








# Common Phone Tasks

Place a call	Go off-hook before or after dialing a number.
Redial a number	Press <b>Redial</b> .
Switch to handset during a call	Pick up the handset.
Switch to speaker or headset during a call	Press  or  , then hang up the handset.
Mute and un-mute a call	Press  .
View call history	Press  > <b>Call History</b> .
Hold and resume a call	Press  , to hold. Press <b>Resume</b> to resume the held call.
Transfer a call to new number	Press  , enter the number, then press it again.
Place an intercom call	Press the <b>Intercom</b> button, then enter a number if necessary. Speak after you hear the tone.
Start a standard conference call	Press  , dial the participant, then press it again.
Silence the ring for an incoming call	Press the <b>Volume</b> button down once.



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## QUICK REFERENCE





# Cisco Unified IP Phone 6921, 6941, and 6961 for Cisco Unified Communications Manager 7.1 (SCCP)









- Softkeys
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# Softkeys

All Calls	Lists all missed, placed, and received calls.
Answer	Answer a call.
Apply	Confirm a ringtone selection.
Call	Initiate a call.
Callback	Receive notification when a busy extension becomes available.
Cancel	Cancel an action or exit a screen without applying changes.
Clear	Clear all values.
Delete	Delete an entry from Call History.
Del Call	Delete a call from Call History.
Details	Opens the Details for a multiparty call in the Missed, Placed, and Received Call records.
Dial	Dial a selected number.
Divert	Send or redirect a call to voicemail or to a predetermined phone number.
Edit	Modify a name or email address.
EditDial	Modify a number.
Exit	Return to the previous screen.
Fwd All/Fwd OFF	Setup/cancel call forwarding.
GPickup	Answer a call that is ringing in another group or on another line.
Log Out	Sign out of Personal Directory.
Meet Me	Host a Meet Me conference call.
Missed	Open the record of missed calls.
more	Display additional softkeys.











New Call	Make a new call.
OK	Confirm a selection.
OPickup	Answer a call that is ringing in an associated group.
Park	Store a call.
Play	Play ringtone.
PickUp	Answer a call that is ringing on another phone in your group.
Redial	Redial the most recently dialed number.
Remove	Remove a conference participant or an entry.
Resume	Resume a call on hold.
Save	Save the chosen settings.
Search	Search for a directory listing.
Select	Select the highlighted option.
Set	Set a ringtone.
Submit	Enter user information.
Swap	Toggle between two existing calls.
Update	Update an entry in Personal Directory.
>>	Move through entered characters.
	Backspace to delete characters.
	Back.

## Phone Screen Icons










	Off-hook
	On-hook
	Connected call
	Incoming call
	Missed call
	Received call
	Placed call
	Call on hold

## Feature Icons

(If available on your phone)

	Message waiting
	Shared line in use
	Speed dial line
	Line Status indicator-monitored line is in-use
	Line Status indicator-monitored line is idle
	Line Status indicator-monitored line is ringing (Call Pickup only)
	Line Status indicator-monitored line is in do not disturb (DND)
	Idle intercom line
	One-way intercom call (whisper)
	Two-way intercom call (connected)

## Buttons

	Applications
	Contacts
	Messages
	Transfer
	Hold
	Conference
	Volume
	Speakerphone
	Mute
	Headset
	Navigation bar and Select button

For the *Cisco Unified IP Phone Quick Start Guides*, go to this URL:

[http://www.cisco.com/en/US/products/ps10326/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps10326/products_user_guide_list.html)