

Overview of a Cisco Phone

Model depicted is a 6941

Handset Light Strip
Flashes to indicate an incoming call, or Solid to indicate new voice mail message(s).

Soft Keys
Displays available features or actions that correspond to Soft Key buttons.

Contacts
Opens/Closes the Directories menu.
Use to access personal and corporate directories.

Applications Menu
Opens/Closes menu
Use to access call history, user preferences, phone settings, and phone model information.

Voice Mail Button
Autodials voice mail system

Volume Control
Tap bar to increase/decrease.
Independently controls incoming volume, not outgoing volume:

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

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, and phone menu listings.

Header Line
Displays date, time, & directory number

Programmable Buttons
Quantity varies by model
Buttons can be configured as Phone Line(s), Busy Lamp Field (BLF), or Features
Button lights when active or flashes when on-hold or ringing green, amber or red to indicate status.

Transfer Button

Conference Button
Maximum of 4 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 list of all calls.

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

Mute On/Off
Button lights when microphone is muted.

Speaker Phone On/Off
Button lights when speaker is on.

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



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Reference Guide for Cisco 6900 Series Phones

How To...	Directions...
Place a Call	<p>Internal and External:</p> <ol style="list-style-type: none"> 1. Lift handset or press the Speaker button. 2. Dial the 10-digit number. <p>To make a second call:</p> <ol style="list-style-type: none"> 1. While on active call, press Hold soft key to hold first call. 2. Press New Call soft key. After dial tone, dial 10-digit number. <p>To pre-dial:</p> <ol style="list-style-type: none"> 1. With handset on-hook, dial the 10-digit number. 2. Press the Dial soft key, and pick up the handset. <p>To correct a dialing error, press the < (backspace) soft key to erase.</p>
Soft Keys	<p>The display is dynamic and changes according to your phone activity. Available features appear across the bottom of your display in groups of four. These features are soft key labels. The phone may have more than four available features. To view additional features, press the More soft key. To use these features, press the corresponding soft key located directly below the features.</p>
Navigation Bar (with Select button)	<p>The Navigation Bar allows scrolling through menus by pressing up or down arrow.</p> <p>When handset is on-hook, press UP arrow to display phone numbers from your Placed Call log, or press the DOWN arrow to view a listing of calls.</p> <p>Use center Select button to choose the highlighted display item.</p>
Hold and Resume 	<p>To Hold: While connected, press the Hold button. Note the display icon indicating the call is on hold (paused).</p> <p>To Resume: Press the Resume soft key, or the Blinking Line button to return to the call.</p> <p>More than one call on hold: Use the Navigation Bar to highlight the call. Then, press Resume.</p>
Call Waiting	<p>While on a call, a call waiting tone (single beep) is heard. The display will briefly provide call information of second incoming caller, and the line button will flash.</p> <p>To answer second call or toggle between calls, press Blinking Line button. First call automatically put on hold.</p> <p>To end a call: While connected (highlighted in display), press the End soft key or hang up.</p>
PickUp	<p>To answer call in Your PickUp group:</p> <ol style="list-style-type: none"> 1. Lift handset. 2. Press PickUp soft key to be connected to the incoming call: <ol style="list-style-type: none"> a. To answer call, press Answer soft key. b. To divert to your voicemail, press Divert soft key. c. To send call back to original called number, let call ring.

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How To...	Directions...
Transfer 	<ol style="list-style-type: none"> While connected, press Transfer button. Call is automatically placed on hold. A new line is automatically activated, and a dial tone is heard. Dial the number to which you want to transfer. While second line is ringing, you may perform either: <ol style="list-style-type: none"> Supervised Transfer (preferred): Wait on line to announce the call. Then press Transfer (soft key or fixed button) to connect the two callers. Unsupervised Transfer: Press Transfer button again. <p>Use the Swap soft key to toggle between two calls prior to completing the transfer.</p> <p>To cancel a transfer, press the Blinking Line button to reconnect to caller. To cancel and reconnect to original call, press Cancel, and then Resume soft keys.</p>
Transfer to Unity Voice Mail	<p>To Transfer a call directly to Unity Voice Mail:</p> <ol style="list-style-type: none"> While connected, press Transfer soft key. Dial * and the 10-digit number where the call should be transferred. Press Transfer soft key.
Conference Call 	<ol style="list-style-type: none"> While connected, press Conference button. Call is automatically placed on hold. A new line is automatically activated, and a dial tone is heard. Dial 10-digit number of second party. Wait for second call to connect, and announce conference. Press Conference (soft key or fixed button) to add party to the conference call. To drop the last call and return to the conference, press the flashing line button. <p>Use the Swap soft key to toggle between two calls prior to adding to the conference. Repeat steps to conference up to four parties, including you.</p>
Call Forward	<p>To activate:</p> <ol style="list-style-type: none"> Press FwdALL soft key, and dial the 10-digit number. To cancel, press FwdOFF soft key. <p>To forward all calls to voice mail (optional):</p> <ol style="list-style-type: none"> Press FwdALL soft key. Press Messages button. To cancel forwarding to voice mail, press FwdOFF soft key. <p>After Call Forward is turned off, the display will briefly display the status message, "Call Forwarding is off."</p>
Abbreviated/Speed Dial	<p>All Abbreviated/Speed Dial configuration MUST be done via the Self Care Portal.</p> <p>To use a Speed Dial code:</p> <ol style="list-style-type: none"> With the handset down, enter the Abbreviated/Speed Dial code. Press the AbbrDial soft key. Lift handset.
Divert	<p>Diverts sends a call to voice mail. Press Divert soft key.</p>

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How To...	Directions...
<p>Applications</p> 	<p>Call History To view Call History:</p> <ol style="list-style-type: none"> 1. Press the Applications button. 2. Highlight Call History, and press Select button or dial digit. 3. Use Navigation Bar to scroll though list. Soft Keys provide the following choices: <ol style="list-style-type: none"> a. Call: Use to dial the number, if available. b. Details: View call information. c. Clear: Clears entire call history. d. Edit Dial: Make changes to number. e. Delete: Delete specific call from the history log. 6. Press the Exit soft key to exit the menu. <p>To view Placed Calls Log: With handset on-hook, press Navigation Bar Arrow UP.</p> <p>Preferences</p> <ol style="list-style-type: none"> 1. Press the Applications button. 2. Use the Navigation Bar to highlight Preferences. 3. Press Select soft key. 4. Select Ringtone to change ring type. Scroll through list, Play, Set, and then Apply the change. 5. Select Contrast. Use the Navigation Bar arrows to adjust the display lighter or darker. <p>All Call history is a combination of Received and Placed calls. The Call icon shows the type of call. The list is sorted by time (recent to oldest). Calls for the same caller ID and phone number are grouped together only when they occur in chronological order and do not have calls associated.</p> <p>Details of a call record include, when available:</p> <ul style="list-style-type: none"> • Called number • Calling number • Time of day
<p>Contacts</p> 	<p>To Access the Contacts Menu:</p> <ol style="list-style-type: none"> 1. Press Contacts button. 2. Use the Navigation Bar to scroll, highlight Personal Directory or Corporate Directory. 3. Press Select button to choose. <p>Use Navigation Bar to scroll through search choices (first/last name, nickname, or number, where applicable). See your System Administrator for your user ID and PIN, to access the Personal Directory. Personal Directories must be created in the Self Care Portal. See Self Care Portal User Guide for more information.</p>
<p>Park</p>	<p>To Park a call and for retrieval at another phone:</p> <ol style="list-style-type: none"> 1. While on active call, press the Park soft key. The LCD screen displays the call park number (i.e. *XXXX). 2. Make a note of the number and hang up. Call will time out in 120 seconds and ring back to original phone. <p>To retrieve a parked call from any phone, dial * and the 4-digit number.</p>