


Phone Guide for Model 6921 phone



Softkeys and Navigation button



Softkeys can change depending on how you are using your phone. When a softkey is available for use, a label appears above it on the display. If the **More** softkey appears, press it to view additional commands

The **Navigation** button  allows you to scroll through menu items and highlight items. To choose an item, use the **Select** button in the middle of the Navigation bar. When the phone is in idle mode, the Navigation button displays your **Placed Calls**.

Two **line keys** are located next to the keypad. Your phone might support both lines or just Line 1.

Basic call handling

Place a call



- Place a call using the handset:
 - Pick up the handset and dial the number.
- Dial on-hook (without lifting the handset)
 - Press **New Call** softkey and dial the number.
- Place a call using the speaker
 - Press the **Speaker** button  and dial the number.
- Place a call using a headset
 - Press the **Headset** button  and dial the number.
 - If the Headset button is lit, press **New Call** softkey and dial the number.

Place a call USING A SEPARATE LINE while another call is active

NOTE: THIS FEATURE IS AVAILABLE ONLY IF YOUR PHONE HAS MORE THAN ONE LINE.

1. Press a line button for the new line. The first call is automatically placed on hold.
2. Dial the number.

Dial from a call log

1. Press the **Applications** button .
2. Select **Call History**, using the **Select** button in the middle of the Navigation bar . .
3. Use the **Navigation** bar to scroll to a line to view.
4. Go off-hook or press **Call** to call the number.

Redial a number

Press **Redial** softkey to dial the most recently dialed number.


CallBack: receive notification when a busy or ringing extension is available

1. Press **CallBack** softkey while listening to ringing or busy tone.
A confirmation screen displays on the phone.
2. Hang up and press the **Exit** softkey to return to the main screen.
3. When your phone alerts you that the line is free, press the **Dial** softkey to place the call again.

Answering a call

You can answer a call by lifting the handset, or you can use other options if they are available on your phone.

Answer with a headset

- Press **Headset** button  if unlit.
- If **Headset** button is already lit, press **Answer** softkey or flashing line button.

Answer with the speaker

Press **Speaker** button , **Answer** softkey, or flashing line button.

Switch from a connected call to answer a new call on the other line

(If your phone has two lines)

Press flashing amber **line button**.

The first call is automatically placed on hold.

Answer a Call Using Pickup

1. Lift handset and press the **PickUp** softkey to transfer a ringing call within your pickup group to your phone.
If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line button, then press **PickUp**.
2. Press the **Answer** softkey to connect to the call.

Divert

Press **Divert** softkey to send an incoming call directly to voice mail.

End a Call

- Hang up while using the handset.
 - Return the handset to its cradle, or press **EndCall** softkey.
- Hang up while using the headset.
 - Press **EndCall** softkey.
- Hang up while using the speaker.
 - Press **Speaker** button or **EndCall** softkey.


Hold Call



To put a call on hold, press the **Hold** button .

The Hold icon  displays next to the caller ID and the line button flashes green.

To resume the call, press the **Resume** softkey or the flashing green line button.

Using Mute

With the Mute button  enabled, you can hear other parties on a call but they cannot hear you. You can use Mute with the handset, speaker, or a headset.

- If you want to toggle Microphone on Press the Mute button . The Mute button lights.
- If you want to toggle Microphone off Press the Mute button . The Mute light goes out.


Transferring calls

Transfer a call without talking to the transfer recipient.

1. Press **Transfer** button .
2. Dial third party's extension.
3. Press **Transfer** button or **Transfer** softkey to connect the call.

To cancel the transfer and resume the original call, press **Cancel** and press flashing line key or **Resume**.

Talk to the transfer recipient before transferring a call (consult transfer)

1. Press **Transfer** button .
2. Dial third party's extension and announce call.
3. Press **Transfer** button or **Transfer** softkey to connect the call.

To cancel the transfer and resume the original call, press **Cancel** and press flashing line key or **Resume**.

Forwarding all calls to another number

You can use the Call Forward All feature to redirect incoming calls from your phone to another number.


NOTE: YOU CAN ONLY FORWARD CALLS FROM YOUR PRIMARY LINE. IF YOU HAVE AN ADDITIONAL LINE, CALLS WILL RING AS USUAL.

- **Set up call forwarding**
 - Press **Fwd All** softkey and enter target phone number.
- **Cancel call forwarding**
 - Press **Fwd OFF** softkey.
- **Verify that call forwarding is enabled.**
- **Look for:** The call forwarding target number on the display.

Conference calls

A standard conference allows up to six people to participate in a single call.


Create a conference by calling participants

1. From a connected call, press **Conference** button .
2. Enter the participant's phone number.
3. Wait for the call to connect.
4. Press **Conference** button or **Conf.** softkey to add the participant to your call.
5. Repeat these steps to add more participants, if desired.

Using a Shared Line

- Your line button turns red when another phone that shares your line has a connected call.
- The line cannot be used to barge in on the call or used to make another call.

Using a headset




- To connect a headset to the Cisco Unified IP Phone, plug it into the Headset port on the back of the phone.
- Press the **Headset** button  on the phone to place and answer calls using the headset.

Depending on headset manufacturer's recommendations, an external amplifier may be required. Refer to the headset manufacturer's product documentation for more information.

Using Call logs and directories



Call logs contain records of your missed, placed, and received calls. The Call Log stores up to 150 records.

View your call logs



1. Press the Applications button .
2. Select **Call History**, using the **Select** button in the middle of the Navigation bar .
3. If your phone has two lines, select **All Lines** or the line that you want to view.
4. To view all calls in the Call History list, press the **Missed Calls** softkey.
5. To view missed calls in the Call History list, press the **All Calls** softkey.
6. Press the  softkey to return to the Call History screen.

Display details for a single call record



Follow the above steps, then:

1. Use the Navigation bar  to scroll to a line to view.
2. Press **Details** softkey (you may need to press the **more** softkey first). Doing so displays information such as called number, calling number, date, and time of day.
3. Press the  softkey to return to the Call History screen.



Erase call records

1. Press the **Applications** button .
2. Select **Call History**, using the **Select** button in the middle of the Navigation bar .
3. If you phone has two lines, select **All Lines** or the line that you want to view.
4. Press the **Clear** softkey (you may need to press the **more** softkey first).
5. Press the **Delete** softkey to delete the Call History list, or press the **Cancel** softkey to go back to the Call History screen.



Erase a single call record

1. Press the **Applications** button .
2. Select **Call History**, using the **Select** button in the middle of the Navigation bar .
3. If you phone has two lines, select **All Lines** or the line that you want to view.
4. Select the call you want to delete.
5. Press the **Del Call** softkey (you may need to press the **more** softkey first).
6. Press the **Delete** softkey to delete the call, or press the **Cancel** softkey to go back to the Call History screen.

Dial from a call log (while not on another call)

1. Press the **Applications** button .
2. Select **Call History**, using the **Select** button in the middle of the Navigation bar .
3. If you phone has two lines, select **All Lines** or the line that you want to view.
4. Highlight a call record.
5. If you need to edit the displayed number, press the **more** softkey and **EditDial** followed by << or >>.
6. Select the call you want to dial and do one of the following:
 - Press the **Call** softkey.
 - Press the line key.
 - Pick up the handset.
 - Press the speakerphone or headset button.

Accessing your personal directory:

1. Press **Contacts** button .
2. Select **Personal Directory**. (Use the **Navigation** bar  and **Select** button in the middle of the Navigation bar to scroll and select.)
3. Enter your **UserID** (your NetID). Use the Navigation bar to scroll to **PIN** and enter 123456 (if login requested).
4. Press **Submit**.
5. Select **Personal Address Book**.

To add a new entry

- 1) Select **Personal Address Book**.
- 2) Press **Submit** to access the Search Page.
- 2) Select **More**, then **New**.

Speed dial or Abbreviated Dial Instructions:

To program a Speed Dial button or Abbreviated number for your telephone:

1. Login to your User Options Web page: <https://130.132.43.140/ccmuser/showHome.do>
2. Enter Username: (your NetID)
3. Enter Password: (your NetID password)
4. Choose **User Options > DEVICE**
5. If more than one telephone is assigned to you, select a phone from the Name drop-down menu.
6. Select **Speed Dials**.
 - If you have an available speed dial button on your telephone, follow these instructions to program this button:
 1. Enter the telephone number in the Speed Dial Settings **Number** field (just as you would dial it: 2-2042, 97774647)
 2. Enter the associated name (Alice, XYZ Company) in the **Label** field
 - To program a telephone number for abbreviated dialing,
 1. Enter the telephone number in the Abbreviated Dialing Settings **Number** field (just as you would dial it: 2-2042, 97774647)
 2. Enter the associated name (Alice, XYZ Company) in the **Label** field

7. When you are finished entering the telephone numbers and labels, click **Save**
8. Under **Status** see: Update successful
9. Logout (top right of the screen)

To Place a Call from a Speed Dial button, while on-hook press the associated speed dial button on the phone.

To Place a Call, using an Abbreviated dialing code, while on-hook enter the Abbreviated Dialing code and press the **SpeedDial** softkey.

Changing phone settings

The **Volume** bar is located to the left of the keypad.

Adjust the volume level for a call

- Press the **volume** bar up or down during a call or after invoking a dial tone. This action adjusts the volume for the handset, speakerphone, or headset, depending on which device is in use.



Adjust the volume level for the phone ringer

- Press the **Volume** bar up or down while the handset is in the cradle. The new ringer volume is saved automatically.



To silence the phone when ringing

- Press the Volume bar down one time (pressing multiple times lowers the ringer volume).

Change the ring tone


1. Press **Applications** button 
2. Select **Preferences** (Use the **Navigation** bar  and round **Select** button to scroll and select.)
3. Select **Ringtone**.
4. If necessary, select a line.
5. Scroll through the list of ringtones and press **Play** to hear a sample
6. Press **Set** and **Apply** to save a selection.

Customizing the phone screen

1. Press **Applications** button .
2. Select **Preferences** (Use the **Navigation** bar  and round **Select** button to scroll and select.)
3. Select **Contrast**
4. If necessary, select a line.
5. Press the **Navigation** bar up or down.
6. Press the **Save** softkey.

Accessing voice messages

To access voice messages from your telephone

- Press the **Messages** button .
- From an off campus location, dial 432-8000 or 785-7777 enter your mailbox number, then press * and enter your passcode.
- If calling from a Yale telephone (other than your own) that has a voice mail box, while hearing "Hello" and the name of the mailbox owner, press *, enter your mailbox number, then press * again. After hearing "Hello, (Your Name)," enter your passcode.

Set up and personalize your voice message service

Press the **Messages** button  and follow the voice instructions.

If a menu appears on your screen, choose an appropriate menu item.

Voice Mail Message Indication

The light strip at the top of the handset stays lit if there is a new voice mail message.

Note: For detailed information, refer to the **Yale Voice Mail User Guide** at <http://www.yale.edu/its/telecom/voicemailguide.html>