



CLOUD VOICE S Service
Cisco IP Phone 6921
User Guide
(Version 5.0)

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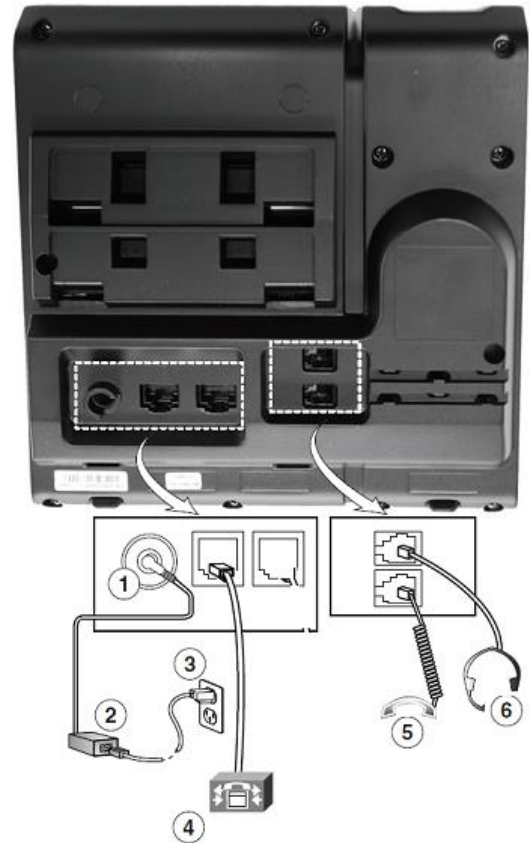
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CLOUD VOICE S service enabled by Cisco Unified IP Phone 6921 delivers an affordable, business-grade voice communications solution with basic yet comprehensive IP Phone features addressing the voice communication needs of a cubicle worker who conducts low to medium telephone traffic.

1 Phone Set Features and Functions

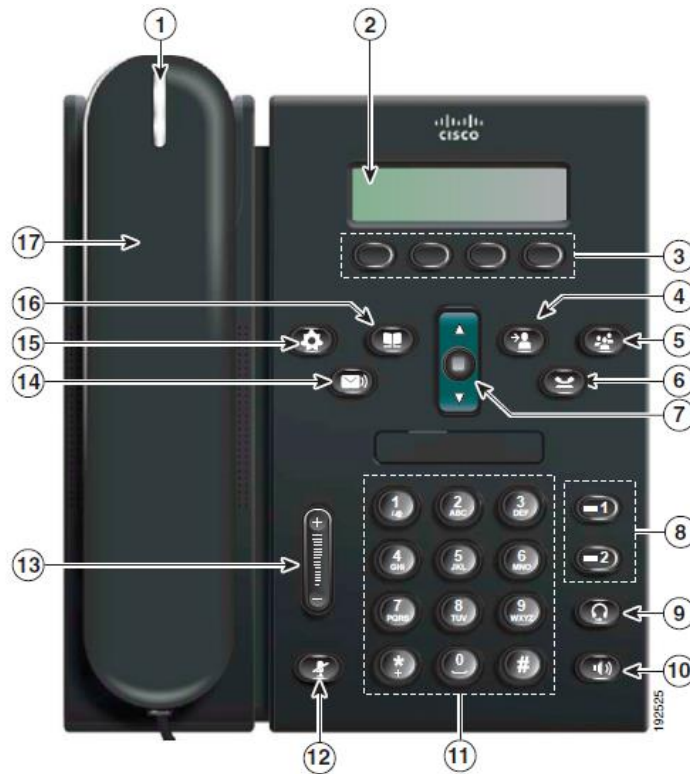
1.1 Operation for IP Phone 6921

Item	Description
1	DC adaptor port (DC48V).
2	AC-to-DC power supply.
3	AC power wall plug.
4	Port for connecting to Ethernet port in your workplace
5	Handset connection.
6	Headset connection (optional).











Notes: IP Phone 6921 cannot function properly when there is a failure in power supply.

2 Location of Control




	Item	Description
1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.
3	Softkey buttons	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
4	Transfer button	Transfers a call.
5	Conference button	Creates a conference call.
6	Hold button	Places an active call on hold.
7	Navigation bar and Select button	The Navigation bar allows you to scroll through the menus and highlighted items. When the phone is on-hook, displays phone numbers from your Placed Call (up arrow) or your speed dials (down arrow). The Select button (in the middle of the Navigation bar) allows you to select a highlighted item.
8	Line 1 and Line 2 buttons	Line 1 button selects the primary phone line. Line 2 button will be used when you have activated call waiting and the button will be indicated for the new incoming call.

		<p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> • Green, steady—Active call • Green, flashing—Held call • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line) • Red, flashing—Remote line on hold
9	<p>Headset button</p> 	Toggles the headset on or off. When the headset is on, the button is lit.
10	<p>Speakerphone button</p> 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
12	<p>Mute button</p> 	Toggles the microphone on or off. When the microphone is muted, the button is lit.
13	<p>Volume button</p> 	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
14	<p>Messages button</p> 	Dials to retrieve your Voicemail messages.
15	<p>Applications button</p> 	Opens/closes the Applications menu. Use it to access call history, user preferences, phone settings, and phone model information.
16	<p>Contacts button</p> 	Opens/closes the Directories menu. Use it to access personal and corporate directories.
17	Handset	Phone handset.


3 Preference Setup

3.1 Adjusting Ringer Volume and Ringtone



3.1.1 Change Volume:

1. Press the **Volume** button  up or down to adjust the loudness of the ringtone.

3.1.2 Change Ringtone:

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation bar and button to scroll and select.)
3. Select **Ringtone** and different types of ringing tone are displayed.
4. Press the **Play** softkey to play a sample.
5. Press the **Set** softkey to select the ringtone.
6. Press the **Apply** softkey to confirm your selection, or press the **Cancel** softkey to go back to the Ringtone screen.

3.2 Adjusting Contrast

1. Press the **Applications** button .
2. Select **Preferences**. (Use the **Navigation bar and Select** button  to scroll and select.)
3. Select **Contrast**.
 - To increase contrast, press the up arrow on the **Navigation bar**
 - To decrease contrast, press the down arrow on **Navigation bar**
4. Press the **Save** softkey to confirm the contrast level, or just press the **Cancel** softkey to exit without changing the setting.

4 Basic Features

4.1 *Placing a Call*

There are 4 options for placing a new call:

1. When using the handset, lift the handset and dial the number.
2. To make a new call on the current line, press the **NewCall** softkey and dial the number.
3. To dial with the phone on hook, from the main screen, perform either of these actions:
 - Dial the number and lift handset or press the **Dial** soft key. The phone will not produce the dial tone until after you lift the handset or press the **Dial** soft key.
 - Press the **NewCall** soft key and dial the number.
4. To dial the last dialed number, press the **Redial** soft key.

4.2 *Answering a Call*

There are 3 options for answering a call:

1. Lift the handset.
2. Press the **Answer** softkey.
3. Press the **Speakerphone** button.

4.3 *Call Waiting*

If you are enabled with call waiting for your phone, you will hear a call waiting indicator (flashing in Line 1 button) if a new call comes in when you are on a call (in Line1).


1. To answer the new call, press the **Line 1** button. When you do so, the original call will be put on hold.
2. To return to the original call, press the **Line 1** button.
3. If the second call is still active, the call will be put on hold when you return to the original call.
4. You can continue to use the **Line** button to switch between the calls.

4.4 Ending a Call

There are 3 options for ending a call:



1. Hang up the handset.
2. Press the **EndCall** softkey
3. Press the **Speakerphone** button, when using hand-free conversation mode

4.5 Muting a Call


1. Press the **Mute** button .
2. To disengage mute, press **Mute** again.

Note: If you are using mute along with the speakerphone, lifting the handset will disengage mute function.

4.6 Putting a Call on Hold

1. To put a call on hold,
 - Press the **Hold** button .
 - The **Hold** icon  will be displayed and the Line button will be pulsed to green colour.
2. To resume the highlighted call, you can
 - Press the **Resume** softkey.

4.7 Transferring a Call to another Party

1. Press the **Transfer** button .
2. Enter an 8-digits local number / a 4-digits extension number of the recipient
3. Press the **Transfer** button again or the **Transfer** softkey.

Note: If you wish to transfer the call to an external party, please remember to add "9" before the 8-digits telephone number

4.8 Redialing the Last Number Dialed

Press the **Redial** soft key.

It will be in speakerphone mode and automatically activate the speaker.

4.9 Forwarding Calls to another Phone

4.9.1 Setting up Call Forwarding from your IP Phone

Activate - Press the **FwdAll** soft key + destination number

Cancel - Press the **FwdAll** soft key.

Note: If you wish to forward the call to an external telephone number, please remember to add "9" before the 8-digits telephone number

*Tips: To forward all incoming calls to your voicemail, just simply press **Forward All** and **Message** button.*

4.9.2 Setting up Call Forwarding from your Mobile

1. Dial **2112 1113** to access Remote Call Forwarding hotline.
2. Follow the voice prompts and select the language by pressing '1' for Cantonese/ '2' for English.
3. Enter your Cloud Voice number and Cloud Voice password accordingly.
4. Enter the destination of number to which you want to forward all of your calls (e.g. your mobile).
5. To cancel call forwarding, please dial **2112 1113** to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice Password is your Cloud Voice Number


4.9.3 Setting up Call Forwarding via Internet

1. Visit <https://adp.cloudvoice.hkbnes.net>
2. Enter your Cloud Voice number and Cloud Voice Password to log onto Cloud Voice User Portal.
3. Click **Call Management** to activate the Call Forwarding function.

4. Enter the destination of number to which you want to forward all your calls (e.g. your mobile).
5. To cancel call forwarding, please log onto **Cloud Voice User Portal** again to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice Password is your Cloud Voice Number

4.10 **Placing a Conference Call**

1. During an active call conversation, press the **Conference** button 
2. Enter 8-digits local number / 4-digits extension number of the other invited party.
3. Press the **Call** softkey and wait for the invited party to answer.
4. Press the **Conference** button again or the Conference softkey.
5. The conference call with 3 parties will begin.
6. Repeat these steps to add more parties, if desired.

Note: If you wish to make a conference with an external party, please remember to add "9" before the 8-digits telephone number

*Tips: You can press **Details** to view and press **Remove** to remove conference participants.*

4.11 *Call Pickup*

4.11.1 *Call Pickup within your Group*

When the phone of your pickup group member rings, you can use your own phone to pick up and answer the call directly.

1. Lift up the handset and press the **More** softkey
2. Press the **PickUp** softkey to transfer a ringing call within your pickup group to your phone.
3. When your phone rings, press the **Answer** softkey to pick up and connect to the call.


4.11.2 *Directed Call Pickup (Specific Group Member)*

1. Lift up the handset and press the **More** softkey
2. Press the **GPickup** softkey.
3. Enter the extension number of the phone line with the call that you want to pick up.
(For example, if the call is ringing on line extension number '2345', please enter '2345'.)
4. When your phone rings, press the **Answer** softkey to pickup and connect to the call.

5. VoiceMail Service (iVoiceMail Plus)

5.1 Activating VoiceMail

5.1.1 Activating VoiceMail on your IP Phone


1. Press the **Message** button  on your IP Phone
2. Enter your VoiceMail PIN followed by “#”
3. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

5.1.2 Remote Activation of VoiceMail

1. Dial the access number **2112-2345**. [Please dial **(852) 2112-2345** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced and please select the language by pressing ‘1’ for Cantonese and ‘2’ for English.
3. Enter your User ID (your Cloud Voice Number) followed by “#”
4. Enter your VoiceMail PIN followed by “#”
5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

5.2 Accessing VoiceMail

1. The red light on your Handset will light up when you have a voicemail message.
2. To access the voice messaging system, press the **Message** button  and follow the voice instructions.

5.3 Remote Access to VoiceMail

1. Dial the access number **2112-2345**. [Please dial **(852) 2112-2345** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese and '2' for English.
3. Enter your User ID (your Cloud Voice Number) followed by "#"
4. Enter your VoiceMail PIN followed by "#"
5. Follow the voice instructions for voice mail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

5.4 Retrieval of VoiceMail via Outlook 2000/ 2003/ 2007/ 2010/ 2013

1. Open your Microsoft Outlook.
2. Click **Tools**.
3. Select **Accounts**.
4. Click **New**.
5. Select **Microsoft Exchange, POP3, IMAP, or HTTP** and click **Next**.
6. Enter Account Information * and click **Next**.
7. Select **Internet E-mail** and click **Next**.
8. **Enter** Server Information ** and click **Next**.
9. Click **Finish**.

* *When entering the Account Information, please input the following*

- *Your Name:* Name wish to be displayed in email
- *E-mail Address:* 3xxxxxxx@cloudvideo.com.hk; '3xxxxxxx' is your Cloud Voice Number
- *Username:* Your Cloud Voice Number (e.g. 3xxxxxxx)
- *Password:* Your Cloud Voice Password

** *When entering Server Information, please input the following:*


- *Account Type:* IMAP
- *Incoming mail server:* imaps12.cloudvoice.hkbnes.net;
- *Outgoing mail server:* (Your ISP smtp or Google smtp)

Note: Starter Cloud Voice PIN is your Cloud Voice Number. For security reason, please change your Cloud Voice Password regularly.

6. VoiceMail Service (eVoiceMail)

6.1 Activating VoiceMail

6.1.1 Activating VoiceMail on your IP Phone


1. Press the **Message** button  on your IP Phone
2. Enter your VoiceMail PIN followed by “#”
3. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

6.1.2 Remote Activation of VoiceMail

1. Dial the access number **2112-1288**. [Please dial **(852) 2112-1288** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced.
3. Enter your User ID (your Cloud Voice Number) followed by “#”
4. Enter your VoiceMail PIN followed by “#”
5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

6.2 Accessing VoiceMail

1. The red light on your Handset will light up when you have a voicemail message.
2. To access the voice messaging system, press the **Message** button  and follow the voice instructions.

6.3 Remote Access to VoiceMail



1. Dial the access number **2112-1288**. [Please dial **(852) 2112-1288** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced.
3. Enter your User ID (your Cloud Voice Number) followed by “#”
4. Enter your VoiceMail PIN followed by “#”
5. Follow the voice instructions for voice mail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.



7. Using the Phone Log

If your phone display indicates that you have missed calls, you can use the Missed Call option on the Directory menu to view your call history and to call back the person you have missed. You can also view call history and place calls from the Received Calls and Placed Calls directories.

6.1 Viewing and Dialing from the Phone Log

1. Press the **Applications** button .
2. Select **Call History**. (Use the **Navigation bar and Select** 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.

6.2 Delete Call Record from the Phone Log


1. Press the **Applications** button .
2. Select **Call History** (Use the **Navigation bar and Select** button  to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. Select the call you want to delete.
5. Press the **Del Call** softkey (you may need to press the **More** softkey first).
6. Press the **Delete** softkey to delete the call, or press the **Cancel** softkey to go back to the Call History screen.

8. Extension Mobility

The Extension Mobility feature allows you to associate your phone number and user profile with any IP Phone. When you use your IP Phone Personal Identification Number (PIN) to login an IP Phone, your assigned telephone number, and the settings that you have established will be associated with that phone.


Extension Mobility is useful particularly for those who do not routinely conduct business in the same office. However, you can only login one phone at a time. If you want to use another phone, you must logout of the first phone.

8.1 Login

1. Press the **Applications** button .
2. Select **Service**.
3. Select **Extension Mobility**.
4. Enter your User ID (your Cloud Voice Number) and IP Phone PIN.
5. You can use the IP Phone from now on.

Note: Starter IP Phone PIN is your Cloud Voice Number. For security reason, please change your IP Phone PIN regularly.

8.2 Logout

1. To sign out, press the **Applications** button .
2. Select **Service**.
3. Select **Extension Mobility**.
4. When prompted to sign out, press the **Yes** softkey.

9. Password Management

9.1 *Change The Cloud Voice Password*

1. Visit **Cloud Voice User Portal** at <https://adp.cloudvoice.hkbnes.net>
2. Enter your **Cloud Voice Number** and **Password**
3. Click **Login**
4. Click **Password Management**
5. Enter **Existing Password**
6. Enter **New Password**
7. Re-enter **New Password**
8. Click **Submit**

Note:

- i. *Starter Cloud Voice Password is your Cloud Voice Number.*
- ii. *New Cloud Voice Password will be applied to the following services:*
 - *Cloud Voice User Portal*
 - *Presence Communicator Service – Cisco Unified Personal Communicator (Account and VoiceMail Login)*
 - *Mobility Apps Services – Cisco Jabber (Configuration of VoiceMail, Desk Phone Integration and Corporate Directory)*
 - *Retrieval of VoiceMail via Outlook 2000*

9.2 *Change The IP Phone PIN*

1. Visit **Cloud Voice User Portal** at <https://adp.cloudvoice.hkbnes.net>
2. Enter your **Cloud Voice Number** and **Password**
3. Click **Login**
4. Click **here** in the foot note
5. Enter your **Cloud Voice Number** and **Password**
6. Click **Login**
7. Click **User Option** and choose **User Setting**
8. Enter **Current PIN**
9. Enter **New PIN** and **Confirm PIN**
10. Click **Save**

Note:

- i. *Starter IP Phone PIN is your Cloud Voice Number*
- ii. *The New IP Phone PIN will be applied to the following services*
 - *Personal Directory*
 - *Extension Mobility*