













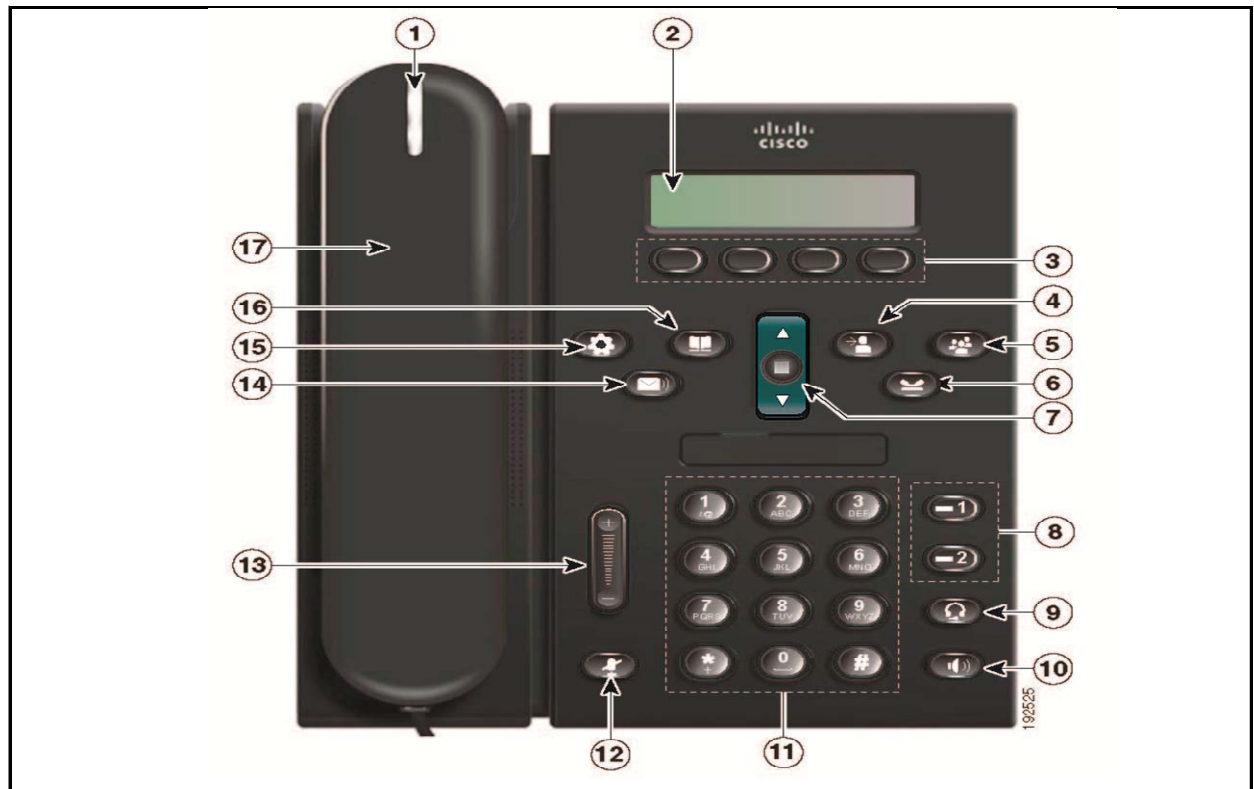


Common Phone Tasks	
Place a call	Go off-hook before or after dialing a number
Redial a number	Press <b>Redial</b> .
Hold/Resume a call	Press <b>Hold</b>  or <b>Resume</b> .
Forward Phone	Press <b>Fwd All</b> , enter 4-digit ext number, or press the  button to forward to voicemail.
Transfer a call	Press  , dial the number, then press  again.
Conference Call	Press  , dial the participant, then press  again.
Call Pickup	Lift the handset, press <b>more</b> >, <b>PickUp</b>
Use your call logs	Press  , <b>Call History</b> to access your directories. Highlight the call and then lift handset.
	Off-hook
	On-hook
	Incoming call
	Missed call
	Received call
	Placed call
	Call on Hold



1	Handset light strip	Indicates an incoming call or new voice message.
2	Phone screen	Shows phone features
3	Softkey	Each button activates the softkey option displayed on your phone screen.
4	Transfer	Transfers a call
5	Conference	Creates a conference call.
6	Hold button	Places active call on hold.
7	Navigation bar and Select	Allows you to scroll through menus and highlight items. When phone is off-hook, displays your Placed Calls log.
8	Line 1 and Line 2 buttons	Line 1 selects the primary phone line, line 2 can be secondary phone line, or speed-dial
9	Headset	Toggles the headset on or off
10	Speakerphone	Toggles the speakerphone on or off.
11	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
12	Mute	Toggles mute feature on and off
13	Volume	Controls the handset, headset and speakerphone volume when off hook and the ringer volume when on hook
14	Messages	Autodials Voicemail
15	Applications	Opens/closes the Applications menu. Use it to access call history, user preferences and phone settings.
16	Contacts	Opens/closes the Directories menu.
17	Handset	Phone handset

## Softkey Definitions

<b>All Calls</b>	Lists all missed, placed and received calls
<b>Answer</b>	Answer a call
<b>Apply</b>	Confirm a ringtone selection
<b>CallBack</b>	Receive notification when a busy extension becomes available
<b>Cancel</b>	Cancel an action or exit a screen without applying changes
<b>Clear</b>	Delete records or settings
<b>Delete</b>	Remove characters to the right of the cursor
<b>Details</b>	Opens the Details of a call record in the Directories logs
<b>Dial</b>	Dial a phone number
<b>Divert</b>	Send call directly to voicemail
<b>EditDial</b>	Edit a number in a call log
<b>EndCall</b>	Disconnect the current call
<b>Exit</b>	Return to the previous screen
<b>Fwd All/Fwd OFF</b>	Setup/cancel call forwarding
<b>more</b>	Display additional softkeys
<b>NewCall</b>	Make a new call
<b>PickUp</b>	Answer a call within your group
<b>Redial</b>	Redial the most recently dialed number
<b>Remove</b>	Remove a conference participant
<b>Search</b>	Search for a directory listing
<b>Transfer</b>	Transfer a call
<b>Update</b>	Refresh content on screen
>>	Move through entered characters
⌫	Backspace to delete characters
↶	Back Button

## 911 Calls and Location Enforcement

Your phone will prompt you to enter the location of your phone. It is very important you enter this information as accurately as possible; this information is provided to the campus police when your phone dials 911. If you need help entering this information, please visit [www.umkc.edu/is/nt/ip911.asp](http://www.umkc.edu/is/nt/ip911.asp).

## Cisco IP Phone 6921 Quick Reference User Guide



UMKC Information Services  
[www.umkc.edu/is](http://www.umkc.edu/is)



If you need further assistance, please call the  
Telecommunications Help Line at  
**816-235-1595**