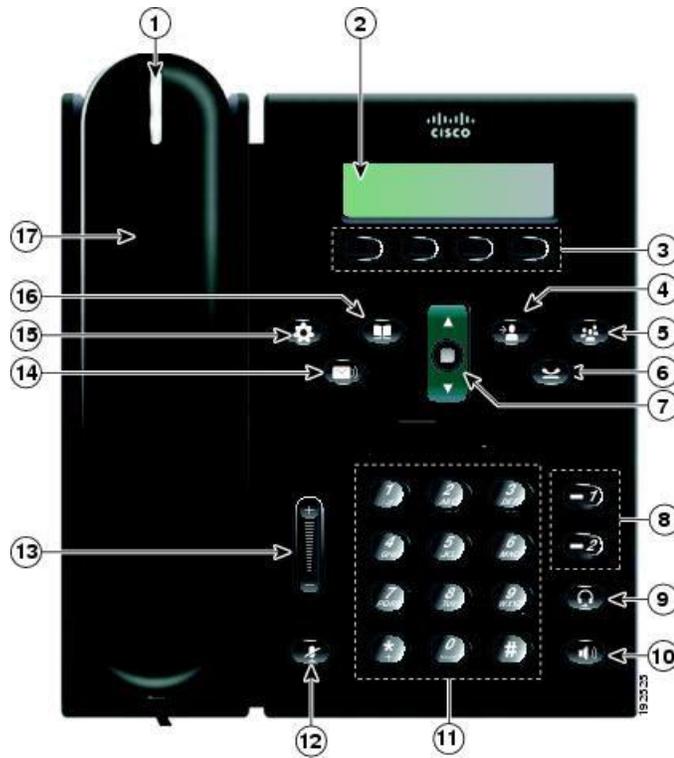


# Cisco Unified IP Phone 6921

The following sections describe the features available on the Cisco Unified IP Phone 6921

## Buttons and Hardware



1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone such as directory number, active call and line status, soft key options, speed dials, placed calls, and phone menu listings.
3	Soft key buttons 	Depending on how your system administrator sets up the phone, enable soft key options displayed on your phone screen.
4	Transfer button 	Transfers a call.
5	Conference button 	Creates a conference call.

6	<p>Hold button</p> 	<p>Places an active call on hold.</p>
7	<p>Navigation bar and Select button</p> 	<p>The Navigation bar allows you to scroll through menus and highlight items. When phone is on hook, displays phone numbers from your Placed Call listing (up arrow) or your speed dials (down arrow).</p> <p>The Select button (in the middle of the Navigation bar) allows you to select a highlighted item.</p>
8	<p>Line 1 and Line 2 buttons</p> 	<p>Line 1 selects the primary phone line.</p> <p>Depending on how your system administrator sets up the phone, Line 2 may provide access to:</p> <ul style="list-style-type: none"> <li>• Secondary phone line</li> <li>• Speed-dial number (speed-dial button)</li> <li>• Web-based service (for example, a Personal Address Book button)</li> </ul> <p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> <li>• Green, steady: Active call</li> <li>• Green, flashing: Held call</li> <li>• Amber, flashing: Incoming call or reverting call</li> <li>• Red, steady: Remote line in use (shared line)</li> <li>• Red, flashing: Remote line on hold</li> </ul>
9	<p>Headset button</p> 	<p>Toggles the headset on or off. When the headset is on, the button is lit.</p>
10	<p>Speakerphone button</p> 	<p>Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.</p>
11	<p>Keypad</p>	<p>Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).</p>
12	<p>Mute button</p> 	<p>Toggles the microphone on or off. When the microphone is muted, the button is lit.</p>

13	<p>Volume button</p> 	<p>Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).</p> <p>Your administrator sets a minimum ringer volume level ranging from 0 to 14. The default level is 0 (silent).</p> <p>You can only adjust the ringer volume to a level greater than the configured minimum ring volume value.</p> <p>Your administrator can set phones to automatically save a predetermined volume level for all calls. If the feature is not enabled, your phone displays the Save soft key that you can use to save the selected volume level for all calls.</p>
14	<p>Messages button</p> 	<p>Autodials your voicemail system (varies by system).</p>
15	<p>Applications button</p> 	<p>Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.</p>
16	<p>Contacts button</p> 	<p>Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.</p>
17	<p>Handset</p>	<p>Phone handset.</p>

## Corporate Directory

The Corporate Directory contains corporate contacts that you can access on your phone. Your system administrator sets up and maintains the directory.

If the phone is connected to the service using HTTPS, a Lock icon displays on the right side of the service header.

## Dial Contact from Search

### Procedure:

- Step 1** Press **Contacts** .
- Step 2** Use the **Navigation** bar and **Select** button to scroll and select **Corporate Directory**.
- Step 3** Select any of these criteria to search for a coworker:
- First name
  - Last name
  - Number
- Step 4** Enter the search criteria information, press **Submit**, and select a contact.

# Conference

Conference allows you to talk simultaneously with multiple parties.

When you are talking on a call, use Conference to dial another party and add them to the call.

If you have multiple phone lines, you can alternately use Conference to combine two calls across two lines. For example, if you have a call on Line 1 and a call on Line 2, you can combine the calls into a conference.

Before completing a conference procedure, you can press the Cancel soft key to cancel the procedure or you can press the Swap soft key to toggle between calls, allowing you to speak privately with each party.

As the conference host, you can remove individual participants from the conference.

The conference ends when all the participants hang up.

## Add Third Party to Conference

### Procedure:

- Step 1** Verify that you are on an active call (not on hold).
- Step 2** Press **Conference** .
- Step 3** Enter the phone number for the party you want to add (or press a speed dial button).
- Step 4** Wait for the party to answer (or skip to step 5 while the call is ringing).
- Step 5** Press **Conference** again. The conference begins.
- Step 6** (Optional) Repeat these steps to add more parties, if desired.

## Combine Calls to Create Conference

### Before You Begin

This task requires multiple phone lines.

### Procedure:

- Step 1** Verify that you have two connected calls and that one of the calls is active (not on hold).
- Step 2** Press **Conference** .
- Step 3** Press the line button for the other (held) call. The conference begins. The conference is established on the line with the active call.

## Multi party conference

The conference is established by dial the meeting ID no. provided by Help Desk on Request to connect