Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)

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Features of Your Cisco Unified IP Phone

Cisco Unified IP Phone 6921

The following sections describe the features available on the Cisco Unified IP Phone 6921.

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Phone Connections

For your phone to work, it must be connected to the corporate IP telephony network.

Figure 1: Cisco IP Phone 6921 and 6941 connections

1	DC adaptor port (DC48V).	5	Access port (10/100 PC) connection.
2	AC-to-DC power supply (optional).	6	Handset connection.
3	AC power wall plug (optional).	7	Analog headset connection (optional).
4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.		

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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 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 menus and highlight items. When phone is on hook, displays phone numbers from your Placed Call listing (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 selects the primary phone line. Depending on how your system administrator sets up the phone, Line 2 may provide access to: • Secondary phone line • Speed-dial number (speed-dial button) • Web-based service (for example, a Personal Address Book button) Buttons illuminate to indicate status: • 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	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
10	Speakerphone button	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	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.

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13	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook). Your administrator sets a minimum ringer volume level ranging from 0 to 14. The default level is 0 (silent). You can only adjust the ringer volume to a level greater than the configured minimum ring volume value. Your administrator can set phones to automatically save a predetermined volume level for all calls. If the feature is not enabled, your phone displays the Save softkey that you can use to save the selected volume level for all calls.
14	Messages button	Autodials your voicemail system (varies by system).
15	Applications button	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.
16	Contacts button	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
17	Handset	Phone handset.

Phone Screen

1	Header	Displays date, time, and directory number.

2	Line details and other phone information	During a call, displays details for the active line. If not on a call, displays line text label and other information such as placed calls, speed dials, and phone menu listings.
		The IP phone LCD display size limits the length of calling ID and calling number that are displayed.
		If the calling number is restricted, the phone displays only the calling ID.
		If the calling number is unrestricted and the calling ID is restricted, the phone displays the calling ID as `Unknown`.
		If the calling number and the calling ID are unrestricted, but the calling ID is not configured, the phone displays only the calling number.
3	Softkey labels	Display softkeys for available features or actions.

Cisco Unified IP Phone 6941

The Cisco Unified IP Phone 6941 provides the following features.

Phone Connections

For your phone to work, it must be connected to the corporate IP telephony network.

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1	DC adaptor port (DC48V).	5	Access port (10/100 PC) connection.
2	AC-to-DC power supply (optional).	6	Handset connection.
3	AC power wall plug (optional).	7	Analog headset connection (optional).
4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.		

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 such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.

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3	Programmable feature buttons	Depending on how your system administrator sets up the phone, programmable feature buttons (on each side of the phone screen) provide access to:
		• Phone lines and intercom lines
		• Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features)
		• Web-based services (for example, a Personal Address Book button)
		• Call features (for example, a Privacy button)
		Buttons illuminate to indicate status:
		• Green, steady: Active call or two-way intercom call
		• Green, flashing: Held call
		• Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group
		• Amber, flashing: Incoming call or reverting call
		• Red, steady: Remote line in use (shared line or Line Status)
		• Red, flashing: Remote line on hold
4	Softkey buttons	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
5	Transfer button	Transfers a call.
6	Conference button	Creates a conference call.
7	Hold button	Places an active call on hold.

8	Navigation bar and Select button	The Navigation bar allows you to scroll through menus and highlight items. When phone is on hook, displays phone numbers from your Placed Call listing (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.
9	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
10	Speakerphone button	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	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
13	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
		Your administrator sets a minimum ringer volume level ranging from 0 to 14. The default level is 0 (silent).
		You can only adjust the ringer volume to a level greater than the configured minimum ring volume value.
		Your administrator can set phones to automatically save a predetermined volume level for all calls. If the feature is not enabled, your phone displays the Save softkey that you can use to save the selected volume level for all calls.
14	Messages button	Autodials your voice messaging system (varies by system).
15	Applications button	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.

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16	Contacts button	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
17	Handset	Phone handset.

Phone Screen

1	Header	Displays date, time, and directory number.
2	Line text label with icon	Displays text label and icon for phone or intercom line, speed-dial numbers, or services, depending on your configuration.
3	Primary line details and other phone information	Displays line label and call details for the primary line, and other phone information such as placed calls, speed dials, and phone menu listings.
		The IP phone LCD display size limits the length of calling ID and calling number that are displayed.
		If the calling number is restricted, the phone displays only the calling ID.
		If the calling number is unrestricted and the calling ID is restricted, the phone displays the calling ID as Unknown.
		If the calling number and the calling ID are unrestricted, but the calling ID is not configured, the phone displays only the calling number.

4	Secondary line details and other phone information	Displays line label and call details for the secondary line, and other phone information such as placed calls, speed dials, and phone menu listings.
		The IP phone LCD display size limits the length of calling ID and calling number that are displayed.
		If the calling number is restricted, the phone displays only the calling ID.
		If the calling number is unrestricted and the calling ID is restricted, the phone displays the calling ID as `Unknown`.
		If the calling number and the calling ID are unrestricted, but the calling ID is not configured, the phone displays only the calling number.
5	Softkey labels	Display softkeys for available features or actions.

Cisco Unified IP Phone 6945

The Cisco Unified IP Phone 6945 provides the following features.

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Phone Connections

For your phone to work, it must be connected to the corporate IP telephony network.

Figure 2: Cisco IP Phone 6945 connections
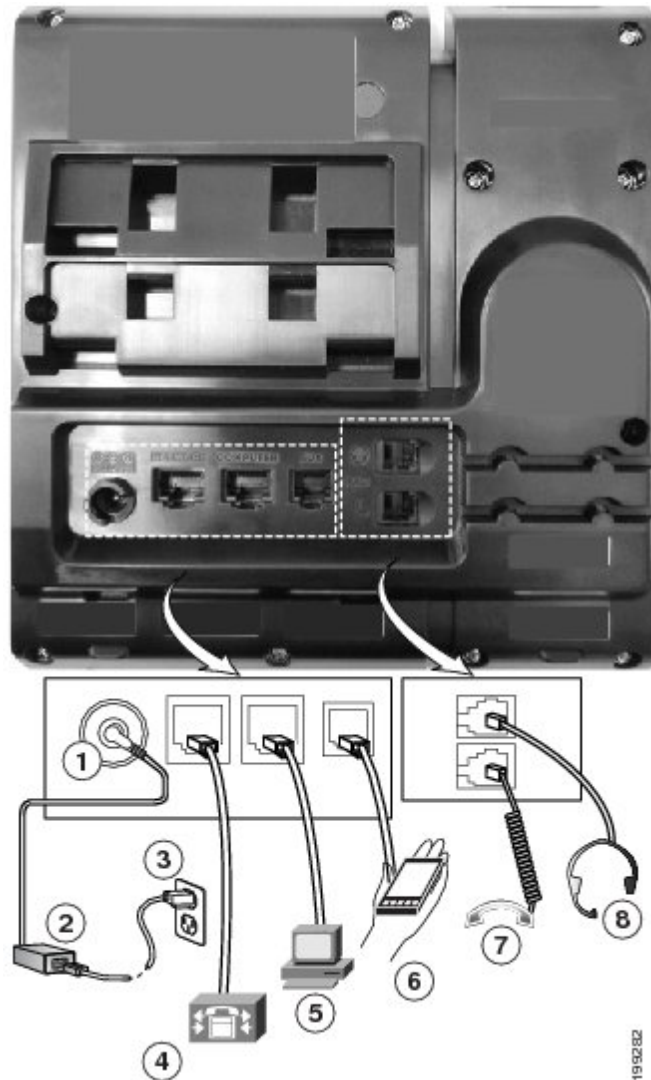
1	DC adaptor port (DC48V).	5	Access port (10/100/1000 PC) connection.
2	AC-to-DC power supply (optional).	6	Auxiliary port.
3	AC power wall plug (optional).	7	Handset connection.
4	Network port (10/100/1000 SW) connection. IEEE 802.3af power enabled.	8	Analog headset connection (optional).

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 such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.

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3	Programmable feature buttons	Depending on how your system administrator sets up the phone, programmable feature buttons (on each side of the phone screen) provide access to:
		• Phone lines and intercom lines
		• Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features)
		• Web-based services (for example, a Personal Address Book button)
		• Call features (for example, a Privacy button)
		Buttons illuminate to indicate status:
		• Green, steady: Active call or two-way intercom call
		• Green, flashing: Held call
		• Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group
		• Amber, flashing: Incoming call or reverting call
		• Red, steady: Remote line in use (shared line or Line Status)
		• Red, flashing: Remote line on hold
4	Softkey buttons	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
5	Transfer button	Transfers a call.
6	Conference button	Creates a conference call.
7	Hold button	Places an active call on hold.

8	Navigation bar and Select button	The Navigation bar allows you to scroll through menus and highlight items. When phone is on hook, displays phone numbers from your Placed Call listing (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.
9	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
10	Speakerphone button	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	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
13	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
		Your administrator sets a minimum ringer volume level ranging from 0 to 14. The default level is 0 (silent).
		You can only adjust the ringer volume to a level greater than the configured minimum ring volume value.
		Your administrator can set phones to automatically save a predetermined volume level for all calls. If the feature is not enabled, your phone displays the Save softkey that you can use to save the selected volume level for all calls.
14	Messages button	Autodials your voice messaging system (varies by system).
15	Applications button	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.

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16	Contacts button	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
17	Handset	Phone handset.

Phone Screen

1	Header	Displays date, time, and directory number.
2	Line text label with icon	Displays text label and icon for phone or intercom line, speed-dial numbers, or services, depending on your configuration.
3	Primary line details and other phone information	Displays line label and call details for the primary line, and other phone information such as placed calls, speed dials, and phone menu listings. The IP phone LCD display size limits the length of calling ID and calling number that are displayed. If the calling number is restricted, the phone displays only the calling ID. If the calling number is unrestricted and the calling ID is restricted, the phone displays the calling ID as `Unknown`. If the calling number and the calling ID are unrestricted, but the calling ID is not configured, the phone displays only the calling number.

| 4	Secondary line details and other phone information	Displays line label and call details for the secondary line, and other phone information such as placed calls, speed dials, and phone menu listings.
		The IP phone LCD display size limits the length of calling ID and calling number that are displayed.
		If the calling numbIf the calling number and the calling ID are unrestricted, but the calling ID is not configured, the phone displays only the calling number.er is restricted, the phone displays only the calling ID.
		If the calling number is unrestricted and the calling ID is restricted, the phone displays the calling ID as Unknown.
		If the calling number and the calling ID are unrestricted, but the calling ID is not configured, the phone displays only the calling number.
5	Softkey labels	Display softkeys for available features or actions.

Wireless Headset Using Auxiliary Port

The Cisco Unified IP Phone 6945 supports a wireless analog headset that uses a base station connected to the auxiliary port. The base station communicates with the wireless analog headset.

The base station and headset allows you to remotely control basic IP phone functionality, including off-hook and on-hook, ring indication, audio volume control, and mute.

You set the base volume of the headset using the volume button on the phone. The volume controls on the headset allow you to adjust the volume during a call.

For more information on using the headset, see the headset manufacturer's documentation.

Cisco Unified IP Phone 6961

The Cisco Unified IP Phone 6961 provides the following features.

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Phone Connections

For your phone to work, it must be connected to the corporate IP telephony network.

Figure 3: Cisco IP Phone 6961 connections
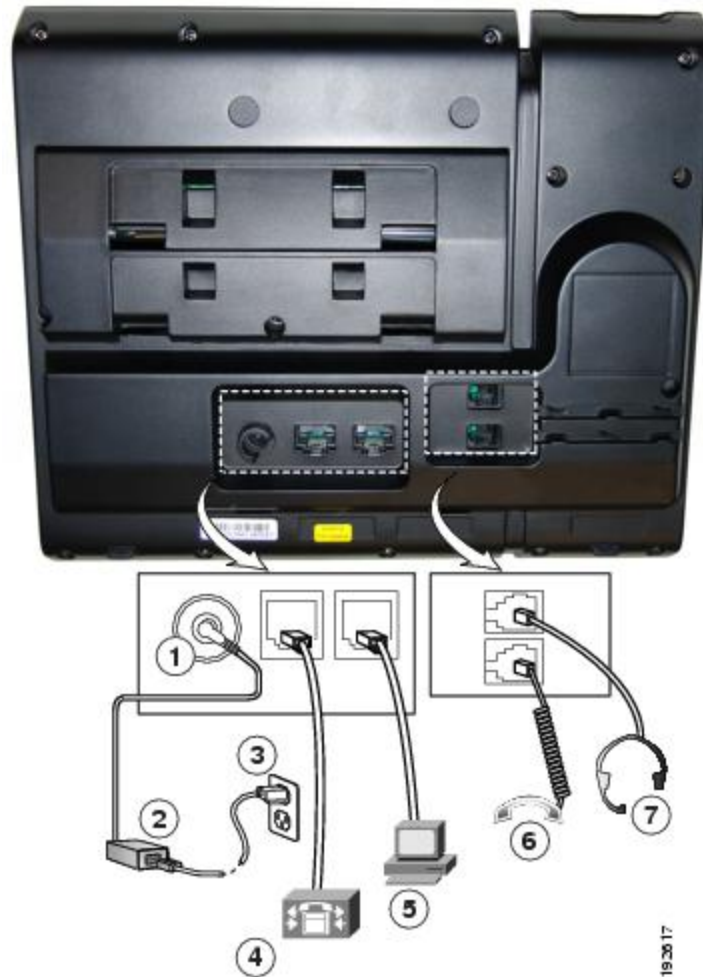
1	DC adaptor port (DC48V).	5	Access port (10/100 PC) connection.
2	AC-to-DC power supply (optional).	6	Handset connection.
3	AC power wall plug (optional).	7	Headset connection (optional).
4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.		

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 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.

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6	Hold button	Places an active call on hold.
7	Navigation bar and Select button	The Navigation bar allows you to scroll through menus and highlight items. When phone is on hook, displays phone numbers from your Placed Call listing (up arrow) or your speed dials (down arrow). The Select button allows you to select a highlighted item.
8	Programmable feature buttons	Depending on how your system administrator sets up the phone, programmable feature buttons provide access to: • Phone lines and intercom lines • Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features) • Web-based services (for example, a Personal Address Book button) • Call features (for example, a Privacy button) Buttons illuminate to indicate status: • Green, steady: Active call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or Line Status) • Red, flashing: Remote line on hold
9	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
10	Speakerphone button	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	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
13	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook). Your administrator sets a minimum ringer volume level ranging from 0 to 14. The default level is 0 (silent). You can only adjust the ringer volume to a level greater than the configured minimum ring volume value. Your administrator can set phones to automatically save a predetermined volume level for all calls. If the feature is not enabled, your phone displays the Save softkey that you can use to save the selected volume level for all calls.
14	Messages button	Autodials your voice messaging system (varies by system).
15	Applications button	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.
16	Contacts button	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
17	Handset	Phone handset.

Phone Screen

| 1 | Header | Displays date, time, and directory number. |

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2	Line details and other phone information	During a call, displays details for the active line. If not on a call, displays line text label and other information such as placed calls, speed dials, and phone menu listings.
		The IP phone LCD display size limits the length of calling ID and calling number that are displayed.
		If the calling number is restricted, the phone displays only the calling ID.
		If the calling number is unrestricted and the calling ID is restricted, the phone displays the calling ID as `Unknown`.
		If the calling number and the calling ID are unrestricted, but the calling ID is not configured, the phone displays only the calling number.
3	Softkey labels	Display softkeys for available features or actions.

General Phone Information

Footstand

If the phone is placed on a table or desk, the footstand can be connected to the back of your phone for a higher or lower viewing angle, depending on your preference.

1	Footstand slots for a higher viewing angle	2	Footstand slots for a lower viewing angle

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Higher viewing angle

Lower viewing angle

Adjust Handset Rest

If your phone is wall-mounted, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.
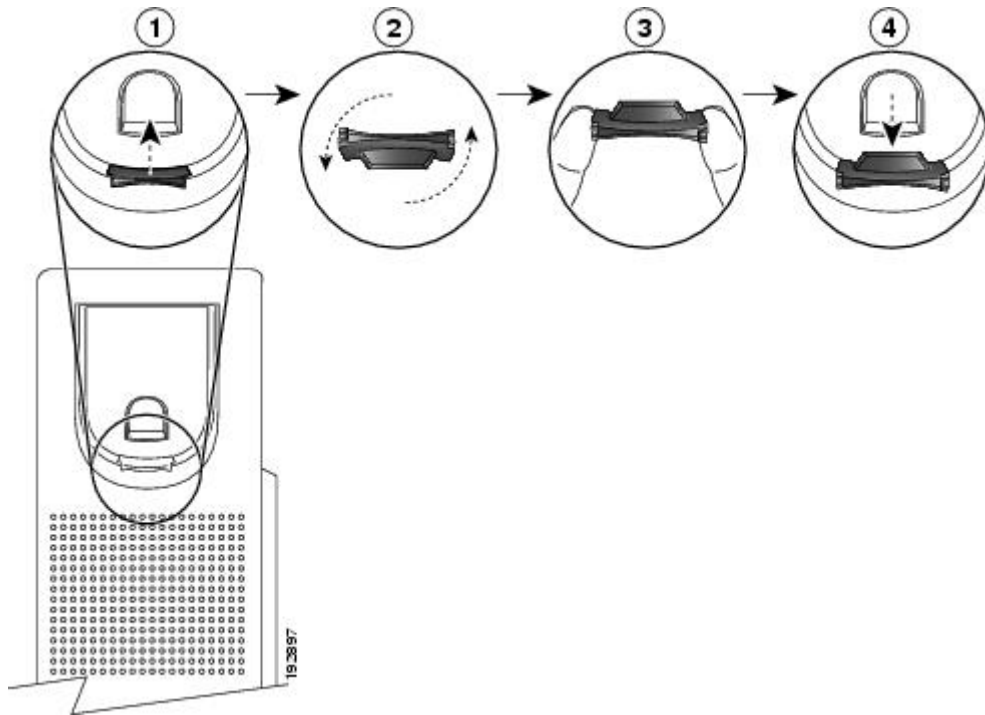
Procedure

Step 1 Remove the handset from the cradle and pull the plastic tab from the handset rest.

Step 2 Rotate the tab 180 degrees.

Step 3 Hold the tab between two fingers, with the corner notches facing you.

Step 4 Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.

Step 5 Return the handset to the handset rest.

Power-Saving Mode

Your phone supports the Cisco EnergyWise (EW) program. Your system administrator sets up sleep (power down) and wake (power up) times for your phone to save energy.

Ten minutes before the scheduled sleep time, the Select button flashes and you receive a message that your phone will power down at a specific time. If the power-saving mode is enabled by your system administrator, you hear your ringtone play. The ringtone plays according to the following schedule:

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Features of Your Cisco Unified IP Phone

Clean the Phone Display

- At 10 minutes before power down, the ringtone plays four times

- At 7 minutes before power down, the ringtone plays four times

- At 4 minutes before power down, the ringtone plays four times

- At 30 seconds before power down, the ringtone plays 15 times or until the phone powers down

If your phone is inactive (idle) at the sleep time, your phone powers down. If your phone is active (for example, on a call), your phone waits until it has been inactive for a period of time before removing power.

After the phone goes to sleep, press the Select button to wake your phone up. After the phone is inactive for a period of time, the phone goes back to sleep. At the set wake time, your phone powers up.

Wake and sleep times are also linked to the configured days that you normally work. If your requirements change (for example, your work hours or work days change), contact your system administrator to have your phone reconfigured.

For more information about EnergyWise and your phone, contact your system administrator.

Clean the Phone Display

Phone displays that are not touchscreens can be easily cleaned.

Procedure

Wipe the screen with a soft, dry cloth.

Caution   Use only a soft, dry cloth to wipe the phone display. Do not use any liquids or powders on the phone because they can contaminate phone components and cause failures.

HTTPS for Phone Services

This feature provides an icon on the phone screen to indicate if the phone is connected to a service via HTTPS. The icon, a lock, is displayed on the header of the service when the phone uses HTTPS to load the service page. No icon is displayed if phone uses HTTP to connect.

Note   The lock icon is displayed only after a secure connection is made to a server via HTTPS.

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Applications

Services

Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). The services available for your phone depend on the phone system configuration and the services you are subscribed to. For more information, see your system administrator.

If the system administrator has enabled HTTPS for phone services, a Lock icon displays on the phone screen to indicate if the phone is connected to a service using HTTPS. No icon displays if phone uses HTTP to connect to a service.

Note The Lock icon displays only after the phone connects to the server using HTTPS.

Access Services

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation** bar and **Select** button to scroll and select the service you want to access.

Step 3 Press the **Select** softkey, or press **Exit** to return to the Applications screen.

Call History

Call History allows you to view information about the last 150 calls on your phone. A call icon is displayed to indicate the type of call:

- Received

- Placed

- Missed

The caller ID is displayed with the call icon. If the caller ID is unavailable, then the phone number is displayed. If the phone number is unavailable, then "Unknown" is displayed. All Call History items are integrated into one list and are ordered by time (latest to oldest).

Note   Due to display limitations, truncated numbers may appear in the Call History. To view the entire number, click more and Details.

There is 150 call limit per phone and not per line. For example, if a phone has multiple lines, the 150 call limit is for all lines combined.

You can sort the Call History list by all lines, each line, or by missed calls. You can also dial a number directly from the Call History list.

If set up by your administrator, you see icons beside each Call History entry. The icon shows the status - Unknown, Idle, Busy, or DND - of the person who made the call.

If set up by your administrator, the received and placed calls from shared lines are logged in the Call History. To view all the call history logs, open the Call History screen.

The phone displays the time duration of placed and received calls in Call History details. If the duration is greater than one hour, the time is displayed in the Hour, Minute, Second (HH:MM:SS) format. If the duration is less than one hour, the time is displayed in the Minute, Second (MM:SS) format.

If you see two directory numbers (DN) displayed in the Call History details, the call was transferred to you. The first DN is the originator number and the second DN is the number of the person who transferred the call to you.

View Call History

Procedure

Step 1   Press **Applications** .

Step 2   Use the **Navigation** bar and **Select** button to scroll and select **Call History**.

Step 3   Select **All Lines** or the line that you want to view.

Step 4   Press to return to the Call History screen.

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View Call Record Details

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation** bar and **Select** button to scroll and select **Call History**.

Step 3 Select **All Lines** or the line that you want to view.

Step 4 Select a call record and press **Details** (you may need to press **more** first).

Step 5 Press ↩ to return to the Call History list.

Filter Call History

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation** bar and **Select** button to scroll and select **Call History**.

Step 3 Select **All Lines** or the line that you want to view.

Step 4 To sort by missed calls for the selected line, press **Missed Calls**.

Step 5 To view all calls in the Call History list, press **All Calls**.

Step 6 Press ↩ to return to the Call History screen.

Dial From Call History

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation** bar and **Select** button to scroll and select **Call History**.

Step 3 Select **All Lines** or the line that you want to view.

Step 4 From the Call History list, select the call you want to dial and perform one of the following actions:

- Press **Call**.

- Press the line key.

- Pick up the handset.

- Press the speakerphone or headset button.

Edit Phone Number

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation** bar and **Select** button to scroll and select **Call History**.

Step 3 Select **All Lines** or the line that you want to view.

Step 4 Select the call you want to edit.

Step 5 Press **EditDial** (you may need to press **more** first).

Step 6 Press >> to move the cursor to the right and press << to move the cursor to the left.

Step 7 Press to delete numbers.

Step 8 Press **Dial** to dial the edited number (you may need to press **more** first).

Step 9 Press to return to the Call History list.

Clear Call History

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation** bar and **Select** button to scroll and select **Call History**.

Step 3 Select **All Lines** or the line that you want to view.

Step 4 Press **Clear** (you may need to press the **more** softkey first).

Step 5 Press **Delete** to delete the Call History list, or press **Cancel** to go back to the Call History screen.

Delete Call Record

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation** bar and **Select** button to scroll and select **Call History**.

Step 3 Select **All Lines** or the line that you want to view.

Step 4 Select the call you want to delete.

Step 5 Press **Del Call** (you may need to press **more** first).

Step 6 Press **Delete** to delete the call, or pres **Cancel** to go back to the Call History screen.

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Preferences

The following sections describe the preferences that you set with the user preferences.

Ringtones

You can customize how your phone indicates an incoming call and a new voice mail message. You can also adjust the ringer volume for your phone.

When your phone is set up to use the North American ring cadence, you can customize how your phone indicates an incoming call and a new voicemail message.

If your phone is set up to use the Japanese ring cadence, you cannot customize your ringtone.

Change Ringtone

Procedure

Step 1   Press **Applications** .

Step 2   Use the **Navigation** bar and **Select** button to scroll and select **Preferences**.

Step 3   Select **Ringtone**.

Step 4   Select a ringtone.

Step 5   Press **Play** to play a sample.

Step 6   Press **Set** to select the ringtone.

Step 7   Press**Apply** to confirm your selection, or press **Cancel** to go back to the Ringtone screen.

Step 8   Press ↰ to return to the Preferences screen.

Contrast

You can adjust your phone screen contrast level. The default contrast level setting is 50%.

Adjust Contrast

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation** bar and **Select** button to scroll and select **Preferences**.

Step 3 Select **Contrast**.

Step 4 To increase contrast, press the up arrow on the **Navigation** bar. To decrease contrast, press the down arrow.

Step 5 Press **Save** to set the contrast level, or press **Cancel** to exit.

Headset Sidetone

If set by your system administrator, you can specify the volume of your headset from your phone.

Adjust Headset Sidetone

Procedure

Step 1 Press **Applications**.

Step 2 Use the **Navigation** bar and **Select** button to select **Preferences**.

Step 3 Select **Headset sidetone**.

Step 4 Select one of the following sidetone levels:

- **High**
- **Normal**
- **Low**
- **Off**

Step 5 Press ↩ to return to the Preferences screen.

Phone Information

Phone Information allows you to view the following model information for your phone:

- Model Number
- IP Address
- MAC Address
- Unified Video Advantage

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- Active Load

- Inactive Load

- Last Upgrade

- Active Server

- Stand-by-Server

- Backlight On Time

- Backlight On Duration

- Backlight Idle Timeout

- Days Backlight Not Active

View Phone Information

Procedure

Step 1 Press **Applications** .

Step 2 Use the Navigation pad and **Select** button to scroll and select **Phone Information**.

Step 3 Press **Exit** softkey to return to the Applications screen.

Administrator Settings

For information on accessing and changing the Administrator Settings, contact your system administrator.

Sign In To the Cisco Unified Communications Self Care Portal

Your phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to sign in to the Cisco Unified Communications Self Care Portal, where you can control features, settings, and services for your phone. For example, you can manage your phone display language, set up services, add entries to your personal address book, and set up speed-dial codes.

Before you can access any of your options, such as Speed Dial or Personal Address Book, you must sign in. When you are finished using portal, you must sign out.

In some cases, you can access the Cisco Unified Communications Self Care Portal without having to sign in. For more information, contact your system administrator.

For assistance in using the portal, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

Procedure

Step 1   Obtain the portal URL, user ID, and default password from your system administrator.
Typically, the portal URL is http://<ip_address or hostname>/ucmuser.

Step 2   Open a web browser on your computer and enter the URL.

Step 3   If prompted to accept security settings, select **Yes** or **Install Certificate**.

Step 4   Enter your user ID in the Username field.

Step 5   Enter your password in the Password field.

Step 6   Select **Login**.

Step 7   To sign out, select **Logout**.

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Contacts

- Corporate Directory, page 37
- Personal Directory, page 38

Corporate Directory

The Corporate Directory contains corporate contacts that you can access on your phone. Your system administrator sets up and maintains the directory.

If the phone is connected to the service using HTTPS, a Lock icon displays on the right side of the service header.

Dial Contact from Search

Procedure

Step 1 Press **Contacts** .

Step 2 Use the **Navigation** bar and **Select** button to scroll and select **Corporate Directory**.

Step 3 Select any of these criteria to search for a coworker:

- First name
- Last name
- Number

Step 4 Enter the search criteria information, press **Submit**, and select a contact.

Step 5 To dial a contact, perform one of these actions:

- Press **Dial**.
- Press **Select**.
- Press the contact label number.

- Press a line button.

- Press **Speakerphone** .

- Press **Headset** .

- Pick up the handset.

Dial Contact from Search During Call

Procedure

Step 1   Press **Contacts** .

Step 2   Use the navigation bar and Select button to scroll and select **Corporate Directory**.

Step 3   Select any of these criteria to search for a coworker:

- First name

- Last name

- Number

Step 4   Enter the information, then select **Search** > **Dial**.

Step 5   Perform one of these actions to handle the original call:

- Press **Hold** to put the first call on hold and dial the second.

- Press **Transfer** to transfer the first party to the second and drop yourself from the call. To complete the action, press **Transfer** again after dialing.

- Press **Conference** to create a conference call with all parties, including you. To complete the action, press **Conference** again after dialing.

- Press **End Call** to disconnect the first call and dial the second.

Personal Directory

The personal directory contains a list of your personal contacts. You can assign fast-dial codes to your personal directory entries for fast-dialing.

There are two ways you can set up and maintain your personal directory:

- Using your phone, you can:

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◦ Set up and use Personal Directory

◦ Assign and use fast-dial codes

• Using the Self Care Portal, you can also set up and use your personal directory.

If the phone is connected to the service using HTTPS, a Lock icon displays on the right side of the service header.

Related Topics

Personal Directory Options

The following sections describe the personal directory options.

Sign In and Out of Personal Directory

The phone automatically logs you out after a certain amount of time. This time limit can vary. For more information, contact your system administrator.

Procedure

Step 1	Press **Contacts** .
Step 2	Use the navigation pad and **Select** button to scroll and select **Personal Directory**.
Step 3	Enter the user ID and PIN provided by your system administrator and press **Submit**.
Step 4	To logout, select **Log Out**, press **Select**, and then press **OK**.

Add Personal Directory Entry from Phone

Procedure

Step 1	Press **Contacts** .
Step 2	Sign in to Personal Directory.
Step 3	Select **Personal Address Book**. The Search for an entry screen displays.
Step 4	Press **Submit**.
Step 5	Press **New**. You may need to press **More** first.
Step 6	Enter the nickname information. You can also enter a name.
Step 7	Press **Phones** and enter the phone numbers.

Make sure you include any required access codes, such as 9 or 1.

Step 8 Press **Submit** to add the entry to your personal directory.

Search for Entry in Personal Directory

Procedure

Step 1 Press **Contacts** .

Step 2 Sign in to Personal Directory.

Step 3 Select **Personal Address Book**.

Step 4 Select one, all, or none of these criteria to search for an entry:

- Last Name

- First Name

- Nickname

Step 5 Enter the search criteria information and press **Submit**.

Dial Number from Personal Directory

Procedure

Step 1 Press **Contacts** .

Step 2 Sign in to Personal Directory.

Step 3 Select **Personal Address Book** and search for an entry.

Step 4 Select the personal address book entry that you want to dial.

Step 5 Press **Dial**.

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Delete Personal Directory Entry

Procedure

Step 1 Press **Contacts** .

Step 2 Sign in to Personal Directory.

Step 3 Select **Personal Address Book** and search for an entry.

Step 4 Press **Select**.

Step 5 Press **Edit**.

Step 6 Press **Delete**.
You may need to press **More** first.

Step 7 Press **OK** to confirm the deletion.

Edit Personal Directory Entry

Procedure

Step 1 Press **Contacts** .

Step 2 Sign in to Personal Directory.

Step 3 Select **Personal Address Book** and search for an entry.

Step 4 Press **Select**.

Step 5 Press **Edit**.

Step 6 Modify the entry information.

Step 7 Press **Phones** to modify a phone number.

Step 8 Pres **Update**.

Fast-Dial Codes with Personal Directory

The following sections describe using the fast-dial codes with Personal Directory.

Assign Fast-Dial Code to Personal Directory Entry

Procedure

Step 1 Sign in to Personal Directory. (Use the navigation bar and button to scroll and select.)

Step 2 Enter the name information and press the **Submit** softkey.

Step 3 Select the name, then press the **FastDial** softkey.

Step 4 Select a number and press the **Select** softkey.

Step 5 Press the **Next** softkey.

Step 6 Press the **Assign** softkey for a new fast-dial code that you want to assign to the number.

Place Call Using Fast-Dial Code

Procedure

Step 1 Sign in to Personal Directory and search for a fast-dial code. (Use the Navigation bar and button to scroll and select.)

Step 2 Select the fast-dial code you want to dial.

Step 3 Press the **Dial** softkey.

Delete Fast-Dial Code

Procedure

Step 1 Sign in to Personal Directory and search for a fast-dial code. (Use the Navigation bar and button to scroll and select.)

Step 2 Select the fast-dial code that you want to delete.

Step 3 Press the **Remove** softkey.

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Messages

Messages Overview

Voice messages are stored on your voicemail system. Your company determines the voicemail system your phone uses.

For information about the commands that your voicemail service supports, see the voicemail service user documentation.

Personalize Voicemail

Procedure

Step 1 Press **Messages** .

Step 2 Follow the voice prompts.

Voice Message Identification

Voice message alerts use the following methods:

- Look at the visual message indicator lamp on your handset.

  You can configure the visual message indicator lamp using the Self Care Portal.

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• Look for:

  ◦ (For Cisco Unified IP Phones 6941 and 6945 only.) A message waiting icon .

  ◦ (For Cisco Unified IP Phones 6921 and 6961 only.) A text message.

• Listen for a stutter tone from your handset, headset, or speakerphone when you place a call.

   The stutter tone is line-specific. You hear it only when using the line that has a waiting message.

You can configure the audible message indicator using the Self Care Portal.

Related Topics

Access Voice Messages

Procedure

Perform one of the following actions:

• Press **Messages** to listen to voice messages left on any line.

• Press a line button, then press **Messages** to hear only the voice messages for that line.

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Calling Features

Feature Buttons and Softkeys

Depending upon how your system administrator sets up your phone, some features included in this guide might not be available to you.

This table provides information about some of the features that are available on dedicated feature buttons, and some of the features that are set up by your system administrator either on programmable feature buttons or softkeys.

Feature name	Dedicated feature button	Programmable feature button	Softkey
cBarge			X
Call Back		X	X
Call Forward All		X	X
Call Park		X	X
Call Park Line Status		X	
Call Pickup		X	X
Call Pickup Line Status		X	
Conference	X		X
Directed Call Park		X	

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Feature name	Dedicated feature button	Programmable feature button	Softkey
Divert			X
Do Not Disturb (DND)		X	
Group Pickup		X	X
Hold	X		
Hunt Groups		X	
Intercom		X	
Malicious Call Identification (MCID)		X	X
Meet Me		X	X
Mobile Connect		X	X
Mute	X		
Other Pickup		X	X
Privacy		X	
Quality Reporting Tool (QRT)		X	X
Redial		X	X
Silent monitoring and recording			X
Speed Dial		X	X
Speed Dial Line Status		X	
Transfer	X		X

Survivable Remote Site Telephony

If communication between your phone and the Cisco Unified Communications Server is interrupted, you receive an alert message on your phone. If you are on an active call, the call remains established, and you enter a failover situation. This failover is the Survivable Remote Site Telephony (SRST) feature.

While in failover, not all the features of your phone are available. The following table describes typical feature and feature availability, although not all the features may be supported on your phone . For more information about feature availability during failover, contact your system administrator.

Table 1: Feature support during failover

Feature	Supported	Notes
New Call	Yes	
End Call	Yes	
Redial	Yes	
Answer	Yes	
Hold	Yes	
Resume	Yes	
Conference	Yes	
Conference to Active Calls (Join)	No	The Active Calls softkey does not display.
Conference List	No	
Transfer	Yes	
Transfer to Active Calls (Direct Transfer)	No	
Auto Answer	Yes	
Call Waiting	Yes	
Caller ID	Yes	
Audible Message Waiting Indicator	Yes	
All Calls Programmable Line Key	Yes	
Answer Programmable Line Key	Yes	
Unified Session Presentation	Yes	Conference is the only feature supported.
Voicemail	Yes	Your voicemail will not be synchronized with other users in the Cisco Unified Communications Manager cluster.

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Feature	Supported	Notes
Speed Dial	Yes	
Service IRL Programmable Line Key	Yes	
To Voicemail (iDivert)	No	The iDivert softkey does not display.
Line Filters	Partial	Lines are supported but cannot be shared.
Park Monitoring	No	The Park softkey does not display.
Barge	No	You see the message "That feature is not currently available."
Enhanced Message Waiting Indication	No	Message count badges do not appear on the phone screen. Only the Message Waiting icon displays.
Directed Call Park	No	The softkey does not display.
BLF (Line Status)	Yes	
Hold Reversion	No	Calls remain on hold indefinitely.
Remote Hold	No	Calls appear as Local Hold calls.
Meet Me	No	The Meet Me softkey does not display.
PickUp	No	The softkey causes no action.
Group PickUp	No	The softkey causes no action.
Other PickUp	No	The softkey causes no action.
Malicious Call ID	No	The softkey causes no action.
QRT	No	The softkey causes no action.
Hunt Group	No	The softkey causes no action.
Intercom	No	The softkey causes no action.
Mobility	No	The softkey causes no action.

Feature	Supported	Notes
Privacy	No	The softkey causes no action.
Call Back	No	The Call Back softkey does not display.
Shared line	Yes	
Video	Yes	

When your phone loses connectivity, your phone may display a message like this: `Service interruption. Some features unavailable.`

Agent Greeting

Agent Greeting allows you to create and update a prerecorded greeting that plays at the beginning of a call, such as a customer call, before you begin the conversation with the caller. You can prerecord a single greeting or multiple greetings as needed.

When a customer calls, both parties hear the prerecorded greeting. You can remain on mute until the greeting ends or answer the call over the greeting.

For more information, contact your system administrator.

Answer

Answer allows you to answer the oldest call that is available on all line appearances on your phone, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls are always given priority over Held or Park Reversion calls. Your system administrator sets up the Answer button depending on your call-handling needs and work environment. This feature is typically set up for users who have multiple lines.

When you get a call, you see a notification window on the phone screen, called a call toast. The call toast remains visible for a preset amount of time. Your system administrator sets up the default time.

If an incoming call has been call forwarded from another phone, you may see additional information to identify that the call has been forwarded. Your system administrator controls the amount of additional information displayed. Additional information can identify the person who forwarded the call to you and the caller information.

When you receive a call, the phone number that displays on the screen contains the string of digits that you can dial to contact the caller. The digit string can contain the following digits, if required:

- Code to obtain an outside line (for example, if you have to dial 9)
- Long distance code
- Area code
- City code
- Telephone number

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The phone saves the complete digit string in the call history, and you can save the number in your Personal Address Book.

Auto Answer

Auto Answer prompts your phone to automatically answer incoming calls after one ring.

Your system administrator sets up Auto Answer to work with either your speakerphone or headset.

Note If you have Auto Answer set up for the speakerphone, and you change the call to the headset, your next incoming call rings on the headset. If you have Auto Answer set up for the headset, and you change the call to the speakerphone, your next incoming call rings on the speakerphone. Auto Answer makes sure that the call is answered; it does not override the location where you interacted with a previous call.

Auto Answer with Headset

Incoming calls are autoanswered with the headset when the following conditions apply:

- Auto Answer with Headset is enabled by your system administrator.
- The Headset button is illuminated.
- The headset is connected to the phone.

Otherwise, calls ring normally and you manually answer them.

To keep the **Headset** button illuminated, use buttons and softkeys (instead of the **Headset** button) to place and end calls. Your administrator sets the headset as the default audio path for Auto Answer.

Auto Answer with Speakerphone

Keep the handset in the cradle and the Headset button unlit. Otherwise, calls ring normally and you must manually answer them.

Call Back

Call Back allows you to receive an audio and a visual notification on your phone when a busy or unavailable party becomes available.

Callback may appear on your phone as a feature button or a softkey. For more information, contact your system administrator.

Set Up Call Back Notification

Call Back allows you to receive an audio and a visual notification on your phone when a busy or unavailable party becomes available.

Callback may appear on your phone as a feature button or a softkey. For more information, contact your system administrator.

Procedure

Step 1 Press **Callback** while listening to the busy tone or ring sound.
A confirmation screen displays on the phone.

Step 2 Press **Exit** to exit the confirmation screen.
Your phone alerts you when the line is free.

Step 3 Press **Dial** to place the call again.

Call Forward

Call Forward allows you to forward calls on your phone to another number.

For your primary line, you can set up Call Forward All directly on your phone. For all other lines or to access Call Forward All remotely, go to the Self Care Portal.

There are two types of call forwarding features that your system administrator might set up on your phone:

- Unconditional call forwarding (Call Forward All): Applies to all calls that you receive.

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- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage): Applies to certain calls that you receive, according to conditions, and is accessible only from the Self Care Portal.

When forwarding calls from your phone:

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.

- Call forwarding is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.

- Your system administrator can set up other call forward options that:

    ◦ Allow calls placed from the call forward target number to your phone to ring through, rather than be forwarded.

    ◦ Prevent you from creating a call forward loop or exceeding the maximum number of links in a call forwarding chain.

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Related Topics

Forward Calls

Procedure

Step 1 Press **Fwd All**.

Step 2 Enter the target phone number.

Depending on how your voicemail system is set up, you may be able to press **Messages** to forward all calls to voicemail.

Visual confirmation displays on your screen for as long as the feature is enabled.

Step 3 To cancel call forwarding, press **Fwd OFF**.

Call Park

Call Park allows you to use your phone to park (temporarily store) a call, which you can then retrieve from another phone (such as a phone at a coworker's desk or in a conference room).

There are two ways you can park a call:

Park

Allows you to park an active call that you answered on your phone, and retrieve it using another phone in the Cisco Unified Communications Manager system.

Directed Call Park

Allows you to park and retrieve an active call in two different ways:

- Assisted Directed Call Park: Allows you to park an active call using a feature button, which your system administrator sets up as a speed-dial line.

  With this type of directed call, you can monitor the status of the line (in-use or idle) using Line Status indicators.

- Manual Directed Call Park: Allows you to park an active call by transferring it to a Directed Call number, which your system administrator sets up.

  You retrieve the call at another phone by dialing a park retrieval prefix number (provided by your system administrator) and then dialing the Directed Call number you used to park the call.

Your system administrator sets up either the Directed Call Park or the Park feature on your phone, but not both.

Related Topics

Park Call

Procedure

Step 1   During a call, press the **Park** softkey.
Your phone displays the call park number where the system stored your call.

Step 2   Note the call park number displayed on your phone screen.
You will use the number to retrieve the call.

Step 3   Hang up.
You have a limited time to retrieve a parked call before it reverts to ringing at the original number.

Step 4   From any other Cisco Unified IP Phone in your network, enter the call park number to retrieve the call.

Park Call Using Manual Directed Call Park

Procedure

Step 1   During a call, press **Transfer** .

Step 2   Enter the Directed Call number where you will park the call.

Step 3   Press **Transfer** again to finish parking the call, then hang up.
You have a limited time to retrieve a parked call before it reverts to ringing at the original number.

Step 4   Retrieve the call, from any other Cisco Unified IP Phone in your network as follows:

a)   Enter the park retrieval prefix.
b)   Dial the Directed Call number.

Example:
If the park retrieval prefix is "99" and the Directed Call number is "1234", enter 991234.

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Park Call Using Assisted Directed Call Park

Procedure

Step 1 During a call, press the **Assisted Directed Call Park** button displaying an idle Line Status indicator.

Step 2 To retrieve a parked call from an assisted directed call park number, press the flashing **Assisted Direct Call Park** button.

If your administrator has not configured a reversion directory number, the parked call is reversed to the phone parking the call.

Call Pickup

Call Pickup allows you to answer a call that is ringing on a coworker's phone by redirecting the call to your phone.

You might use Call Pickup if you share call-handling tasks with coworkers.

There are three ways you can pick up a call:

- Pickup: Allows you to answer a call that is ringing on another phone within your call pickup group.

  If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).

- Group Pickup: Allows you to answer a call on a phone that is outside your call pickup group by:

  ◦ Using a group pickup number (provided by your system administrator).

  ◦ Dialing the number of the ringing phone.

- Other Pickup: Allows you to answer a call that is ringing on another phone within in your call pickup group or in an associated call pickup group.

Your system administrator sets up the call pickup group you are in, and the call pickup softkeys depending on your call-handling needs and work environment.

You can also monitor and pick up ringing calls using Line Status indicators if your system administrator has set up Line Status indicators on speed dial buttons for you. Line Status indicators allow you to see if a line associated with a speed dial button is idle, in-use, in a Do Not Disturb state, or ringing.

Related Topics

Answer a Call Using PickUp

Call PickUp allows you to answer a call ringing on a coworker's phone by redirecting the call to your phone.

You might use Call PickUp if you share call-handling tasks with coworkers.

There are three ways you can pick up a call:

- PickUp: Allows you to answer a call ringing on another phone within your call pickup group.

    If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).

- Group PickUp: Allows you to answer a call on a phone that is outside your call pickup group by:

    - Using a group pickup number (provided by your system administrator).

    - Dialing the number of the ringing phone.

- Other PickUp: Allows you to answer a call ringing on another phone within in your call pickup group or in an associated call pickup group.

Your system administrator sets up your call pickup group and your call pickup softkeys, depending on your call-handling needs and work environment.

You can also monitor and pick up ringing calls using Line Status indicators if your system administrator has set up Line Status indicators on speed-dial buttons for you. Line Status indicators allow you to see if a line that is associated with a speed-dial button is idle, in-use, in a Do Not Disturb state, or ringing.

Procedure

Step 1   Perform one of the following actions:

- Press **PickUp** to transfer a ringing call within your pickup group to your phone.

- If you have multiple lines and want to pick up the call on a nonprimary line, first press the desired line button, then press **PickUp**.

If your phone supports autopickup, you are connected to the call.

Step 2   If the call rings, press **Answer** to connect to the call.

Answer a Call Using Group PickUp and a Group PickUp Number

Procedure

Step 1   Perform one of the following actions:

- Press **Group PickUp** to answer a call on a phone outside your pickup group.

- If you have multiple lines and want to pick up the call on another line, first press the desired line button, then press **Group PickUp**.

Step 2   Enter the group pickup number.
If your phone supports autopickup, you are now connected to the call.

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Step 3   If the call rings, press **Answer** to connect to the call.

Answer a Call Using Group PickUp and a Phone Number

Procedure

Step 1   Perform one of the following actions:

- Press **Group PickUp**.

- If you have multiple lines and want to pick up the call on a nonprimary line, first press the desired line button, and then press **Group PickUp**.

Step 2   Enter the number of the phone line with the call that you want to pick up.
For example, if the call is ringing on line 12345, enter 12345.

If your phone supports autopickup, you are now connected to the call.

Step 3   If the call rings, press **Answer** to connect to the call.

Answer Call Using Other PickUp

Procedure

Step 1   Press **OPickUp** to transfer a call in your pickup group or in an associated group to your phone.
If your phone supports autopickup, you are now connected to the call.

Step 2   If the call rings, press **Answer** to connect to the call.

Call Waiting

Call Waiting provides the following to notify you that a new call is ringing on your phone when you are talking on another call:

- Call Waiting tone (single beep or audible ring)

- An amber flashing line button

This feature is configured by the administrator.

Respond to Call Waiting Notification

Before You Begin

Your system administrator must set up multiple lines on your phone before you can use this feature.

Procedure

To answer the ringing call, press the flashing amber line button.
Your phone puts the original call on hold automatically and connects the ringing call.

cBarge

The cBarge feature allows you to create a standard (ad hoc) conference by adding yourself to a call on a shared line.

Join Conference on Shared Line

Procedure

Press the line button of the shared line that is in use.
If Privacy is enabled, you cannot add yourself to the shared line.

Codes

Codes allow you to place a call using a billing or tracking code. Your phone supports two types of codes provided by your administrator:

- Client Matter Code (CMC) requires you to enter a code to specify that the call relates to a specific client matter. Your administrator can assign client matter codes to customers, students, or other populations for call accounting and billing purposes.

- Forced Authorization Code (FAC) allow you to manage call access and accounting. Your administrator can require that you enter a valid authorization code before the call connects.

Place Call Using Client Matter Code

Procedure

Step 1 Dial a number.
Step 2 After the tone, enter a CMC.

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Place Call Using Forced Authorization Code

Procedure

Step 1 Dial a number.

Step 2 After the tone, enter an FAC.

Conference

Conference allows you to talk simultaneously with multiple parties.

When you are talking on a call, use Conference to dial another party and add them to the call.

If you have multiple phone lines, you can alternately use Conference to combine two calls across two lines. For example, if you have a call on Line 1 and a call on Line 2, you can combine the calls into a conference.

Before completing a conference procedure, you can press the Cancel softkey to cancel the procedure or you can press the Swap softkey to toggle between calls, allowing you to speak privately with each party.

As the conference host, you can remove individual participants from the conference.

The conference ends when all the participants hang up.

Add Third Party to Conference

Procedure

Step 1 Verify that you are on an active call (not on hold).

Step 2 Press **Conference** .

Step 3 Enter the phone number for the party you want to add (or press a speed dial button).

Step 4 Wait for the party to answer (or skip to step 5 while the call is ringing).

Step 5 Press **Conference** again.
The conference begins.

Step 6 (Optional) Repeat these steps to add more parties, if desired.

Combine Calls to Create Conference

Before You Begin

This task requires multiple phone lines.

Procedure

Step 1	Verify that you have two connected calls and that one of the calls is active (not on hold).
Step 2	Press **Conference** .
Step 3	Press the line button for the other (held) call. The conference begins. The conference is established on the line with the active call.

Swap Between Calls Before Completing Conference

Use this procedure to consult privately with the conference and another person, before adding the person into the conference.

Procedure

Step 1	Call a new conference participant, but do not add the participant to the conference.
Step 2	Press **Swap** to toggle between the participant and the conference.

View Conference Participants

Procedure

While in a conference, press the **Details** softkey to view a list of the last 16 participants who have joined the conference.

Remove Conference Participants

Procedure

Step 1	While in a conference, press the **Details** softkey to view a list of participants.
Step 2	Highlight the participant that you want to remove, then press the **Remove** softkey.

Divert

Divert allows you to send an active or ringing call to your voicemail system or to a predetermined phone number (set up by your system administrator).

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Divert Call

Procedure

Press **Divert** to send an active, ringing, or held call to your voicemail system or to a predetermined phone number set up by your system administrator.

Do Not Disturb

Do Not Disturb (DND) allows you to turn off notification of incoming calls. You can turn off the phone ringer, as well as audible and visual notifications.

When the ringer and notifications are turned off, the call is sent directly to your voicemail system.

Your system administrator sets up a line button or softkey on your phone for DND, but you can change your DND options from the Self Care Portal.

DND interacts with other types of calls:

- If both DND and Call Forward All are enabled, calls are forwarded without any visual or audible confirmation.
- DND does not affect intercom calls or non-intercom priority calls.
- If both DND and autoanswer are enabled, only intercom calls autoanswer.

Related Topics

Sign In To the Cisco Unified Communications Self Care Portal, on page 35

Turn DND On and Off

Procedure

Step 1 Press **DND** to turn on DND.
Visual confirmation displays briefly.

Step 2 Press **DND** again to turn off DND.
Visual confirmation displays briefly.

Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco Unified IP Phone as your own. After you sign in to EM, the phone displays the message `Resetting please wait` and then `Registering`. The reset enables the phone to adopt your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator sets up EM for you.

Enable Extension Mobility

Procedure

Step 1 Press **Applications** [icon].

Step 2 Select **EM Service** (name can vary).

Step 3 Enter your user ID and PIN (provided by your system administrator).

Step 4 If prompted, select a device profile.

Step 5 To sign out, press **Applications** [icon].

Step 6 Select **Services**.

Step 7 Select **EM Service** (name can vary).

Step 8 When prompted to sign out, press **Yes**.

Fast Dial

Fast Dial allows you dial a phone number from the Fast Dial service on your phone. Before you can use Fast Dial on your phone, you must set up Fast Dial from the Contacts button.

Place Call Using Fast Dial

Before you can use Fast Dial on your phone, you must set up Fast Dial for the contact in your Personal Address Book.

Procedure

Step 1 Press **Contacts** [icon].

Step 2 Sign in to Personal Directory.

Step 3 Select **Personal Fast Dials**.

Step 4 Select a fast-dial code and then press **Dial**.

Hold

Hold allows you to put an active call into a held state. Your phone allows one active call at a time; other calls are put on hold.

Hold works with your phone handset as well as with USB headsets.

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Hold Call

Procedure

Step 1 To put a call on hold, press **Hold** .

The Hold icon ❚❚ displays and the line button flashes green.

Step 2 To resume the call, press **Resume** or the flashing green line button.

Swap Between Holding and Active Calls

Procedure

If your phone supports multiple lines, use line buttons to swap between holding and active calls.

Example:

If you have a held call on Line 1 and an active call on Line 2, press the Line 1 button to make the Line 1 call active (resume it from hold) and to automatically put the Line 2 call on hold.

Answer New Call

If your phone supports multiple lines, and you are already on a call when a new call rings, answering the new call puts the first call on hold automatically.

Procedure

To answer the new call, perform one of the following actions:

- Press **Answer**.

- Press the flashing amber line button.

Remote Hold on Shared Line

Look for a flashing red line button and the hold icon ❚❚ . When these indicators display, a call on the shared line has been put on hold remotely by the other user.

Note If more than one call is held locally on the phone, you cannot resume calls held remotely.

Hunt Groups

Hunt Groups are used to share the call load in organizations that receive a large number of incoming calls.

Your system administrator sets up a hunt group with a series of directory numbers. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

If you are a member of a hunt group, you sign in to a hunt group when you want to receive calls, and you sign out of the group when you want to prevent calls from ringing on your phone.

Your administrator sets up the Queue Status button so that you can view statistics about the queue for the hunt group.

Calls in the group call queue display the same call identification number, no matter which group phone accesses the list.

Sign In and Out of Hunt Group

Signing out of a hunt group does not prevent direct calls from ringing your phone.

Procedure

Step 1	Press **Hunt Group** to sign in. Visual confirmation displays briefly.
Step 2	Press **Hunt Group** again to sign out.

Hold Reversion

Hold Reversion notifies you when a call is left on hold.

A Hold Reversion notification is similar to a new call notification and includes these cues:

- Single ring, repeating at intervals
- Flashing amber line button
- Flashing message indicator on the handset
- Visual notification on the phone screen

Respond to Hold Reversion Notification

Procedure

Press the flashing amber line button or **Answer** to resume the call from hold.

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Intercom

Intercom allows you to place and receive one-way calls using a dedicated intercom line.

When you place an intercom call, the recipient's phone auto-answers with mute activated (whisper) and broadcasts your message through the recipient's speakerphone—or through the headset or handset, if one of these devices is active.

After receiving the intercom call, the recipient can initiate two-way audio (connected) to continue the call.

Place Intercom Call

Procedure

Step 1 Press **Intercom**.
If your phone autodials the intercom code, begin speaking after the alert tone. Otherwise, go to Step 2.

Step 2 Enter the intercom code and begin speaking after the alert tone.

Receive Intercom Call

When you receive an intercom call, you hear an intercom-alert tone and your phone autoanswers the call. Any current call activity that you are engaged in continues simultaneously, but the intercom caller cannot hear you.

Procedure

To speak to the intercom caller, press the active **Intercom** button.

Line Status

Line Status indicators allow you to view the state of a phone line that is associated with a speed-dial button.

Your system administrator sets up Line Status indicators on your phone.

Line Status Indicators

Line status indicators show the state of a line.

Icon	Indicator
📞	Line is in use.
☎	Line is idle.

Icon	Indicator
	Line is in Do Not Disturb (DND) state.
	Line is ringing. (Only for Call Pickup.)

Line status indicators can be set up on speed dial buttons by your system administrator, and can be used with these features:

- Speed Dial: Allows you to monitor the status of (and dial) a specific number on a speed-dial button.

- Call Pickup: Allows you to monitor the line status of (and pick up a ringing call on) a speed-dial button.

    Your system administrator can also set up your phone to play an audible alert when a call is ringing on the monitored line

Related Topics

Malicious Call Identification

Malicious Call Identification (MCID) allows you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

Trace Suspicious Call

Procedure

Press **Report Caller** to send a silent notification message to your system administrator.
When the silent notification message is sent, your phone provides both a visual and audible confirmation.

Meet Me Conference

Meet Me allows you to call a predetermined number at a scheduled time to host or join a Meet Me conference.

The Meet Me conference begins when the host connects. Participants who call the conference before the host has joined hear a busy tone and must dial again.

The conference ends when all participants hang up; the conference does not automatically end when the host disconnects.

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Host Meet Me Conference

Procedure

Step 1	Obtain a Meet Me phone number from your system administrator.
Step 2	Distribute the Meet Me phone number to participants.
Step 3	When you are ready to start the meeting, lift the handset to get a dial tone and then press **Meet Me**.
Step 4	Dial the Meet Me phone number.

Join Meet Me Conference

Procedure

Step 1	Dial the Meet Me phone number provided by the conference host.
Step 2	If you hear a busy tone, the host has not yet joined the conference. In this case, hang up and try your call again.

Mobile Connect

Mobile Connect allows you to use your mobile phone to handle calls associated with your desk phone number.

To set up Mobile Connect, use the Self Care Portal to set up remote destinations and create access lists to allow or block calls from specific phone numbers from being passed to the remote destinations.

When you enable Mobile Connect:

- Your desk phone and remote destinations receive calls simultaneously.

- When you answer the call on your desk phone, the remote destinations stop ringing, disconnect, and display a missed call message.

- When you answer the call on one remote destination, the other remote destinations and desk phone stop ringing, are disconnected, and a missed call message is shown on the other remote destinations.

Enable Mobile Connect

Procedure

Step 1 Press **Mobility** to display the current remote destination status (Enabled or Disabled).

Step 2 Press **Select** to change the status.

Step 3 Press **Exit**.

Switch Desk Phone Call to Mobile Phone

Procedure

Step 1 Press **Mobility**.

Step 2 Select **To mobile**.

Step 3 Answer the in-progress call on your mobile phone.
You cannot use the same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.

The desk phone line button turns red and the handset icons and the calling party number appear on the phone display.

Switch Mobile Call to Desk Phone

Procedure

Step 1 Select a line on your desk phone.

Step 2 Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.

Step 3 Press **Resume** on your desk phone within five to 10 seconds and start talking on the desk phone.

Monitoring and Recording

The Monitoring and Recording feature allows you to monitor and record calls. Your system administrator enables this feature, which can be set up for automatic recording of all calls or recording of calls on a per-call basis.

You can start or stop a recording by pressing the Record softkey on your phone.

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Users might receive audible alerts during call monitoring and recording. By default, the person who monitors the call and records it (if also configured) does not receive an audible alert.

Multilevel Precedence and Preemption

(SCCP only)

In some specialized environments, such as military or government offices, you may need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

- Precedence indicates the priority associated with a call.

- Preemption is the process of ending an existing, lower-priority call while accepting a higher-priority call that is sent to your phone.

If you want to choose a priority (precedence) level for an outgoing call, contact your system administrator for a list of corresponding precedence numbers for calls.

If you want to make a priority call, enter the MLPP access number (provided by your system administrator) followed by the phone number.

If you hear a special ring (faster than usual) or special call-waiting tone, you are receiving a priority call. An MLPP icon on your phone screen indicates the priority level of the call.

If you want to view priority level of a call, look for an MLPP icon on your phone screen:

MLPP Icon	Priority Level
	Highest priority (Flash Override or Executive Override) call
	High priority (Flash) call
	Medium priority (Immediate) call

MLPP Icon	Priority Level
△4	Priority call
△4	

MLPP icons with white/black background color indicate that the call is selected or not.

Higher-priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (Routine).

If you want to accept a higher-priority call, answer the call as usual. If necessary, end an active call first.

If you hear a continuous tone interrupting your call, you or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher-priority call to ring through.

When you make or receive an MLPP-enabled call, you hear special ringtones and call-waiting tones that differ from the standard tones.

If you enter an invalid MLPP access number, a verbal announcement alerts you to the error.

An MLPP-enabled call retains its priority and preemptive status when you:

- Put the call on hold
- Transfer the call
- Add the call to a three-way conference
- Answer the call using PickUp

Multiple Calls Per Line

Each line can support multiple calls. By default, your phone supports two active calls per line, and a maximum of six active calls per line. Your system administrator can adjust this number (not exceeding six calls) according to your need. Only one call can be connected at any time; other calls are automatically placed on hold.

Answer Second Call on Same Line

Procedure

To answer a second call on the same line, press the flashing amber line button.
The phone screen text changes based on the active call and the number of calls on the line.

Any active call is placed on hold, and the second call answers.

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Switch Between Calls on Same Line

Procedure

Step 1 Press the line button to switch between two calls on the same line.

Step 2 If there are more than two calls on the line, you can select the call from the call list, and resume the call.

Switch Between Calls on Different Lines

Procedure

Step 1 Press the line button for the call to which you are switching.

Step 2 If a single call is holding on the line, the call automatically resumes. If multiple calls are holding, you are prompted to select the call. Highlight the appropriate call and press **Resume**.

Call Ended on Line with Multiple Calls

After a call is completed, if there are still multiple calls on the line, the phone screen displays a list of other calls on the line.

Outbound Call Maximum

When a single line reaches maximum calls minus one, the outgoing call automatically rolls over to the next available line. For example, if six maximum calls are configured, the sixth outgoing call automatically rolls over to the next available line.

Create Conference with Two Calls on Same Line

Procedure

Step 1 With two connected calls on the same line, select a call to make it the active call.
The second call is put on hold.

Step 2 Press **Conference** .

Step 3 Enter the participant's phone number.
When the maximum calls are reached on the line, pressing **Conference** allows you to select the calls from a list of calls on the line. You can select one of the calls, or press another line button to select a call from the call list to create the conference.

Step 4 Wait for the call to connect.

After calling a new conference participant, but before adding the participant to the conference, you can press **Swap** to toggle between the two calls. This allows you to consult privately with the participant on each call before you complete the conference.

Step 5 Press **Conference** to add the participant to your call.
The conference begins.

Step 6 (Optional) Repeat to add additional participants.

Transfer Two Calls on Same Line

Procedure

Step 1 Verify that you are on an active call (not on hold).

Step 2 Press **Transfer** .

Step 3 Enter the transfer recipient's phone number or press a speed-dial button.
When maximum calls are reached on the line, pressing **Transfer** allows you to select the calls from a list of calls on the line. You can select one of the calls, or press another line button to select a call from the call list to transfer the calls.

Step 4 Wait for the recipient to answer. Or, skip to Step 5 while the call is ringing.

Step 5 Press **Transfer** again.
The transfer is complete.

You can press **Swap** to toggle between the two calls. This allows you to consult privately with the participant on each call before you complete the transfer.

Multiple Incoming Calls

You can handle multiple incoming calls in various ways:

- If there is a second incoming call on the line, while the first call is ringing, the phone screen text changes according to the total number of incoming calls.

- If there are more incoming calls, pressing **Answer** shows all calls on all lines.

- If there is any incoming call on the same line, the call adds to the call list. If you press the line button, you can view the list of calls on the line.

- If there are two simultaneous incoming calls on the phone:

  ◦ Press **Answer** or line button to answer the call.

  ◦ Press the line button of another line to view the list of incoming calls on that line.

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Shared Line

You can handle multiple calls with shared lines various ways:

- If there are two or three remote calls on the shared line, the caller ID indicates the number of calls on the line, and the state of the call.

- If at least one call is on hold, on the line, the line button flashes red.

- If all the calls are in use, the line button flashes solid red.

Mute

Mute allows you to block audio input for your handset, headset, and speakerphone, so that you can hear other parties on the call but they cannot hear you.

Mute Phone

Procedure

Step 1 Press **Mute** to turn Mute on.
Visual confirmation displays.

Step 2 Press **Mute** again to turn Mute off.

On-Hook Dialing

On-hook dialing allows you to enter a phone number before getting a dial tone and then lift the handset to complete the call.

Dial Number On-Hook

Procedure

Step 1 Enter or speed dial a phone number.

Step 2 Go off hook.

Plus Dialing

Plus Dialing allows you to press and hold the star (*) key for at least 1 second to insert a plus (+) sign as the first digit in a phone number for international dialing. The plus sign applies only for on-hook or off-hook calling.

When you see phone numbers with the + sign in them, you can select and dial the entry without having to add digits for international calls.

Dial International Number

Procedure

Step 1 Press and hold star (*) for at least 1 second.
The plus (+) sign displays as the first digit in the phone number.
The corresponding tone stops to indicate that the * has changed to a + sign.

Step 2 Dial the international number.

Privacy

Privacy allows you to prevent others who share your line from seeing information about your calls.

Privacy applies to all shared lines on your phone. If you have multiple shared lines and Privacy is enabled, others cannot view any of your shared lines.

If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.

Related Topics

Enable Privacy on a Shared Line

Privacy allows you to prevent others who share your line from seeing information about your calls.

Privacy applies to all shared lines on your phone. If you have multiple shared lines and Privacy is enabled, others cannot view any of your shared lines.

If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.

Procedure

Step 1 Press **Privacy** to enable the feature.

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Visual confirmation displays on your phone screen for as long as the feature is enabled.

Step 2   Press **Privacy** again to turn off the feature.

Quality Reporting Tool

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. Depending on configuration, use the QRT to:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.

Report Phone Problems

Procedure

Step 1   Press **Quality Reporting Tool**.

Step 2   Use the **Navigation pad** and **Select** button to scroll and select the item that most closely matches your problem.

Step 3   Press **Select**.
The information is sent to your system administrator.

Redial

Redial allows you to call the most recently dialed phone number.

Redial Number

Procedure

Step 1   To place the call on any phone line, press **Redial**.

Step 2   To place the call on a specific phone line, select the line to obtain dial tone and press **Redial**.

Shared Lines

Shared lines allow you to use one phone number for multiple phones.

You might have a shared line if you have multiple phones and want one phone number, share call-handling tasks with coworkers, or handle calls on behalf of a manager.

For example, if you share a line with a coworker:

- When a call comes in on the shared line:

    ◦ Your phone rings and the line button flashes amber.

    ◦ Your coworker's phone rings and the line button flashes amber.

- If you answer the call:

    ◦ Your line button turns green.

    ◦ Your coworker's line button turns red.

    When the line button is red, that line cannot be used to barge in on the call or used to make another call.

- If you put the call on hold:

    ◦ Your line button flashes green

    ◦ Your coworker's line button flashes red.

    When the line button flashes red, your coworker can pick up the call.

Your call history shows the status for all calls for shared lines. For example, if a call rings on a shared line and you answer the call, your coworkers who share the line will see that the call was answered remotely. Your call history identifies calls that were Placed, Received, Remote Placed, Remote Received, or Missed.

Speed Dial

Speed Dial features allow you to press a button and enter a preconfigured code to place a call, or selecting an item from the Call History list. Before you can use speed-dial features on your phone, you must set up Speed Dial in the Self Care Portal.

Depending on setup, your phone can support these speed dial features:

- Speed-dial buttons: Allow you to quickly dial a phone number from one or more line buttons set up for speed dialing.

- Speed-dial codes: Allow you to dial a phone number from a code (sometimes referred to as abbreviated dialing).

If your system administrator has set up the Line Status feature, you can monitor the status of a speed dial line by using the line status indicators.

Related Topics

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Place Call Using Speed Dial Buttons

Before You Begin

Before you can use speed-dial buttons on your phone, you must set up the codes in the Self Care Portal.

Procedure

To place a call, press a speed dial button ⊒(.

Place Call Using Speed Dial Codes

Before You Begin

Before you can use speed-dial codes on your phone, you must set up the codes in the Self Care Portal.

Procedure

To place a call, enter the speed dial code and press the **SpeedDial** softkey.

Transfer

Transfer allows you to redirect a connected call from your phone to another number.

You can use Transfer or Direct Transfer:

- Transfer: Allows you to redirect a single call to another number that you specify.

- Direct Transfer: Allows you to connect two calls on two different lines to each other, without remaining on the line yourself.

Before completing a transfer procedure, you can press the Cancel softkey to cancel the procedure or you can press the Swap softkey to toggle between calls, allowing you to speak privately with each party.

Transfer Call to Another Number

Procedure

Step 1 Verify that you are on an active call (not on hold).

Step 2 Press **Transfer** .

Step 3 Enter the transfer recipient's phone number or press a speed-dial button.

Step 4 Wait for the recipient to answer. Or, skip to Step 5 while the call is ringing.

Step 5 Press **Transfer** again.
The transfer completes.

Transfer Call to Another Line

This task requires multiple phone lines.

Procedure

Step 1	Verify that you have two connected calls and that one of the calls is active (not on hold).
Step 2	Press the **Transfer** button .
Step 3	Press the line button for the other (held) call. The transfer completes (the two calls are connected to each other).

Swap Between Calls Before Completing Transfer

After you connect to the transfer recipient—but before you transfer a call to this party—you can press **Swap** to toggle between the two calls. This allows you to consult privately with the party on each call before you complete the transfer.

WebDialer

WebDialer allows you to click-to-dial contacts from the Cisco Unified CM Directory. Your system administrator sets up this feature for you.

To dial contacts from a Cisco Directory, see Sign In To the Cisco Unified Communications Self Care Portal, on page 35.

Use WebDialer with Another Online Corporate Directory

Procedure

Step 1	Sign in to a WebDialer-enabled corporate directory and search for coworkers.
Step 2	Select the number that you want to dial.
Step 3	When prompted, enter your user ID and password.
Step 4	If this is your first time using WebDialer, review the preferences on the Make Call window.
Step 5	Select **Dial**. The call is now placed on your phone.
Step 6	To end a call, select **Hang up** or hang up your handset.

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Change WebDialer Preferences

Procedure

Step 1 Initiate a call using WebDialer to access the Make Call window.
The Make Call window displays the first time that you use WebDialer (after you select the number that you want to dial).

Step 2 Select one of the following options from the Make Call window:

- Preferred language: Determines the language used for WebDialer settings and prompts.

- Use preferred device: Identifies the Cisco Unified IP Phone (calling device) and directory number (calling line) that you use to place WebDialer calls.

If you have one phone with a single line, the appropriate phone and line are automatically selected.

Step 3 If the phone and line are not automatically selected, choose a phone or line.
If you have more than one phone of the same type, the list identifies the phone by device type and MAC address. To display the MAC address on your phone, select **Applications** ⚙ > **Phone Information**.

Step 4 If you have an Extension Mobility profile, select **Extension Mobility** from the Calling Device drop-down menu from the Make Call window.

- Do not display call confirmation: If selected, the WebDialer Make Call window does not display the next time WebDialer is used. Calls will automatically dial after you select a contact from the Cisco directory.

- Disable Auto Close: If selected, the call window does not close automatically after 15 seconds.

Sign Out of WebDialer

Procedure

Select the **Sign Out** 🔲 icon in the Make Call or Hang Up window.

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FAQs and Troubleshooting

Frequently Asked Questions

Q. Why don't I see the icons shown in the documentation on my phone screen?

A. Many of the phone screen icons are applicable only to the Cisco Unified IP Phones 6941 and 6945.

Q. Can I use the second line on my Cisco Unified IP Phone 6921 as a feature button?

A. Yes. If you do not require two phone lines, your system administrator can set up a feature on your second line.

Q. When I put a call on hold by pushing the Hold button, why doesn't pushing the button again resume the call?

A. The Hold button is used only to put a call on hold. To resume a call, press the Resume softkey or the flashing green line button.

Q. Why does my phone not work ("wake up"), when it worked before?

A. If your system administrator has set up your phone for EnergyWise, the phone may be sleeping (powered down). Your system administrator sets your phone to sleep at a certain time and wake (power up) at a certain time. Your phone will wake up at the time set by your system administrator. You can press the Select button to wake your phone up. See your system administrator to have the sleep and wake up times changed.

Q. My phone played the ringtone four times in succession, but there is no call. What does this mean?

A. The phone is notifying you that your phone will power down (sleep) soon to conserve energy (the EnergyWise feature). Your system administrator sets your phone to sleep at a certain time and wake (power

up) at a certain time. Your phone will wake up at the time set by your system administrator. See your system administrator to have the sleep and wake up times changed.

Q. What do I do if my phone displays the message `Security Error`?

A. Your phone firmware has identified an internal error. Try unplugging the phone from the power source, wait one minute, and then plug the phone back in. If the message persists, contact your system administrator.

Troubleshooting Tips

The following sections contain troubleshooting information.

Conference

Conference Button and Softkey Unresponsive

You have set up a conference call, and the Conf softkey is no longer available and the Conference button is unresponsive.

Possible Cause

You have reached the maximum number of conference participants.

Solution

Ask one of the participants to drop, or drop a conference participant.

Meet Me Conference Busy Tone

You hear a busy tone after dialing into a Meet Me conference.

Possible Cause

The conference host has not yet joined the conference.

Solution

Try calling back again.

Personal directory

Cannot Sign In to Personal Directory

You are unable to sign in to your personal directory.

Possible Cause

• You are using your password to sign in, not your personal identification number (PIN).

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• Your PIN needs to be reset.

Solution

• Use your PIN, not your password.

• Contact your system administrator.

Shared lines

No Caller ID on Remote Hold

You have a shared line on your Cisco Unified IP Phone 6921, and cannot see the caller ID when the remote line is on hold.

Possible Cause

This works as designed.

Solution

None.

Cannot Access Self Care Portal

Problem

You are unable to access your Self Care Portal.

Possible Cause

Your password needs to be reset or your administrator may have changed your access to the pages.

Solution

Contact your system administrator.

Cleaning Cisco Unified IP Phone

To clean your Cisco Unified IP Phone, use only a dry soft cloth to gently wipe the phone and the phone screen. Do not apply liquids or powders directly on the phone. As with all non-weather-proof electronics, liquids and powders can damage the components and cause failures.

When the phone is in sleep mode, the touchscreen is blank and the Select button is not lit. When the phone is in this condition, you can clean the screen, as long as you know that the phone will remain asleep until after you finish cleaning. If the phone is likely to wake up during cleaning, wake it up or wait until it is awake before following the preceding cleaning instructions.

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Product Safety, Security, Accessibility, and Related Information

Safety and Performance Information

Power outages and other devices can affect your Cisco Unified IP Phone.

Power Outage

Your access to emergency service through the phone depends on the phone being powered. If there is a power interruption, Service and Emergency Calling Service dialing will not function until power is restored. In case of a power failure or disruption, you may need to reset or reconfigure the equipment before using the Service or Emergency Calling Service dialing.

External Devices

Cisco recommends using good quality external devices such as headsets, cables, and connectors that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Note   Not all Cisco IP Telephony products support external devices, cords or cables. For more information, consult the documentation for your phone.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of these actions:

• Move the external device away from the source of the RF or AF signals.

• Route the external device cables away from the source of the RF or AF signals.

• Use shielded cables for the external device, or use cables with a better shield and connector.

• Shorten the length of the external device cable.

• Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of external devices, cables, and connectors.

⚠

Caution   In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.bis.doc.gov/index.php/regulations/export-administration-regulations-ear.

Accessibility Features

The Cisco Unified IP Phones 6921, 6941, and 6961 provide accessibility features for the vision impaired, the blind, and the hearing and mobility impaired.

For detailed information about the accessibility features on these phones, see http://www.cisco.com/en/US/products/ps10326/prod_technical_reference_list.html.

You can also find more information about accessibility at this Cisco website:

http://www.cisco.com/web/about/responsibility/accessibility/index.html

Additional Information

• You can access the Cisco website at this URL:

http://www.cisco.com/

• Cisco Unified IP Phone 6921, 6941, 6945, and 6961 quick reference cards, quick start guides, and end-user guides:

http://www.cisco.com/en/US/products/ps10326/products_user_guide_list.html

• Licensing information:

http://www.cisco.com/en/US/products/ps10326/products_licensing_information_listing.html

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- Cisco international web sites:

  Allows access to international Cisco web sites from www.cisco.com by clicking the Worldwide [change] link at the top of the web page.

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Warranty

- Cisco One-Year Limited Hardware Warranty Terms, page 89

Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL:

http://www.cisco.com/en/US/docs/general/warranty/English/1Y1DEN__.html

Cisco One-Year Limited Hardware Warranty Terms

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