Making the most of your Heathrow Telephone Service

Cisco Unified IP Phone 6921

1. Dial
2. Answer
3. Mute

4. Hold
5. Conference
6. Transfer

Heathrow
Making every journey better

Cisco Unified IP Phone 6921

1. Dial	To place a call, pick up the handset and dial a number. Or, try one of these alternatives. **Redial the last number.** Press the **Redial** softkey. **Dial on-hook.** 1. Enter a number when the phone is idle. 2. Lift the handset or press one of these: a line button, the **Call** softkey, the headset 🎧 button, the speakerphone 🔊 button, or the round Select button in the Navigation bar. Line buttons (labelled 1 and 2) are located to the right of the keypad. **Speed dial.** Do one of these: • Enter a speed dial item number and press the **SpeedDial** softkey. • Press the **down** arrow on the Navigation bar when the phone is idle. Then scroll to a speed-dial item and press the round Select button in the Navigation bar. The Navigation bar is located in the middle of the phone, above the keypad.
2. Answer	When you get a new call, these indicators display on your phone: • A flashing red light on your handset. • A flashing amber line button. • An animated icon ☎ and caller ID. To answer the call, lift the handset. Or, press the flashing amber line button, the **Answer** softkey, or the unlit headset or speakerphone button.
3. Mute	1. While on a call, press the **Mute** button 🔇. The button glows to indicate that Mute is on. 2. Press **Mute** again to turn Mute off.
4. Hold	1. Press the **Hold** button ⏸. The hold icon ❚❚ appears and the line button flashes green. 2. To resume a call from hold, press the flashing green line button or the **Resume** softkey.

Heathrow
Making every journey better

Cisco Unified IP Phone 6921

5. Conference	1. From a connected call (not on hold), press the **Conference** button . 2. Make a new call. 3. Press the **Conference** button or the **Conference** softkey (before or after the party answers). The conference begins and the phone displays "Conference." 4. Repeat these steps to add more participants. The conference ends when all participants hang up. The conference ends when all participants hang up.
6. Transfer	1. From a connected call (not on hold), press the Transfer button . 2. Enter the transfer recipient's phone number. 3. Press the **Transfer** button or the **Transfer** softkey (before or after the recipient answers). The transfer completes.

Heathrow
Making every journey better

Cisco Unified IP Phone 6921

Phone Overview

Softkey buttons

Feature buttons

Navigation buttons

Action buttons

For further help please visit: www.heathrow.com/telecoms
or email heathrow@sita.aero

Heathrow
Making every journey better

Version 0.1 March 2015