### 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



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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 <b>Redial</b> 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 <b>SpeedDial</b> softkey.
	<ul> <li>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.</li> </ul>
	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:
	<ul> <li>A flashing red light on your handset.</li> </ul>
	<ul> <li>A flashing red light on your handset.</li> <li>A flashing amber line button.</li> </ul>
	• An animated icon 🚜 and caller ID.
	To answer the call, lift the handset. Or, press the flashing amber line button, the <b>Answer</b> 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.
J. Wate	2. Press Mute again to turn Mute off.
	<b>1.</b> Press the <b>Hold</b> button $\bigcirc$ . The hold icon $\blacksquare$ appears and the line button flashes green.
4. Hold	<ol> <li>Press the flow button as the flow it of a pipears and the line button hashes green.</li> <li>To resume a call from hold, press the flashing green line button or the Resume softkey.</li> </ol>
	2. To resume a can from hold, press the hashing green the button of the <b>resume</b> softkey.



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



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



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