香港中文大學·資訊科技服務處
Information Technology Services Centre, CUHK

Cisco IP Phone 6921 User Quick Reference

For further enquiries, please

- **call 3943 8877 or**
- **email ipt@itsc.cuhk.edu.hk**

Feature	Description	Instructions
Internal Call	Place an internal call	Dial 4-digit* extension number *Starting 2 Jan 2012, dial 5-digit extension number with leading "3".*
External Call	Place a local external call	Dial "9" + phone number
Call Transfer	Transfer a call to another colleague	Press [📞] > Dial extension number > Press [📞]
	Reconnect to the original call if the transfer line is busy or has no answer.	Press **[Cancel]** and **[Resume]** softkey
Conference Call	Talk simultaneously with up to 7 other parties	Press [📞] > Dial extension number* (or "9"+ external phone no.) > Press [📞] again *If the line is busy or has no answer, press "Cancel" soft-key.*
	Remove a party from the conference	Press [🔼🔽] upward and downward to select a party > Press **[Remove]** softkey
Call Hold	Place a call on hold during a call	Press [📞] > When a call is on hold, green light on the phone set flashes > Press **[Resume]** softkey to resume the call
Call Park	Park (temporarily store) a call and then pick up the call on another extension number	Press **[Park]** softkey > A "Park No." will be shown on screen > Enter the "Park No." on another IP Phone to retrieve the call
Call Pickup	Answer a call that is ringing on another phone within your group	Press **[PickUp]** and **[Answer]** softkeys
Call Back	Allows you to receive notification on your phone when a busy extension becomes available	Press **[Callback]** and **[Exit]** softkeys > Message will be shown on your phone when the extension becomes available > Press **[Dial]** soft key to call back the extension

Call Forward	Redirect all calls to another extension number when you not in office	Press **[Fwd All]** softkey > Enter extension number > Screen will show 📞 ➡ and "Call forwarded to xxxx"
	Cancel call forwarding function	Press **[Fwd OFF]** softkey
Voicemail	Red light on the handset lights up if there is a voicemail message. Access voicemail system to hear voice messages.	Press **[✉]** and follow the voice instructions
Call Log	View call history and dial from call log (A max. of 150 records is stored)	Press **[⚙]** > **[1. Call History]** > Select a line > Press **[↕]** upward and downward to view call records > Lift the handset to call
Corporate Directory	Search for extension number by name	Press **[📖]** > Select **[2. Corporate Directory]** > Enter search criteria: "First Name" / "Last Name" / "Number" > Press **[Search]** softkey to search for a number > Press **[Dial]** softkey to call
Personal Directory (a.k.a. Personal Address Book, PAB)	Create up to 500 PAB entries to enjoy fast dial function on phone set	Login CISCO Unified CallManager (web access) to create entries for PAB. Refer to its user guide for details.
	Sign in the PAB on phone set	Press **[📖]** > Select **[1. Personal Directory]** > Enter User ID and PIN > Press **[Submit]** softkey
	Search for an entry and dial from PAB	Sign in the PAB (repeat the above sign in steps) > Enter information for "Last Name", "First Name" or "Nick Name" > Press **[Submit]** softkey > Select an entry from listing > Press **[Dial]** softkey to call
Setting of Phone Set	Speaker Feature options: On and Off	Press **[🔊]** to turn on speaker. Press **[🔊]** again to turn it off.
	Mute Mute the microphone during a call	Press **[🔇]** to turn Mute on. Press **[🔇]** again to turn Mute off.
	Contrast Adjust contrast on screen	Press **[⚙]** >Select **[2. Preferences]** and **[2. Contrast]** > Press **[↕]** upward and downward to adjust contrast > Press **[Save]** softkey
	Ring Tone Apply different ring tone to different phone line	Press **[⚙]** > Select **[2. Preferences]** and **[1. Ringtone]** > Select a phone line to set ring tone > Use **[↕]** to scroll through the 9 choices > Press **[Play]** softkey to play a sample of ring type > Press **[Set]** to apply

	Volume <u></u> Adjust volume level for handset/headset/speaker and ringer volume	When handset/headset/speaker is in use, press **[ ]** to adjust volume level. When the phone is idle, press **[ ]** to adjust ringer volume.

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