Call History
Call History allows you to view information about the last 150 calls on your phone. A call icon is displayed to indicate the type of call: Received, Placed or Missed.
The caller ID is displayed with the call icon. If the caller ID is unavailable, then the phone number is displayed. If the phone number is unavailable, the Unknown is displayed. All Call History items are integrated into one list and are ordered by time (latest to oldest). There is 150 call limit per phone and not per line. For example, if a phone has multiple lines, the 150 call limit is for all lines combined.

You can sort the Call History list by all lines, each line, or by missed calls. You can also dial a number directly from the Call History list.

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 softkey to return to the Call History screen.

Dial From 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. From the Call History list, select the call you want to dial and do one of the following:
   • Press the Call softkey.
   • Press the line key.
   • Pick up the handset.
   • Press the speakerphone or headset button.

Edit Number From 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. Select the call you want to edit.
5. Press the Edit Dial softkey (you may need to press the more softkey first).
6. Press the >> softkey to move the cursor to the right and press the << softkey to move the cursor to the left.
7. Press the softkey to delete numbers.
8. Press the Dial softkey to dial the edited number (you may need to press the more softkey first).
9. Press the softkey to return to the Call History list.

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 softkey (you may need to press the more softkey first).
5. Press the Delete softkey to delete the Call History list, or press the Cancel softkey to go back to the Call History screen.

Ring Tones
You can customize how your phone indicates an incoming call and a new voice mail message. You can also adjust the ringer volume for your phone.

Change Ringtone for a Line
1. Press the Applications button.
2. Select Preferences. (Use the Navigation bar and button to scroll and select.)
3. Select Ringtone.
4. Select a ringtone.
5. Press the Play softkey to play a sample.
6. Press the Set softkey to select the ringtone.
7. Press the Apply softkey to confirm your selection, or press the Cancel softkey to go back to the Ringtone screen.
8. Press the softkey to return to the Preferences screen.

Phone Contacts
The Cisco Unified IP Phones 6921, 6941, 6945 and 6961 provide you with access to corporate and personal contacts using these directories:
   • Corporate Directory
   • Personal Directory

Corporate Directory
The corporate directory contains corporate contacts that you can access on your phone. Your system administrator sets up and maintains the directory.
You can dial calls from your corporate directory in two ways:
   • When you are not on another call.
   • When you are on another call.

Search for and Dial a Contact
1. Press the Contacts button.
2. Select Corporate Directory. (Use the Navigation bar and button to scroll and select.)
3. Select any of these criteria to search for a co-worker:
   • First name
   • Last name
   • Number
4. Enter the search criteria information, press the Submit softkey, and select a contact.
5. To dial a contact, use one of these options:
   • Press the Dial softkey.
   • Press the Select button.
   • Press the contact label number.
   • Press a line button.
   • Press the Speakerphone button.
   • Press the Headset button.
   • Pick up the handset.

Voice Messages
Voice messages are stored on your voicemail system. Your company determines the voicemail system your phone uses.
You can:
   • Personalize your voicemail
   • Check for voice messages
   • Listen to voice messages

Check for Voice Messages
Check for voice messages in any of these ways:
   • Look at the visual message indicator lamp on your handset.
You can configure the visual message indicator lamp using your User Options web pages.
   • Look for:
     • (For Cisco Unified IP Phone 6921 and 6945 only.) A message waiting icon
     • (For Cisco Unified IP Phones 6921 and 6961 only.) A text message.
   • Listen for a stutter tone from your handset, headset, or speakerphone when you place a call. The stutter tone is linespecific. You hear it only when using the line that has a waiting message. You can configure the audible message indicator using your User Options web pages.
Voice Messages (cont.)

Listen to Voice Messages
There are two ways you can listen to voice messages:
• Press the Messages [v] button to listen to voice messages left on any line.
• Press a line button, then press Messages to hear only the voice messages for that line.

Calling Features

Forward Calls on your Phone
When forwarding calls from your phone:
• Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
• Call forwarding is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.

Forward Calls on a Primary Line
1. Press the Fwd All softkey.
2. Enter the target phone number. (Depending on how your voicemail system is set up, you may be able to press the Messages [v] button to forward all calls to voicemail.)
Visual confirmation displays on your screen for as long as the feature is enabled.
3. To cancel call forwarding, press Fwd OFF.

Respond to a Call Waiting Notification
(Your system administrator must set up multiple lines on your phone before you can use this feature.)
To answer the ringing call, press the flashing amber line button. Your phone puts the original call on hold automatically and connects the ringing call.

Divert a Call
Press the Divert softkey to send an active, ringing, or held call to your voicemail system or to a predetermined phone number (set up by your system administrator).

Place a Call with a Fast-Dial Button
(Before you can use Fast Dial on your phone, you must set up Fast Dial on your User Options Web pages.)
1. Press the Fast-Dial button.
2. Sign in to Personal Directory.
4. Select a fast-dial code and then press the Dial softkey.

Hold and Resume a Call
1. To put a call on hold, press the Hold button.
The Hold icon displays and the line button flashes green.
2. To resume the call, press the Resume softkey or the flashing green line button.

Mute Your Phone
1. Press the Mute button to turn Mute on.
Visual confirmation displays.
2. Press the Mute button again to turn Mute off.

Dial a Number On-hook
1. Enter or speed-dial a phone number.
2. Go off-hook.

Speed-Dial
Speed-dial features allow you to place a call by pressing a button, entering a code, or selecting an item from the Call History list. Before you can use speed-dial features on your phone, you must set up speed-dial on your User Options Web pages.
Depending on setup, your phone can support these speed-dial features:
• Speed-Dial Buttons—Allow you to quickly dial a phone number from one or more line buttons set up for speed dialing.
• Speed-Dial Codes—Allow you to dial a phone number from a code (sometimes referred to as abbreviated dialing).

Place a Call with a Speed-Dial Button
To place a call, press a speed-dial button.

Place a Call with a Speed-Dial Code
To place a call, enter the speed-dial code and press the SpeedDial softkey.

Transfer a Call to Another Number
1. Verify that you are on an active call (not on hold).
2. Press the Transfer button.
3. Enter the transfer recipient’s phone number (or press a speed dial button).
4. Wait for the recipient to answer. (Or, skip to Step 5 while the call is ringing.)
5. Press the Transfer button again. The transfer is complete.