

## Reference Guide for the Cisco 6900 Series Phones

### Overview of a Cisco Phone - Model Depicted is a 6941:

**Handset Light Strip:** Flashes to indicate an incoming call or Solid to indicate new voicemail message(s).

**Display area:** During a call, displays details for an active line. If not on a call, displays text label and other information such as placed calls, speed dials, and phone menu listings.

**Programmable Buttons:** (Quantity varies by model)

Buttons can be configured as Phone Line(s), Speed-dial, Busy Lamp Field (BLF), or Features.

Button lights when active or flashes when on-hold or ringing in green, amber or red to indicate status.

**Soft Keys:** Display shows available features or actions that correspond to Soft Key Buttons.

**Header Line:** Displays Date, Time & Directory Number

**Contacts:** Opens/closes the Directories menu. Use it to access Personal and Corporate Directories.

**Applications Menu:** Opens/closes menu.

Use it to access call history, user preferences, phone settings, and phone model information.

**Voicemail Button:** Autodials voicemail system.

**Volume Control:** Tap bar to Increase/Decrease volume.

Independently Controls the Volume of what you hear, not what you say while using:

- Handset and Headset (*adjust while off-hook*)
- Speaker volume (*adjust while off-hook*)
- Ringer volume (*adjust while on-hook*)

**Mute:** On/Off. When light is on, microphone is muted.

**Speakerphone:** On/Off. When Light is on, speaker on.

**Transfer Button**

**Conference Button**  
Maximum of 8 Parties

**Hold Button**

**Navigation Bar with Select Button:**

Use to scroll through menus and highlight items.

When phone is on hook:

- UP Arrow - Displays phone numbers from your Placed Call List.
- DOWN Arrow - Displays Speed Dial List.

The **Select** button (middle) allows you to select a highlighted item.

**Headset Button:** On / Off. Button lights when headset is on.



## Reference Guide for the Cisco 6900 Series Phones

*Including Cisco Models: 6921, 6941, and 6961*

<u>How To</u>	<u>Directions</u>	<u>Notes</u>
<b><u>INTERNAL CALL</u></b> <i>(On-Net)</i>	Lift handset, <b>Dial Phone Number</b> <i>(See Notes)*</i>	<i>* Pending Location: 7 or 10 Digits may be required – See your System Administrator.</i>
<b><u>EXTERNAL CALL</u></b> <i>(Off-Net)</i>	Lift handset, <b>Dial Phone Number</b> . <b><u>Local calls:</u></b> Dial Phone Number <i>(See Notes)*</i> <b><u>Long distance:</u></b> 1 + Area Code + 7-digits	<b><u>NO Access Code Required.</u></b>  <i>* Pending Location: 7 or 10 Digits may be required – See your System Administrator.</i>
<b><u>Place a Call</u></b>	<b><u>Use One of the Following Methods:</u></b> A. Lift the <b>Handset</b> , and dial a number. B. Press the <b>“Speaker”</b> button, and dial number. C. <b>While on an active call</b> , a 2 <sup>nd</sup> call may be made, press the <b>“Hold”</b> Button to hold 1 <sup>st</sup> call. Press the <b>“New Call”</b> Soft Key, hear dial-tone, dial <b>number</b> . D. <b>Pre-dialing:</b> With handset in cradle, use the dial-pad to dial digits, press the <b>“Call”</b> Soft Key to dial.	<b><u>To Correct a Dialing Error:</u></b>  <i>Press the <b>backspace “&lt;X”</b> Soft Key to erase previous digit(s), and then enter the correct digit(s).</i>
<b><u>Soft Keys</u></b>	The display is dynamic and changes according to the phone state. Available features appear across the bottom of your display (Soft Key Labels). To use these features, press the corresponding Soft Key Button located directly below the desired feature.	<i>To view additional features press the <b>“More”</b> Soft Key.</i>
<b><u>Navigation Bar</u></b> <i>(with Select Button)</i>	Navigation Bar scrolls through menus by pressing up or down arrows.  When <b>handset is on-hook:</b> Press <b>UP Arrow</b> to display phone numbers from your <b>Placed Call Log</b> , or press the <b>DOWN Arrow</b> to view <b>Speed Dial List</b> .	<i>Use center <b>“Select”</b> button to choose the highlighted display item.</i>
<b><u>Hold and Resume</u></b>	<b><u>To Hold:</u></b> While connected, press the <b>“Hold”</b> Button.  <i>Note display icon indicating the call is on Hold (paused).</i> <b><u>To Resume:</u></b> Press the <b>“Resume”</b> Soft Key, or the <b>Blinking Line Button</b> to return to the call.	<i><u>More than one call on Hold:</u> Use the <b>Navigation Bar to Highlight the call</b> then press <b>Resume</b>.</i>
<b><u>Call Waiting</u></b>	While on a call, a call waiting tone (single beep) is heard, the display will briefly provide call information of 2 <sup>nd</sup> incoming caller and the line button will flash.  <b><u>To Answer 2<sup>nd</sup> Call or Toggle between calls:</u></b> Press the <b>Blinking Line button</b> . <i>(1<sup>st</sup> call is automatically put on hold)</i>	<b><u>To End a call:</u></b> While connected (highlighted in display), press the <b>“End”</b> Soft Key or hang-up.

<b><u>How To</u></b>	<b><u>Directions</u></b>	<b><u>Notes</u></b>
<b><u>Transfer</u></b>	<ol style="list-style-type: none"> <li>1. While connected to call, press “<b>Transfer</b>” button. Call is automatically placed on-hold, a new line is automatically activated and dial-tone will be heard</li> <li>2. Dial the <b>Number</b> you want to transfer the call to.</li> <li>3. While phone rings on other end you can do either: <ol style="list-style-type: none"> <li>a. <b><u>A Supervised Transfer (preferred):</u></b> Wait on the line to <b>Announce the call</b>, then press “<b>Transfer</b>” (Soft key or fixed button) to connect the two callers.</li> <li>b. <b><u>Unsupervised Transfer:</u></b> Press “<b>Transfer</b>” button again.</li> </ol> </li> </ol>	<p>Use the “<b>Swap</b>” Soft Key to toggle between 2 calls prior to completing the Transfer.</p> <p><b><u>To Cancel a Transfer:</u></b> Press the <b>blinking line</b> button to reconnect to caller.</p> <p><b>OR</b></p> <p><b><u>To Cancel the Transfer and return to original call:</u></b> Press “<b>Cancel</b>”, then “<b>Resume</b>” Soft keys.</p>
<b><u>Conference Call</u></b>	<ol style="list-style-type: none"> <li>1. While connected to a call, press the “<b>Conference</b>” button. The call is automatically placed on-hold, a new line is activated and dial-tone is heard</li> <li>2. Dial <b>Number of 2<sup>nd</sup> party</b> – Wait for 2<sup>nd</sup> call to connect, Announce Conference.</li> <li>3. Press “<b>Conference</b>” Fixed button or Soft Key to add the party to the conference call.</li> </ol>	<p>Use the “<b>Swap</b>” Soft Key to toggle between 2 calls prior to adding to the conference.</p> <p>Repeat steps to conference up to <b>8 parties (including you)</b>.</p>
<b><u>Call Forward</u></b>	<p><b><u>To Activate Call Forward:</u></b></p> <ol style="list-style-type: none"> <li>1. Press “<b>Fwd ALL</b>” Soft key,</li> <li>2. Enter desired <b>Number</b>.</li> </ol> <p><b><u>To Cancel:</u></b> Press “<b>Fwd All</b>” Soft Key.</p> <p><b><u>To Call Forward All calls to Voicemail (Optional):</u></b></p> <ol style="list-style-type: none"> <li>1. Press “<b>Fwd ALL</b>” Soft key</li> <li>2. Press the “<b>Messages</b>” Button Display status: “TO XXXXXXXX”</li> </ol> <p><b><u>To Cancel Call Forward to Voicemail:</u></b> Press “<b>Fwd OFF</b>” Soft key</p>	<p>After Call Forward is turned off, the display will briefly display a status message: “Call Forwarding is off”</p> <p>(Optional) If you have voicemail messages, the red light strip on the handset will be lit and there will be a message icon in the line display.</p>
<b><u>Divert</u></b> <i>(Optional Feature)</i>	<p>Divert sends an active or ringing call to voicemail.</p> <p><b><u>To Use:</u></b> Press the “<b>Divert</b>” Soft Key</p> <p><b><u>When Diverting a 2<sup>nd</sup> Call:</u></b> Press “<b>Divert</b>”, then <b>highlight desired call</b>, then press “<b>Divert</b>” again.</p>	<p><b>NOTE:</b> Pressing “<b>Divert</b>” while connected to a call, will send active call to voicemail.</p>
<b><u>PickUp</u></b> <i>(Optional Feature)</i>	<p>When an extension within your pre-programmed pick-up group is ringing, a short notification ring (optional) and a display message appears.</p> <p><b><u>To answer a call in your Pick-Up Group:</u></b> <b>Lift handset;</b> press the “<b>PickUp</b>” Button. You are connected to the incoming call.</p>	<p>It may be necessary to press the “<b>more</b>” Soft key to view the “<b>PickUp</b>” Soft key.</p> <p>See your System Administrator for PickUp Group Information.</p>

<b><u>How To</u></b>	<b><u>Directions</u></b>	<b><u>Notes</u></b>
<p><b><u>Speed Dial</u></b> <i>(Abbreviated Dial)</i></p>	<p><b><u>To Dial a Speed Dial Code:</u></b></p> <ul style="list-style-type: none"> <li>• <b>With the Handset in the cradle:</b> <ol style="list-style-type: none"> <li>1. Using the dial pad, enter Speed Dial <b>Code(1-99)</b></li> <li>2. Press the “<b>SpeedDial</b>” Soft Key</li> </ol> </li> <li>• Press the <b>Navigation Bar Arrow DOWN</b> to view the Speed Dial Code List.</li> <li>• <b>With the handset lifted:</b> <ol style="list-style-type: none"> <li>1. Press the “<b>SpeedDial</b>” Soft Key,</li> <li>2. Using the dial pad, enter Speed dial <b>Code (1-99)</b></li> <li>3. Press “<b>SpeedDial</b>” Soft key again.</li> </ol> </li> </ul>	<p><i>Pending phone configuration, Speed Dials may be programmed on a line button (press button to dial number) or used by dialing a code.</i></p> <p><i>Speed Dials must be pre-programmed – See your System Administrator.</i></p>
<p><b><u>Applications Menu</u></b></p> <ol style="list-style-type: none"> <li>1. Call History</li> <li>2. Preferences <ol style="list-style-type: none"> <li>1. Ringtone</li> <li>2. Contrast</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Call History</b></li> <li>A. <b><u>To View Call History of All Calls or Missed Calls:</u></b> <ol style="list-style-type: none"> <li>1. Press the “<b>Applications</b>” button</li> <li>2. Highlight “<b>Call History</b>”, press “<b>Select</b>” button <i>(If Applicable)</i> Select “<b>All Lines</b>” or navigate to the line you want to view, and then “<b>Select</b>”.</li> <li>3. Press “<b>All Calls</b>” or “<b>Missed Calls</b>” Soft Key to choose list to be viewed.</li> <li>4. Use <b>Navigation Bar</b> to scroll through list.</li> <li>5. <b>Soft keys</b> provide choices: <ul style="list-style-type: none"> <li>• “<b>Call</b>” – to dial the number <i>(if available)</i></li> <li>• “<b>Details</b>”- to view call info</li> <li>• “<b>Clear</b>” - entire call history</li> <li>• “<b>Edit Dial</b>” - make changes to number</li> <li>• “<b>Delete</b>” - specific call from the history log.</li> </ul> </li> <li>6. Press the “<b>return arrow</b>” Soft Key to back-up a menu level</li> <li>7. Press “<b>Exit</b>” Soft Key to exit the menu</li> </ol> </li> <li>B. <b><u>To View PLACED Calls Log:</u></b> Handset on-hook, press <b>Navigation Bar Arrow UP</b> to view <b>Placed Calls</b></li> <li>2. <b>Preferences:</b> <ol style="list-style-type: none"> <li>1. Select <b>Ringtone</b> to change ring type, scroll list, “<b>Play</b>”, “<b>Set</b>”, then “<b>Apply</b>” the change .</li> <li>2. Select <b>Contrast</b>; use the Navigation Bar arrows to adjust the display lighter/darker.</li> </ol> </li> </ol>	<p><i>“All Call” history is a combination of Received &amp; Placed calls.</i></p> <p><i>The Call Icon shows the type of call and the list is ordered by time -recent to oldest.</i></p> <p><i>Calls for the same caller ID &amp; phone number are grouped together only when they occur in chronological order and do not have calls associated.</i></p> <p><i>“Details” of a call record include, when available:</i></p> <ul style="list-style-type: none"> <li>• Called number</li> <li>• Calling number</li> <li>• Time &amp; Date of call</li> </ul>
<p><b><u>Contacts</u></b></p> <ol style="list-style-type: none"> <li>1. Personal Directory</li> <li>2. Corporate Directory</li> </ol>	<p><b><u>To Access the Contacts Menu:</u></b></p> <ol style="list-style-type: none"> <li>1. Press the “<b>Contacts</b>” Button</li> <li>2. Use <b>Navigation bar</b> to scroll, highlight <b>Personal Directory or Corporate Directory</b>.</li> <li>3. Press “<b>Select</b>” button to choose</li> </ol> <p><i>Use Navigation Bar to Scroll thru search choices (first or last Name, Nickname or Number where applicable).</i></p>	<p><i>See your System Administrator for your User ID &amp; Pin for access to the Personal Directory.</i></p>

Questions: [www.its.ny.gov/telecommunications](http://www.its.ny.gov/telecommunications) or (518) 486 – 4000 Option 1