**Quick Reference**

Cisco Unified Communications Manager Express Quick Reference Card for Cisco Unified IP Phones 6921 and 6941

Quick reference is intended for Cisco Unified IP phone users who are already familiar with their phones. For details on your phones and features, see the user guide.

**Note** Because of differences in phone models and features, not all procedures and soft keys described here apply to all phones.

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**Using the Quick Reference Card**
- Complete numbered items in sequence.
- Choose only one bulleted item.
- Bold terms identify soft keys.

**Place a Call**
- Lift handset and dial number.
- Dial number and then lift the handset.

**Transfer a Call**
1. Press **#** button.
2. Dial “transfer to” number.

**Answer a Call**
- Lift the handset.
- If you are using a headset, press **Speaker**.
- If you are using the speakerphone, press **Speaker**.

**End a Call**
- Hang up.
- If you are using a headset, press **EndCall** soft key.
- If you need to end a speakerphone call, press **EndCall** or **Speaker** soft key.

**Redial a Number**
- Lift the handset, press **Redial** soft key.
- If you are using a headset, press **EndCall** soft key.

**Hold a Call**
- Press **Hold** button.

**Retrieve**
- Press the **Resume** soft key or the flashing green line button.
- If your phone supports multiple lines, you can use line buttons to swap between holding and active calls.

**Transfer to Call**
- Press **Call Forwarding**.
- Dial the number to which you want to forward all calls.

**Consultative Transfer**
1. Press **Transfer** button.
2. Dial “transfer to” number.
3. Wait for answer and announce caller.
4. Press **Transfer** button to transfer the call.

**Call From Contacts**
- For Personal Directory, enter the User ID and PIN. Press the **Dial** soft key or the flashing green line button to place the call.
- For Corporate Directory, use the **Call From Contacts** soft key or the flashing green line button.

**Transfer to Voice Mail**
- Press **TrnsVM** soft key.

**Cancel Transfer**
- Press **Cancel** soft key.

**Place a Conference Call**
1. During a call, press **Conference** button to open a new line and put first party on hold.
2. Place a call to another number.
3. When call connects, press **Conference** again to add new party to existing call with first party.

**End a Conference Call**
- Hang up handset.
- Press **Cancel** soft key.

**Meet-Me Conference Call**
1. Obtain Meet-Me phone number from your system administrator.
2. Distribute number to participants.
3. Press **MeetMe** soft keys.
4. Dial Meet-Me conference number. Participants can now join by dialing in.
5. To end a Meet-Me conference, all participants must hang up the handset or press the **Cancel** soft key.

**Call Forwarding**
- Press **Fwd Off** soft key to cancel call forwarding.

**Speed Dial**
1. Press **SpeedDial** soft key.
2. Enter the pre-configured speed-dial code and then press the **SpeedDial** soft key.

**Set up a Call Back Notification**
1. Press **Callback** soft key while listening to the busy tone or ring sound.
2. A confirmation screen displays on the phone.
3. Press the **Exit** soft key to return to the main screen, if desired.
4. Your phone alerts you when the line is free.
5. Press the **Redial** soft key to place the call again, if desired.

**Call From Contacts**
1. Press the **SpeedDial** button.
2. Press **1** to highlight **Personal Directory** or **2** to highlight **Corporate Directory** and then press the **Select** button.
3. For **Personal Directory**, enter the User ID and PIN. Press the **Submit** soft key or press **Cancel** to return to exit.
4. For **Corporate Directory**, use the **Navigation** bar to select any of these criteria to search for a coworker:
   - **First name**
   - **Last name**
5. Use your keypad to enter the information, then press the Search soft key.

6. To dial, do any of these tasks:
   - Press the Call soft key.
   - Press the Select button on the Navigation bar.
   - Press a line button.
   - Press the button.
   - Press the soft key.
   - Pick up the handset.

**Call History**

**View Call History**

1. Press the Applications button.
2. Select Call History. (Use the Navigation bar and button to scroll and select.)
3. Select All Lines or the line that you want to view.
4. Press the Exit soft key to return to the Call History screen.

**View Call Record Details**

1. Press the Applications button.
2. Select Call History. (Use the Navigation bar and button to scroll and select.)
3. Select All Lines or the line that you want to view.
4. Select a call record and press the Details soft key (you may need to press the more soft key first).
5. Press the Back soft key to return to the Call History screen.

**Filter Call History**

1. Press the Applications button.
2. Select Call History. (Use the Navigation bar and button to scroll and select.)
3. Select All Lines or the line that you want to view.
4. Highlight the call you want to edit.
5. Press the EditDial soft key (you may need to press the more soft key first).
6. Press the Forward Arrow soft key to move the cursor to the right and press the Backward Arrow soft key to move the cursor to the left.
7. Press the Back Delete soft key to delete numbers.
8. Press the Dial soft key to dial the edited number.
9. Press the Back soft key to return to the Call History screen.

**Clear Call History**

1. Press the Applications button.
2. Select Call History. (Use the Navigation bar and button to scroll and select.)
3. Select All Lines or the line that you want to view.
4. Press the Clear soft key (you may need to press the more soft key first).
5. Press the Delete soft key to delete the Call History screen, or press the Cancel soft key to go back to the Call History screen.

**List of Soft Keys**

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;&lt; X</td>
<td>Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.</td>
</tr>
<tr>
<td>Answer</td>
<td>Answers an incoming call.</td>
</tr>
<tr>
<td>Callback</td>
<td>Notifies callers that the called line is free.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels the last selection.</td>
</tr>
<tr>
<td>Fwd All</td>
<td>Forwards all calls.</td>
</tr>
<tr>
<td>Conf</td>
<td>Connects callers to a conference call.</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes selected item.</td>
</tr>
<tr>
<td>DND</td>
<td>Enables and disables the Do-Not-Disturb feature.</td>
</tr>
<tr>
<td>EditDial</td>
<td>Selects a number and activates the cursor for editing.</td>
</tr>
<tr>
<td>EndCall</td>
<td>Ends the current call.</td>
</tr>
<tr>
<td>Exit</td>
<td>Exits from the current selection or screen.</td>
</tr>
<tr>
<td>GPickUp</td>
<td>Selectively picks up calls to a phone number that is a member of a pickup group.</td>
</tr>
<tr>
<td>Hold</td>
<td>Places an active call on hold. Resumes a held call.</td>
</tr>
<tr>
<td>Message</td>
<td>Dials the local voice-mail system.</td>
</tr>
</tbody>
</table>

**Soft Key**

- **more** Scrolls through additional soft key options (for example, use the more soft key to locate the Number soft key).
- **Mute** Toggles muting on and off.
- **NewCall** Opens a new line on the speakerphone to place a call.
- **Ok** Confirms the selection.
- **Park** Forwards calls to a location from which the call can be retrieved by anyone in the system.
- **PickUp** Selectively picks up calls to another extension.
- **Play** Plays the ring sound sample.
- **Redial** Redials the last number dialed.
- **Resume** Returns to an active call.
- **Save** Saves the last change.
- **Search** Initiates a search in the local directory.
- **To VM** Diverts call to user’s voicemail.
- **Update** Updates the caller list.