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 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 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.
J. Wate	2. Press Mute again to turn Mute off.
	1. Press the Hold button \bigcirc . The hold icon \blacksquare appears and the line button flashes green.
4. Hold	 Press the flow button as the flow it of a pipears and the line button hashes green. To resume a call from hold, press the flashing green line button or the Resume softkey.
	2. To resume a can from hold, press the hashing green the button of the resume softkey.



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5. Conference	 From a connected call (not on hold), press the Conference button . Make a new call. Press the Conference button or the Conference softkey (before or after the party answers). The conference begins and the phone displays "Conference." 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	 From a connected call (not on hold), press the Transfer button . Enter the transfer recipient's phone number. Press the Transfer button or the Transfer softkey (before or after the recipient answers). The transfer completes.



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



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