

To Redial a Number

- Lift the handset, press **Redial** soft key.
- If you are using speakerphone, press **Redial** soft key.

To Hold a Call

- Press **Hold** button.

To Retrieve Held Call

- 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.

To Transfer a Call

1. Press the **Transfer** button.
2. Dial "transfer to" number.
3. Press the Transfer button again or the soft key that has transfer on the screen.
4. Hang Up

Cancel Transfer

- Press **Cancel** soft key


To 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.


To 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.


Listening to Messages

When you have a new message the light on your phone handset will be illuminated and a message waiting icon will be displayed on the screen  .

To listen to new messages:

1. Press the **Messages** button .
2. Enter your password.
3. You will then heard how many messages you have and be prompted to press 1 to hear new messages.

Change Screen Contrast

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation bar and button to scroll and select.)
3. Select **Contrast**.
4. To increase contrast, press the up arrow on the Navigation bar. To decrease contrast, press the down arrow.
5. Press the **Save** softkey to set the contrast level, or press the **Cancel** softkey to exit.

For Assistance

For technical assistance with Telephones please contact the **[IT Service Desk](#)**:

Location: A700

Phone: (713) 221-8031 (x3000)

Email: ithelp@uhd.edu

For training opportunities for Telephones please contact the **[IT Training Group](#)**:

Location: A700

Phone: (713) 221-8200 (x8200)

Email: itctraining@uhd.edu




Cisco Unified Communication System Telephone Model 6941



Telecommunications

For More Information:

[https://www.uhd.edu/
computing/
telecommunications/
Pages/default.aspx](https://www.uhd.edu/computing/telecommunications/Pages/default.aspx)



Cisco Unified Communications Quick Reference



To Use the Quick Reference Card

- Complete numbered items in sequence.
- Choose only one bulleted item.
- Bold terms identifies soft keys.

To Place a Call

- Lift handset and dial number.
- Dial number and then lift the handset.
- Press line button for your extension, dial the number, and then lift the handset.
- Press **New Call** soft key, dial number, and then lift handset.
- If you have selected a number from a directory, press the **Line / Headset / Speaker** button.

To Answer a Call

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

To End a Call















- Hang up the handset.
- If you are using a headset, press **EndCall** softkey.
- If you need to end a speakerphone call, press button or **EndCall** softkey.

To Call From Contacts

1. Press the button **Contacts** button.
2. Press 2 to highlight **Corporate Directory** and then
3. Use the **Navigation** bar to select any of these criteria to search for a coworker:
 - First name
 - Last name
 - Number
5. Use your keypad to enter the information, then press the **Search** soft key.
6. Use the Navigation bar and button to scroll and select the name of the person you would like to call.
7. 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.

Buttons and Hardware



1	Handset Light Strip	Indicates an incoming call (flashing red) or new voice message (steady red)
2	Phone Screen	Shows information about your phone
3	Programmable Feature Buttons  	Additional Phone Lines and Intercom Lines Buttons illuminate to indicate status: <ul style="list-style-type: none"> • Green, steady—Active call • Green, flashing—Held call • Amber, steady—Privacy in use, • Amber, flashing—Incoming call or re-verting call • Red, steady—Remote line in use (shared line or Line Status) • Red, flashing—Remote line on hold
4	Softkey Button 	Enables softkey options displayed on your phone screen
5	Transfer Button 	Transfers a call: Press the Transfer button, enter the number, then press the Transfer button again.
6	Conference Button 	Creates a conference call: While already connected to first participant press the Conference button, enter the number, then press the Conference button again.
7	Hold Button 	Places active call on hold: Press the Hold button to hold. Press the Hold button again to resume the call.
8	Navigation Bar and Select Button 	The Navigation bar allows you to scroll through menus and highlight items. The Select button (in the middle of the Navigation bar) allows you to select a highlighted item
9	Headset Button 	Toggles the headset on or off
10	Speakerphone Button 	Toggles the speakerphone on or off
11	Keypad	Allows you to dial phone numbers, enter letters, and select menu items
12	Mute Button 	Toggles the microphone on or off
13	Volume Button 	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook)
14	Messages Button 	Auto-dials your voice messaging system
15	Applications Button 	Opens/closes the Applications menu. Use it to access call history, user preferences, phone settings, and phone model information
16	Contacts Button 	Opens/closes the Directories menu
17	Handset	Phone handset