Cisco Unified IP Phone User Guide
for Cisco Unified Communications Manager 8.5 (SCCP and SIP)
For Cisco Unified IP Phone 6921, 6941, 6945, and 6961

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## Contents

**Your Phone**  
Cisco Unified IP Phone 6921  
  Phone Connections  1  
  Buttons and Hardware  3  
  Phone Screen  5  
  Footstand  6  
    Higher Viewing Angle  7  
    Lower Viewing Angle  8  
  Handset Rest  8  
Cisco Unified IP Phone 6941  
  Phone Connections  10  
  Buttons and Hardware  12  
  Phone Screen  15  
  Footstand  15  
    Higher Viewing Angle  17  
    Lower Viewing Angle  18  
  Handset Rest  18  
Cisco Unified IP Phone 6945  
  Phone Connections  20  
  Buttons and Hardware  22  
  Phone Screen  25  
  Footstand  25  
    Higher Viewing Angle  27  
    Lower Viewing Angle  28  
  Handset Rest  28  
Cisco Unified IP Phone 6961  
  Phone Connections  30  
  Buttons and Hardware  32  
  Phone Screen  34
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Footstand</td>
<td>35</td>
</tr>
<tr>
<td>Higher Viewing Angle</td>
<td>36</td>
</tr>
<tr>
<td>Lower Viewing Angle</td>
<td>37</td>
</tr>
<tr>
<td>Handset Rest</td>
<td>37</td>
</tr>
<tr>
<td><strong>Applications</strong></td>
<td>39</td>
</tr>
<tr>
<td>Phone Applications</td>
<td>39</td>
</tr>
<tr>
<td>Services</td>
<td>39</td>
</tr>
<tr>
<td>Access Services</td>
<td>39</td>
</tr>
<tr>
<td>Call History</td>
<td>39</td>
</tr>
<tr>
<td>View Call History</td>
<td>40</td>
</tr>
<tr>
<td>View Call Record Details</td>
<td>40</td>
</tr>
<tr>
<td>Filter Call History</td>
<td>40</td>
</tr>
<tr>
<td>Dial From Call History</td>
<td>40</td>
</tr>
<tr>
<td>Clear Call History</td>
<td>41</td>
</tr>
<tr>
<td>Delete Call Record From Call History</td>
<td>41</td>
</tr>
<tr>
<td>Preferences</td>
<td>42</td>
</tr>
<tr>
<td>Ring Tones</td>
<td>42</td>
</tr>
<tr>
<td>Contrast</td>
<td>42</td>
</tr>
<tr>
<td>Phone Information</td>
<td>43</td>
</tr>
<tr>
<td>View Phone Information</td>
<td>43</td>
</tr>
<tr>
<td>Administrator Settings</td>
<td>43</td>
</tr>
<tr>
<td><strong>Contacts</strong></td>
<td>44</td>
</tr>
<tr>
<td>Phone Contacts</td>
<td>44</td>
</tr>
<tr>
<td>Corporate Directory</td>
<td>44</td>
</tr>
<tr>
<td>Search for and Dial a Contact</td>
<td>44</td>
</tr>
<tr>
<td>Search for and Dial a Contact While on a Call</td>
<td>45</td>
</tr>
<tr>
<td>Personal Directory</td>
<td>45</td>
</tr>
<tr>
<td>Personal Directory Options</td>
<td>46</td>
</tr>
<tr>
<td>Fast-Dial Codes with Personal Directory</td>
<td>48</td>
</tr>
</tbody>
</table>
Messages 49
  Voice Messages 49
    Personalize Your Voicemail 49
    Check for Voice Messages 49
    Listen to Voice Messages 50

Calling Features 51
  Feature Buttons and Softkeys 51
  Agent Greeting 52
  Auto Answer 52
    Auto Answer with Your Headset 52
    Auto Answer with Your Speakerphone 52
  Call Back 53
    Set up a Call Back Notification 53
  Call Forward All 53
    Forward Calls on a Primary Line 54
  Call Park 54
    Park and Retrieve a Call Using Park 54
    Park and Retrieve a Call Using Manual Directed Call Park 55
  Call Pickup 55
    Answer a Call Using Pickup 56
    Answer a Call Using Group Pickup and a Group Pickup Number 56
    Answer a Call Using Group Pickup and a Phone Number 56
    Answer a Call Using Other Pickup 56
  Call Waiting 57
    Respond to a Call Waiting Notification 57
  cBarge 57
    Add Yourself to a Conference on a Shared Line 57
  Codes 57
    Place a Call Using a Client Matter Code 58
    Place a Call Using a Forced Authorization Code 58
  Conference 58
    Add Another Party to Your Call to Create a Conference 58
    Combine Calls Across Lines to Create a Conference 59
Swap Between Calls Before Completing a Conference  59
  End a Conference  59
  View Conference Participants  59
  Remove Conference Participants  59
Divert  59
  Divert a Call  59
Do Not Disturb  60
  Turn DND On and Off  60
Extension Mobility  60
  Enable Extension Mobility  60
Fast Dial  61
  Place a Call Using Fast Dial  61
Hold  61
  Hold and Resume a Call  61
  Swap Between Held and Active Calls on Multiple Lines  61
  Put a Call on Hold by Answering a New Call on Another Line  62
  Determine if a Shared Line is on Hold  62
Hold Reversion  62
  Respond to a Hold Reversion Notification  62
Hunt Groups  62
  Sign In and Out of a Hunt Group  63
Intercom  63
  Place an Intercom Call  63
  Receive an Intercom Call  63
Line Status  63
  Line Status Indicators  64
Malicious Call Identification  64
  Trace a Suspicious Call  65
Meet Me  65
  Host a Meet-Me Conference  65
  Join a Meet-Me Conference  65
<table>
<thead>
<tr>
<th>Feature</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Connect</td>
<td>65</td>
</tr>
<tr>
<td>Turn On or Off Mobile Connect to All Your Remote Destinations From Your Desk Phone</td>
<td>66</td>
</tr>
<tr>
<td>Switch an In-Progress Call on Your Desk Phone to a Mobile Phone</td>
<td>66</td>
</tr>
<tr>
<td>Switch an In-Progress Call From a Mobile Phone to Your Desk Phone</td>
<td>66</td>
</tr>
<tr>
<td>Monitor and Record</td>
<td>67</td>
</tr>
<tr>
<td>Mute</td>
<td>67</td>
</tr>
<tr>
<td>Mute Your Phone</td>
<td>67</td>
</tr>
<tr>
<td>On-hook Dialing</td>
<td>67</td>
</tr>
<tr>
<td>Dial a Number On-hook</td>
<td>67</td>
</tr>
<tr>
<td>Plus Dialing</td>
<td>67</td>
</tr>
<tr>
<td>Dialing an International Number</td>
<td>68</td>
</tr>
<tr>
<td>Privacy</td>
<td>68</td>
</tr>
<tr>
<td>Enable Privacy on a Shared Line</td>
<td>68</td>
</tr>
<tr>
<td>Quality Reporting Tool</td>
<td>68</td>
</tr>
<tr>
<td>Report Problems on Your Phone</td>
<td>68</td>
</tr>
<tr>
<td>Redial</td>
<td>69</td>
</tr>
<tr>
<td>Redial a Number</td>
<td>69</td>
</tr>
<tr>
<td>Shared Lines</td>
<td>69</td>
</tr>
<tr>
<td>Speed Dial</td>
<td>69</td>
</tr>
<tr>
<td>Place a Call with a Speed-Dial Button</td>
<td>70</td>
</tr>
<tr>
<td>Place a Call with a Speed-Dial Code</td>
<td>70</td>
</tr>
<tr>
<td>Transfer</td>
<td>70</td>
</tr>
<tr>
<td>Transfer a Call to Another Number</td>
<td>70</td>
</tr>
<tr>
<td>Use Direct Transfer to Connect Calls Across Lines</td>
<td>71</td>
</tr>
<tr>
<td>Swap Between Calls Before Completing a Transfer</td>
<td>71</td>
</tr>
<tr>
<td>Web Dialer</td>
<td>71</td>
</tr>
<tr>
<td>Use Web Dialer with Cisco Directory</td>
<td>71</td>
</tr>
<tr>
<td>Use Web Dialer with Another Online Corporate Directory</td>
<td>72</td>
</tr>
<tr>
<td>Set Up, View, or Change Web Dialer Preferences</td>
<td>72</td>
</tr>
<tr>
<td>Sign Out of Web Dialer</td>
<td>72</td>
</tr>
</tbody>
</table>

**User Options** 73

- User Options Web Pages 73
- Sign In and Out of User Options Web Pages 73
Device  74
  Select a Device From the User Options Web Pages  74
  Customize Do Not Disturb Options  74
Line Settings  75
  Set Up Call Forwarding Per Line  75
  Change the Voice Message Indicator Setting Per Line  75
  Change the Audible Voice Message Indicator Setting Per Line  76
  Change the Ring Settings Per Line  76
  Change or Create a Line Text Label for Your Phone Display  76
Speed Dial on the Web  77
  Set Up Speed-Dial Buttons  77
  Set Up Speed-Dial Codes  77
Phone Services  77
  Subscribe to a Service  78
  Search for Services  78
  Change or End Services  78
  Change a Service Name  79
  Add a Service to an Available Programmable Feature Button  79
User Settings  79
  Change Your Browser Password  79
  Change Your PIN  80
  Change the Language for Your User Options Web Pages  80
  Change the Language for Your Phone Display  80
Directory  80
Personal Address Book  81
  Add a New PAB Entry  81
  Search for a PAB Entry  81
  Edit a PAB Entry  81
  Delete a PAB Entry  81
  Assign a Feature Button for Personal Address Book  82
Fast Dials  82
  Assign a Feature Button for Fast Dial  82
  Assign a Fast Dial Code to a PAB Entry  82
  Assign a Fast Dial Code to a Phone Number Without Using a PAB Entry  83
  Search for a Fast Dial Entry  83
Your Phone

Cisco Unified IP Phone 6921

The Cisco Unified IP Phone 6921 provides these features:

- Phone connections
- Buttons and hardware
- Phone screen
- Footstand
- Handset rest

Phone Connections

For your phone to work, it must be connected to the corporate IP telephony network. Your system administrator can help you connect your phone.
<table>
<thead>
<tr>
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</tr>
<tr>
<td>2</td>
<td>AC-to-DC power supply (optional).</td>
</tr>
<tr>
<td>3</td>
<td>AC power wall plug (optional).</td>
</tr>
<tr>
<td>4</td>
<td>Network port (10/100 SW) connection. IEEE 802.3af power enabled.</td>
</tr>
<tr>
<td>5</td>
<td>Access port (10/100 PC) connection.</td>
</tr>
<tr>
<td>6</td>
<td>Handset connection.</td>
</tr>
<tr>
<td>7</td>
<td>Analog headset connection (optional).</td>
</tr>
</tbody>
</table>
### Buttons and Hardware

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</tr>
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<tbody>
<tr>
<td>1</td>
<td>Handset light strip</td>
<td>Indicates an incoming call (flashing red) or new voice message (steady red).</td>
</tr>
<tr>
<td>2</td>
<td>Phone screen</td>
<td>Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.</td>
</tr>
<tr>
<td>3</td>
<td>Softkey buttons</td>
<td>Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.</td>
</tr>
</tbody>
</table>
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.
### Your Phone

<p>| | | |</p>
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<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>Volume button</td>
<td>Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).</td>
</tr>
<tr>
<td>14</td>
<td>Messages button</td>
<td>Auto-dials your voicemail system (varies by system).</td>
</tr>
<tr>
<td>15</td>
<td>Applications button</td>
<td>Opens/closes the Applications menu. Use it to access call history, user preferences, phone settings, and phone model information.</td>
</tr>
<tr>
<td>16</td>
<td>Contacts button</td>
<td>Opens/closes the Directories menu. Use it to access personal and corporate directories.</td>
</tr>
<tr>
<td>17</td>
<td>Handset</td>
<td>Phone handset.</td>
</tr>
</tbody>
</table>

### Phone Screen

![Phone Screen Diagram](image)

<p>| | | |</p>
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<thead>
<tr>
<th></th>
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<th></th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Header</td>
<td>Displays date, time, and directory number.</td>
</tr>
<tr>
<td>2</td>
<td>Line details and other phone information</td>
<td>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.</td>
</tr>
<tr>
<td>3</td>
<td>Softkey labels</td>
<td>Display softkeys for available features or actions.</td>
</tr>
</tbody>
</table>
**Footstand**

If your phone is placed on a table or desk, the footstand can be connected to the back of the 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
Higher Viewing Angle
Lower Viewing Angle

Handset Rest

Your system administrator may have mounted your phone on a wall. With a wall-mounted phone, you might need to adjust the handset rest to ensure that the receiver will not slip out of the cradle.
1. Remove the handset from the cradle and pull the plastic tab from the handset rest.
2. Rotate the tab 180 degrees.
3. Hold the tab between two fingers, with the corner notches facing you. Make sure the tab lines up evenly with the slot in the handset cradle.
4. Press the tab evenly into the slot. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.
Cisco Unified IP Phone 6941

The Cisco Unified IP Phone 6941 provides these features:

- Phone connections
- Buttons and hardware
- Phone screen
- Footstand
- Handset rest

Phone Connections

For your phone to work, it must be connected to the corporate IP telephony network. Your system administrator can help you connect your phone.
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<td>AC-to-DC power supply (optional).</td>
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<td>Handset connection.</td>
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<td>7</td>
<td>Analog headset connection (optional).</td>
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</tbody>
</table>
Buttons and Hardware
<table>
<thead>
<tr>
<th></th>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset light strip</td>
<td>Indicates an incoming call (flashing red) or new voice message (steady red).</td>
</tr>
<tr>
<td>2</td>
<td>Phone screen</td>
<td>Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.</td>
</tr>
<tr>
<td>3</td>
<td>Programmable feature buttons</td>
<td>Depending on how your system administrator sets up the phone, programmable feature buttons (on each side of the phone screen) provide access to:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Phone lines and intercom lines</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Web-based services (for example, a Personal Address Book button)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Call features (for example, a Privacy button)</td>
</tr>
<tr>
<td></td>
<td>Buttons illuminate to indicate status:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Green, steady—Active call or two-way intercom call</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Green, flashing—Held call</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Amber, steady—Privacy in use, one-way intercom call, DND active, or logged into Hunt Group</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Amber, flashing—Incoming call or reverting call</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Red, steady—Remote line in use (shared line or Line Status)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Red, flashing—Remote line on hold</td>
</tr>
<tr>
<td>4</td>
<td>Softkey buttons</td>
<td>Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.</td>
</tr>
<tr>
<td>5</td>
<td>Transfer button</td>
<td>Transfers a call.</td>
</tr>
<tr>
<td>6</td>
<td>Conference button</td>
<td>Creates a conference call.</td>
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<td>Hold button</td>
<td>Places an active call on hold.</td>
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<td>Navigation bar and Select button</td>
<td>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.</td>
</tr>
<tr>
<td>9</td>
<td>Headset button</td>
<td>Toggles the headset on or off. When the headset is on, the button is lit.</td>
</tr>
<tr>
<td>10</td>
<td>Speakerphone button</td>
<td>Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.</td>
</tr>
<tr>
<td>11</td>
<td>Keypad</td>
<td>Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).</td>
</tr>
<tr>
<td>12</td>
<td>Mute button</td>
<td>Toggles the microphone on or off. When the microphone is muted, the button is lit.</td>
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<td>13</td>
<td>Volume button</td>
<td>Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).</td>
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<th>Description</th>
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<tr>
<td>1</td>
<td>Header</td>
<td>Displays date, time, and directory number.</td>
</tr>
<tr>
<td>2</td>
<td>Line text label with icon</td>
<td>Displays text label and icon for phone or intercom line, speed-dial numbers, or services, depending on your configuration.</td>
</tr>
<tr>
<td>3</td>
<td>Primary line details and other phone information</td>
<td>Displays line label and call details for the primary line, and other phone information such as placed calls, speed dials, and phone menu listings.</td>
</tr>
<tr>
<td>4</td>
<td>Secondary line details and other phone information</td>
<td>Displays line label and call details for the secondary line, and other phone information such as placed calls, speed dials, and phone menu listings.</td>
</tr>
<tr>
<td>5</td>
<td>Softkey labels</td>
<td>Display softkeys for available features or actions.</td>
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### 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.
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Higher Viewing Angle
Lower Viewing Angle

Handset Rest

Your system administrator may have mounted your phone on a wall. With a wall-mounted phone, you might need to adjust the handset rest to ensure that the receiver will not slip out of the cradle.
1 Remove the handset from the cradle and pull the plastic tab from the handset rest.
2 Rotate the tab 180 degrees.
3 Hold the tab between two fingers, with the corner notches facing you. Make sure the tab lines up evenly with the slot in the handset cradle.
4 Press the tab evenly into the slot. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.
Cisco Unified IP Phone 6945

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</tr>
<tr>
<td>4</td>
<td>Network port (10/100/1000 SW) connection. IEEE 802.3af power enabled.</td>
</tr>
<tr>
<td>5</td>
<td>Access port (10/100/1000 PC) connection.</td>
</tr>
<tr>
<td>6</td>
<td>Auxiliary port.</td>
</tr>
<tr>
<td>7</td>
<td>Handset connection.</td>
</tr>
<tr>
<td>8</td>
<td>Analog headset connection (optional).</td>
</tr>
</tbody>
</table>
Buttons and Hardware
<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset light strip</td>
</tr>
<tr>
<td>2</td>
<td>Phone screen</td>
</tr>
<tr>
<td>3</td>
<td>Programmable feature buttons</td>
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<tr>
<td>4</td>
<td>Softkey buttons</td>
</tr>
<tr>
<td>5</td>
<td>Transfer button</td>
</tr>
<tr>
<td>6</td>
<td>Conference button</td>
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<tr>
<td>7</td>
<td>Hold button</td>
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<td>---</td>
</tr>
<tr>
<td>8</td>
<td><strong>Navigation bar and Select button</strong></td>
</tr>
<tr>
<td>9</td>
<td><strong>Headset button</strong></td>
</tr>
<tr>
<td>10</td>
<td><strong>Speakerphone button</strong></td>
</tr>
<tr>
<td>11</td>
<td><strong>Keypad</strong></td>
</tr>
<tr>
<td>12</td>
<td><strong>Mute button</strong></td>
</tr>
<tr>
<td>13</td>
<td><strong>Volume button</strong></td>
</tr>
<tr>
<td>14</td>
<td><strong>Messages button</strong></td>
</tr>
<tr>
<td>15</td>
<td><strong>Applications button</strong></td>
</tr>
<tr>
<td>16</td>
<td><strong>Contacts button</strong></td>
</tr>
<tr>
<td>17</td>
<td><strong>Handset</strong></td>
</tr>
</tbody>
</table>
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.
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.
5 Softkey labels Display softkeys for available features or actions.

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.
|   | Footstand slots for a higher viewing angle |   | Footstand slots for a lower viewing angle |
Higher Viewing Angle
Lower Viewing Angle

Handset Rest

Your system administrator may have mounted your phone on a wall. With a wall-mounted phone, you might need to adjust the handset rest to ensure that the receiver will not slip out of the cradle.
1. Remove the handset from the cradle and pull the plastic tab from the handset rest.
2. Rotate the tab 180 degrees.
3. Hold the tab between two fingers, with the corner notches facing you. Make sure the tab lines up evenly with the slot in the handset cradle.
4. Press the tab evenly into the slot. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.
Cisco Unified IP Phone 6961

The Cisco Unified IP Phone 6961 provides these features:

- Phone connections
- Buttons and hardware
- Phone screen
- Footstand
- Handset rest

Phone Connections

For your phone to work, it must be connected to the corporate IP telephony network. Your system administrator can help you connect your phone.
<table>
<thead>
<tr>
<th>Port</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DC adaptor port (DC48V)</td>
</tr>
<tr>
<td>2</td>
<td>AC-to-DC power supply (optional)</td>
</tr>
<tr>
<td>3</td>
<td>AC power wall plug (optional)</td>
</tr>
<tr>
<td>4</td>
<td>Network port (10/100 SW) connection. IEEE 802.3af power enabled.</td>
</tr>
<tr>
<td>5</td>
<td>Access port (10/100 PC) connection.</td>
</tr>
<tr>
<td>6</td>
<td>Handset connection.</td>
</tr>
<tr>
<td>7</td>
<td>Headset connection (optional).</td>
</tr>
</tbody>
</table>
### Buttons and Hardware

<table>
<thead>
<tr>
<th></th>
<th>Handset light strip</th>
<th>Indicates an incoming call (flashing red) or new voice message (steady red).</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Phone screen</td>
<td>Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.</td>
</tr>
<tr>
<td>3</td>
<td>Softkey buttons</td>
<td>Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>4</td>
<td>Transfer button</td>
<td>Transfers a call.</td>
</tr>
<tr>
<td>5</td>
<td>Conference button</td>
<td>Creates a conference call.</td>
</tr>
<tr>
<td>6</td>
<td>Hold button</td>
<td>Places an active call on hold.</td>
</tr>
<tr>
<td>7</td>
<td>Navigation bar and Select button</td>
<td>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.</td>
</tr>
</tbody>
</table>
| 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 |
<p>| 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). |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>12</strong></td>
<td>Mute button</td>
<td>Toggles the microphone on or off. When the microphone is muted, the button is lit.</td>
</tr>
<tr>
<td><strong>13</strong></td>
<td>Volume button</td>
<td>Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).</td>
</tr>
<tr>
<td><strong>14</strong></td>
<td>Messages button</td>
<td>Auto-dials your voice messaging system (varies by system).</td>
</tr>
<tr>
<td><strong>15</strong></td>
<td>Applications button</td>
<td>Opens/closes the Applications menu. Use it to access call history, user preferences, phone settings, and phone model information.</td>
</tr>
<tr>
<td><strong>16</strong></td>
<td>Contacts button</td>
<td>Opens/closes the Directories menu. Use it to access personal and corporate directories.</td>
</tr>
<tr>
<td><strong>17</strong></td>
<td>Handset</td>
<td>Phone handset.</td>
</tr>
</tbody>
</table>

**Phone Screen**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td>Header</td>
<td>Displays date, time, and directory number.</td>
</tr>
<tr>
<td><strong>2</strong></td>
<td>Line details and other phone information</td>
<td>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.</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Softkey labels</td>
<td>Display softkeys for available features or actions.</td>
</tr>
</tbody>
</table>
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
Higher Viewing Angle
Lower Viewing Angle

Handset Rest

Your system administrator may have mounted your phone on a wall. With a wall-mounted phone, you might need to adjust the handset rest to ensure that the receiver will not slip out of the cradle.
1. Remove the handset from the cradle and pull the plastic tab from the handset rest.
2. Rotate the tab 180 degrees.
3. Hold the tab between two fingers, with the corner notches facing you. Make sure the tab lines up evenly with the slot in the handset cradle.
4. Press the tab evenly into the slot. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.
Applications

Phone Applications

Phone applications allow you to access the following:
- Services
- Call History
- Preferences
- Phone Information
- Administrator Settings (For system administrators only.)

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.

Access Services

1. Press the Applications button.
2. Select the service you want to access. (Use the Navigation bar and button to scroll and select.)
3. Press the Select softkey, or press the Exit softkey 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). 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.

**View Call History**

1. Press the Applications button.
2. Select Call History. (Use the Navigation bar and button to scroll and select.)
3. Select All Lines or the line that you want to view.
4. Press the \( \text{softkey} \) to return to the Call History screen.

**View Call Record Details**

1. Press the Applications button.
2. Select Call History. (Use the Navigation bar and button to scroll and select.)
3. Select All Lines or the line that you want to view.
4. Select a call record and press the Details softkey (you may need to press the more softkey first).
5. Press the \( \text{softkey} \) to return to the Call History list.

**Filter Call History**

1. Press the Applications button.
2. Select Call History. (Use the Navigation bar and button to scroll and select.)
3. Select All Lines or the line that you want to view.
4. The Call History list displays only the missed calls on the selected line.
5. To view all calls in the Call History list, press the All Calls softkey.
6. Press the \( \text{softkey} \) to return to the Call History screen.

**Dial From Call History**

1. Press the Applications button.
2. Select Call History. (Use the Navigation bar and button to scroll and select.)
3. Select All Lines or the line that you want to view.
4. From the Call History list, select the call you want to dial and do one of the following:
   - Press the Call softkey.
   - Press the line key.
Applications

- Pick up the handset.
- Press the speakerphone or headset button.

**Edit Number From Call History**

1. Press the Applications button.
2. Select Call History. (Use the Navigation bar and button to scroll and select.)
3. Select All Lines or the line that you want to view.
4. Select the call you want to edit.
5. Press the EditDial softkey (you may need to press the more softkey first).
6. Press the >> softkey to move the cursor to the right and press the << softkey to move the cursor to the left.
7. Press the softkey to delete numbers.
8. Press the Dial softkey to dial the edited number (you may need to press the more softkey first).
9. Press the softkey to return to the Call History list.

**Clear Call History**

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

**Delete Call Record From Call History**

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

Preferences allows you to set these user preferences:

- Ring Tone
- Contrast

Ring Tones

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.

Change Ringtone for a Line

1. Press the Applications button.
2. Select Preferences. (Use the Navigation bar and button to scroll and select.)
3. Select Ringtone.
4. Select a ringtone.
5. Press the Play softkey to play a sample.
6. Press the Set softkey to select the ringtone.
7. Press the Apply softkey to confirm your selection, or press the Cancel softkey to go back to the Ringtone screen.
8. Press the softkey to return to the Preferences screen.

Contrast

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

Adjust the Contrast

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

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

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

1. Press the Applications button.
2. Select Phone Information. (Use the Navigation bar and button to scroll and select.)
3. Press the Exit softkey to return to the Applications screen.

Administrator Settings

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

Phone Contacts

The Cisco Unified IP Phones 6921, 6941, 6945, and 6961 provide you with access to corporate and personal contacts using these directories:

- Corporate Directory
- Personal Directory

Corporate Directory

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

You can dial calls from your corporate directory in two ways:

- When you are not on another call.
- When you are on another call.

Related Topics

Line Status, page 63

Search for and Dial a Contact

1. Press the Contacts button.
2. Select Corporate Directory. (Use the Navigation bar and button to scroll and select.)
3. Select any of these criteria to search for a co-worker:
   - First name
   - Last name
   - Number
4. Enter the search criteria information, press the Submit softkey, and select a contact.
5. To dial a contact, use one of these options:
   - Press the Dial softkey.
   - Press the Select button.
– Press the contact label number.
– Press a line button.
– Press the Speakerphone button.
– Press the Headset button.
– Pick up the handset.

**Search for and Dial a Contact While on a Call**

1. Press the Contacts button.
2. Select Corporate Directory. (Use the Navigation bar and button to scroll and select.)
3. Select any of these criteria to search for a co-worker:
   – First name
   – Last name
   – Number
4. Enter the information, then select Search > Dial.
5. Select one of these to handle the original call:
   – Hold button—Puts the first call on hold and dials the second.
   – Transfer button—Transfers the first party to the second and drops you from the call. To complete the action, press the Transfer button again after dialing.
   – Conference button—Creates a conference call with all parties, including you. To complete the action, press the Conference button again after dialing.
   – End Call softkey—Disconnects the first call and dials 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:

- Phone—Using your phone, you can:
  – Set up and use Personal Directory
  – Assign and use fast-dial codes
- User Options Web Pages—Using User Options web pages, you can also set up and use your personal directory.

**Related Topics**

User Options, page 73
Personal Directory Options

From your phone, you can use personal directory options to:

- Sign in and out
- Add an entry
- Search for an entry
- Dial a number
- Delete an entry
- Edit an entry

Sign In and Out of Personal Directory

1. Press the Contacts button.
2. Select Personal Directory. (Use the Navigation bar and button to scroll and select.)
3. Enter your user ID and PIN (provided by your system administrator), then press the Submit softkey.
4. Select the Exit softkey, twice, to sign out.
   If you do not sign out, you are automatically signed out. For more information, see your system administrator.

Add a Personal Directory Entry

1. Sign in to Personal Directory.
2. Press the New softkey (you may need to press the more softkey first).
3. Enter the name information.
4. Press the Phones softkey and enter the phone numbers.
   Include any required access codes such as a 9 or 1.
5. Press the Submit softkey to add the entry to your personal directory.

Search for an Entry in Personal Directory

1. Sign in to Personal Directory.
2. Select Personal Address Book. (Use the Navigation bar and button to scroll and select.)
3. Choose any of the following criteria to search for an entry. (Use the Navigation bar and button to scroll and select.)
   - First name
   - Last name
4. Enter the search criteria information, then press the Submit softkey. The name displays.
5. Press the Select softkey.

Dial a Number from Personal Directory

1. Sign in to Personal Directory and search for an entry. (Use the Navigation bar and button to scroll and select.)
2. Select the number that you want to dial.
3. To dial a contact, use one of these options:
   - Press the Dial softkey.
   - Press a line button.
   - Press the Speakerphone button 🎤.
   - Press the Headset button 🎧.
   - Pick up the handset.

Delete a Personal Directory Entry

1. Sign in to Personal Directory and search for an entry. (Use the Navigation bar and button to scroll and select.)
2. Press the Edit softkey.
3. Press the Delete softkey. (You may need to select the more softkey first.)
4. Press the OK softkey to confirm the deletion.

Edit a Personal Directory Entry

1. Sign in to Personal Directory and search for an entry. (Use the Navigation bar and button to scroll and select.)
2. Press the Edit softkey to modify the name or email address.
3. Modify the name or email address.
4. Press the Phones softkey to modify a phone number.
5. Press the Update softkey.
Fast-Dial Codes with Personal Directory

Using the phone, you can:

- Assign a fast-dial code to a Personal Directory entry
- Place a call using a fast-dial code
- Delete a fast-dial code

Assign a Fast-Dial Code to a Personal Directory Entry

1. Sign in to Personal Directory. (Use the navigation bar and button to scroll and select.)
2. Enter the name information and press the Submit softkey.
3. Select the name, then press the FastDial softkey.
4. Select a number and press the Select softkey.
5. Press the Next softkey.
6. Press the Assign softkey for a new fast-dial code that you want to assign to the number.

Place a Call Using a Fast-Dial Code

1. Sign in to Personal Directory and search for a fast-dial code. (Use the Navigation bar and button to scroll and select.)
2. Select the fast-dial code you want to dial.
3. Press the Dial softkey.

Delete a Fast-Dial Code

1. Sign in to Personal Directory and search for a fast-dial code. (Use the Navigation bar and button to scroll and select.)
2. Select the fast-dial code that you want to delete.
3. Press the Remove softkey.
Messages

Voice Messages

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

You can:

- Personalize your voicemail
- Check for voice messages
- Listen to voice messages

Personalize Your Voicemail

Press the **Messages** button , then follow the voice prompts.

Check for Voice Messages

Check for voice messages in any of these ways:

- Look at the visual message indicator lamp on your handset.
  
  You can configure the visual message indicator lamp using your User Options web pages.

- Look for:
  - (For Cisco Unified IP Phone 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 your User Options web pages.
Listen to Voice Messages

There are two ways you can listen to voice messages:

- Press the Messages button 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.
## 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.

<table>
<thead>
<tr>
<th>Feature Name</th>
<th>Dedicated Feature Button</th>
<th>Programmable Feature Button</th>
<th>Softkey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Back</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Call Forward All</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Call Park</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Call Park Line Status</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Call Pickup</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Call Pickup Line Status</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Conference</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Directed Call Park</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Divert</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Do Not Disturb (DND)</td>
<td></td>
<td>X</td>
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</tr>
<tr>
<td>Group Pickup</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Hold</td>
<td></td>
<td></td>
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<tr>
<td>Hunt Groups</td>
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</tr>
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<td>Intercom</td>
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<tr>
<td>Malicious Call Identification (MCID)</td>
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<td>Meet Me</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Mobile Connect</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Mute</td>
<td></td>
<td>X</td>
<td></td>
</tr>
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</table>
Agent Greeting

The Agent Greeting feature allows an agent to create and update a prerecorded greeting that plays at the beginning of a call, such as a customer call, before the agent begins the conversation with the caller. The agent can prerecord a single greeting or multiple ones as needed.

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

For more information, see your system administrator.

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.

Auto Answer with Your Headset

Keep the headset button illuminated when the phone is idle. Otherwise, calls ring normally and you must manually answer them.

To keep the headset button illuminated, use a line button or softkeys (instead of the headset button) to go off-hook and on-hook, and to place and end calls.

Auto Answer with Your 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 visual notification on your phone when a busy or unavailable party becomes available.

Set up a Call Back Notification

1. Press the **Callback** softkey while listening to the busy tone or ring sound.
   A confirmation screen displays on the phone.
2. Press the **Exit** softkey to return to the main screen, if desired.
   Your phone alerts you when the line is free.
3. Press the **Dial** softkey to place the call again, if desired.

Call Forward All

Call Forward All 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 your User Options web pages.

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.
- 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 your User Options web pages.

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.

Related Topics
Set Up Call Forwarding Per Line, page 75
Forward Calls on a Primary Line

1. Press the Fwd All softkey.
2. Enter the target phone number. (Depending on how your voicemail system is set up, you may be able to press the Messages button to forward all calls to voicemail.)
   Visual confirmation displays on your screen for as long as the feature is enabled.
3. To cancel call forwarding, press Fwd OFF.
   To forward calls on other lines, go to your User Options Web pages.

Call Park

Call Park allows you to park (temporarily store) a call you receive on your phone, and which you can then retrieve from another phone (for example, a phone at a co-worker’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.
- 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), then dialing the Directed Call number you used to park the call.

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

Related Topics
Line Status, page 63

Park and Retrieve a Call Using Park

1. During a call, press the Park softkey.
   Your phone displays the call park number where the system stored your call.
2. Note the call park number displayed on your phone screen.
   You will use the number to retrieve the call.
3. Hang up.
   You have a limited time to retrieve a parked call before it reverts to ringing at the original number.
4. From any other Cisco Unified IP Phone in your network, enter the call park number to retrieve the call.
Park and Retrieve a Call Using Manual Directed Call Park

1. During a call, press the Transfer button.
2. Enter the Directed Call number where you will park the call.
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.
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.
   For example, if the park retrieval prefix is “99” and the Directed Call number is “1234”, enter 991234.

Call Pickup

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

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

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 ringing phone’s number.
- Other Pickup—Allows you to answer a call that is ringing on another phone within 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
Line Status, page 63
Answer a Call Using Pickup

1. Press the PickUp softkey 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 non-primary line, first press the desired line button, then press PickUp.
   If your phone supports auto-pickup, you are connected to the call.
2. If the call rings, press the Answer softkey to connect to the call.

Answer a Call Using Group Pickup and a Group Pickup Number

1. Press the GPickup softkey 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 GPickup.
2. Enter the group pickup number.
   If your phone supports auto-pickup, you are now connected to the call.
3. If the call rings, press the Answer softkey to connect to the call.

Answer a Call Using Group Pickup and a Phone Number

1. Press the GPickup softkey.
   If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line button, then press GPickup.
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 auto-pickup, you are now connected to the call.
3. If the call rings, press the Answer softkey to connect to the call.

Answer a Call Using Other Pickup

1. Press the OPickup softkey to transfer a call in your pickup group or in an associated group to your phone.
   If your phone supports auto-pickup, you are now connected to the call.
2. If the call rings, press the Answer softkey to connect to the call.
Calling Features

Call Waiting

Call Waiting provides cues to notify you that a new call is ringing on your phone when you are talking on another call, including:
- A call waiting tone (single beep)
- An amber flashing line button

Respond to a Call Waiting Notification

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

Add Yourself to a Conference on a Shared Line

Press the line button of the shared line that is in use. If Privacy is enabled, you will not be able to 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 Codes (CMC) require 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 Codes (FAC) allow you to manage call access and accounting. The Forced Authorization Codes feature requires that the user enter a valid authorization code before the call connects.
Place a Call Using a Client Matter Code

1. Dial a number.
2. After the tone, enter a client matter code (CMC).

Place a Call Using a Forced Authorization Code

1. Dial a number.
2. After the tone, enter a forced authorization code (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 Another Party to Your Call to Create a Conference

1. Verify that you are on an active call (not on hold).
2. Press the Conference button.
3. Enter the phone number for the party you want to add (or press a speed-dial button).
4. Wait for the party to answer (or skip to step 5 while the call is ringing).
5. Press the Conference button again.
   The conference begins.
   Repeat these steps to add more parties, if desired.
Combine Calls Across Lines to Create a Conference

This task requires multiple phone lines.

1. Verify that you have two connected calls and that one of the calls is active (not on hold).
2. Press the Conference button.
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 a Conference

After calling a new conference participant, but before adding the participant to the conference, press the Swap softkey to toggle between the two calls. This allows you to consult privately with the party or parties on each call before combining the calls into a conference.

End a Conference

The conference ends when all participants hang up.

View Conference Participants

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

1. While in a conference, press the Details softkey to view a list of participants.
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).

Divert a Call

Press the Divert softkey 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 either the ringer on your phone, or the ringer and any other audible or visual notification that you have an incoming call.

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 on your phone for DND, but you can change your DND options from your User Options web pages.

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 auto-answer are enabled, only intercom calls are auto-answered.

Related Topics
User Options, page 73

Turn DND On and Off

1. Press the DND button to turn on DND.
   Visual confirmation displays briefly.
2. Press the button 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 adopts 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

1. Press the Applications button.
2. Select EM Service (name can vary).
3. Enter your user ID and PIN (provided by your system administrator).
4. If prompted, select a device profile.
5. To sign out, press the Applications button.
7.  Select EM Service (name can vary).
8.  When prompted to sign out, press the Yes softkey.

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 on your User Options Web pages.

Related Topics
Fast Dials, page 82

Place a Call Using Fast Dial

(Before you can use Fast Dial on your phone, you must set up Fast Dial on your User Options Web pages.)

1.  Press the Contacts button.
2.  Sign in to Personal Directory.
4.  Select a fast-dial code and then press the Dial softkey.

Hold

Hold allows you to put an active call into a held state.

Hold and Resume a Call

1.  To put a call on hold, press the Hold button. The Hold icon displays and the line button flashes green.
2.  To resume the call, press the Resume softkey or the flashing green line button.

Swap Between Held and Active Calls on Multiple Lines

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

For 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.
Put a Call on Hold by Answering a New Call on Another Line

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.
To answer the new call in this case, press the flashing amber line button or the Answer softkey.

Determine if a Shared Line is on Hold

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

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 a Hold Reversion Notification

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

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, then directs the call to that phone.
If you are a member of a hunt group, you can sign in to a hunt group when you want to receive calls, and you can sign out of the group when you want to prevent calls from ringing on your phone.
Sign In and Out of a Hunt Group

1. Press the Hunt Group button to sign in.
   Visual confirmation displays briefly.
2. Press the button again to sign out.
   Signing out of a hunt group does not prevent non-hunt group calls from ringing your phone.

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 an Intercom Call

1. Press the Intercom button.
   If your phone auto-dials the intercom code, begin speaking after the alert tone. Otherwise, go to Step 2.
2. Enter the intercom code and begin speaking after the alert tone.

Receive an Intercom Call

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

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.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Indicator</th>
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<tbody>
<tr>
<td>📞</td>
<td>Line is in use.</td>
</tr>
<tr>
<td>🎤</td>
<td>Line is idle.</td>
</tr>
<tr>
<td>🎤🕒</td>
<td>Line is in Do Not Disturb (DND) state.</td>
</tr>
<tr>
<td>☢️</td>
<td>Line is ringing. (Only for Call Pickup.)</td>
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</tbody>
</table>

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

- Speed Dial, page 69
- Call Park, page 54
- Call Pickup, page 55

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 a Suspicious Call

Press the Malicious Caller ID button 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

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

Host a Meet-Me Conference

1. Obtain a Meet-Me phone number from your system administrator.
2. Distribute the Meet-Me phone number to participants.
3. When you are ready to start the meeting, go off-hook to get a dial tone, then press the Meet Me softkey.
4. Dial the Meet-Me phone number.

Join a Meet-Me Conference

Dial the Meet-Me phone number (provided by the conference host). If you hear a busy tone, the host has not yet joined the conference. In this case, 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 User Options web pages 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, are disconnected, 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.

**Related Topics**
- Create an Access List, page 85
- Add a New Remote Destination, page 84

**Turn On or Off Mobile Connect to All Your Remote Destinations From Your Desk Phone**

1. Press the Mobility button to display the current remote destination status (Enabled or Disabled).
2. Press the Select button to change the status.
3. Press the Exit softkey.

**Related Topics**
Add a New Remote Destination, page 84

**Switch an In-Progress Call on Your Desk Phone to a Mobile Phone**

1. Press the Mobility button.
2. Select Send call to mobile.
3. Answer the in-progress call on your mobile phone.

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

**Switch an In-Progress Call From a Mobile Phone to Your Desk Phone**

1. Select a line on your desk phone.
2. Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
3. Press the Resume softkey on your desk phone within five to 10 seconds and start talking on the desk phone.
Monitor and Record

The Monitoring and Recording feature allows you to monitor and record calls if desired. 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.

Users may hear notification tones during call monitoring and recording. By default, the person who monitors the call and records it (if also configured) does not hear the notification tones.

For more information, see your system administrator.

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 Your Phone

1. Press the Mute button to turn Mute on.
   Visual confirmation displays.
2. Press the Mute button again to turn Mute off.

On-hook Dialing

On-hook dialing allows you to enter a phone number before getting a dial tone and to complete the call by going off-hook.

Dial a Number On-hook

1. Enter or speed-dial a phone number.
2. Go off-hook.

Plus Dialing

Plus Dialing allows you to press and hold the “*” key for at least 1 second to add a plus “+” sign as the first digit in a phone number for international dialing. It applies both for on-hook or off-hook dialing.

After the + sign has been added to phone numbers, users can go into directories, such as received calls and call history, and select and dial one of these entries with the + sign without having to add digits for international calls.
Dialing an International Number

1. Press and hold the “*” key for at least 1 second. The + sign is entered as the first digit in the phone number. (The corresponding tone stops to indicate that the * has changed to a + sign.)
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
Shared Lines, page 69

Enable Privacy on a Shared Line

1. Press the Privacy button to enable the feature.
   Visual confirmation displays on your phone screen for as long as the feature is enabled.
2. Press the button 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 Problems on Your Phone

1. Press the Quality Reporting Tool button.
2. Select the item that most closely matches your problem. (Use the Navigation pad and Select button to scroll and select.)
3. Press the Select softkey.
The information is sent to your system administrator.

Redial
Redial allows you to call the most recently dialed phone number by pressing a button.

Redial a Number
Press the Redial softkey.
To place the call on a particular phone line, get a dial tone on that line, then press the Redial softkey.

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 co-workers, or handle calls on behalf of a manager.
For example, if you share a line with a co-worker:
• When a call comes in on the shared line:
  – Your phone rings and the line button flashes amber.
  – Your co-worker’s phone rings and the line button flashes amber.
• If you answer the call:
  – Your line button turns green.
  – Your co-worker’s line button turns red.
    When 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 co-worker’s line button flashes red.
    When the line flashes red, your co-worker can pick up the call.

Speed Dial
Speed-dial features allow you to place a call by pressing a button, entering a code, 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 on your User Options Web pages.
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
• Speed Dial on the Web, page 77
• Line Status Indicators, page 64

Place a Call with a Speed-Dial Button

(Before you can use speed-dial buttons on your phone, you must set up speed dial on your User Options Web pages.)

To place a call, press a speed-dial button ⌂.

Place a Call with a Speed-Dial Code

(Before you can use speed-dial codes on your phone, you must set up the codes on your User Options Web pages.)

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 a Call to Another Number

1. Verify that you are on an active call (not on hold).
2. Press the Transfer button.
3. Enter the transfer recipient’s phone number (or press a speed dial button).
4. Wait for the recipient to answer. (Or, skip to Step 5 while the call is ringing.)
5. Press the Transfer button again.
   The transfer is complete.

**Use Direct Transfer to Connect Calls Across Lines**

This task requires multiple phone lines.

1. Verify that you have two connected calls and that one of the calls is active (not on hold).
2. Press the Transfer button.
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 a Transfer**

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

**Web Dialer**

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

**Use Web Dialer with Cisco Directory**

1. Sign in to your User Options web pages.
3. Select the number that you want to dial.
4. If this is your first time using Web Dialer, review the preferences on the Make Call page.
5. Select Dial.
   The call is now placed on your phone.
6. To end a call, select Hang up or hang up from your phone.
Use Web Dialer with Another Online Corporate Directory

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

Set Up, View, or Change Web Dialer Preferences

1. Initiate a call using Web Dialer to access the Make Call page.
   The Make Call page displays the first time that you use WebDialer (after you select the number that you want to dial).
2. Select one of the following options from the Make Call page:
   - Preferred language—Determines the language used for Web Dialer settings and prompts.
   - Use preferred device—Identifies the Cisco Unified IP Phone (Calling device) and directory number (Calling line) that you will use to place Web Dialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone and/or line. If you have more than one phone of the same type, it will be specified by device type and MAC address. (To display the MAC address on your phone, select the **Applications** button ➤ **Phone Information**.)
     If you have an Extension Mobility profile, you can select Extension Mobility from the Calling Device drop-down menu from the Make Call page.
   - Do not display call confirmation—If selected, the Web Dialer Make Call page will not display the next time Web Dialer is used. Calls will automatically be dialed after clicking on a contact from the Cisco Directory.
   - Disable Auto Close—If selected, the call window does not close automatically after fifteen seconds.

Sign Out of Web Dialer

Select the sign out icon in the Make Call or Hang Up page.
User Options

User Options Web Pages

Your Cisco Unified IP 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 into your Cisco Unified CM User Options web pages, where you can control features, settings, and services for your Cisco Unified IP Phone. For example, you can set up speed-dial buttons from your User Options web pages.

After you have signed in to your User Options web pages, select User Options to access the following:

- Device
- User Settings
- Directory
- Personal Address Book
- Fast Dials
- Mobility Settings
- Plugins

Related Topics

- Contacts, page 44
- Call Forward All, page 53

Sign In and Out of User Options Web Pages

Before you can access any of your user options, such as speed-dial settings or personal address book, you must sign in. When you are finished using the user options web pages, you must sign out.

1. Obtain the User Options URL, user ID, and default password (provided by your system administrator).
2. Open a web browser on your computer and enter the URL.
3. If prompted to accept security settings, select Yes or Install Certificate.
4. Enter your userid in the Username field.
5. Enter your password in the Password field.
6. Select Login.

   The Cisco Unified CM User Options home page displays. From this page you can select User Options to select a device, access User Settings, Directory features, your Personal Address Book, and Fast Dials.

7. To sign out of user options, select Logout.

**Device**

You can make changes to your device settings on your phone from the User Options web pages. You can make changes to these device settings on your phone:

- Do not disturb options
- Line settings
- Speed dials
- Phone services

**Related Topics**

Speed Dial, page 69

**Select a Device From the User Options Web Pages**

1. After you have signed in to your User Options web pages, select User Options > Device.
   
   The Device Configuration page displays. Toolbar buttons located at the top of the Device Configuration page are specific to the selected device type.

2. If you have multiple devices assigned to you, select the appropriate device (phone model, Extension Mobility profile, or Remote Destination profile) from the Name drop-down menu.

**Customize Do Not Disturb Options**

1. Sign in to your User Options web pages. Your system administrator sets up the Do Not Disturb (DND) feature for your phone.

2. From the drop-down menu, select User Options > Device.

3. Set the following options:
   - Do Not Disturb—Check the check box to enable or disable DND.
   - DND Option—Select either None or Ringer Off (to turn off only the ringer).
   - DND Incoming Call Alert (applies to either DND option set)—Set the alert to Beep Only, Flash Only, Disable, or select “None” (to use the “Alert” setting set up by your system administrator).
**Related Topics**
Do Not Disturb, page 60

**Line Settings**

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message-waiting indicators, voice-message indicators, ring patterns, and other line-specific settings.

You can set up other line settings directly on your phone:

- Set up call forwarding for your primary phone line
- Change rings, display, and other phone-model specific settings

**Related Topics**
- Call Forward All, page 53
- Ring Tones, page 42

**Set Up Call Forwarding Per Line**

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Line Settings.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Incoming Call Forwarding area, select call forwarding settings for various conditions.
7. Select Save.

**Related Topics**
Call Forward All, page 53

**Change the Voice Message Indicator Setting Per Line**

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Line Settings.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Message Waiting Lamp area, choose from various settings. Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.

7. Select Save.

**Change the Audible Voice Message Indicator Setting Per Line**

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Line Settings.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Audible Message Waiting Lamp area, choose from various settings.
7. Select Save.

**Change the Ring Settings Per Line**

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Line Settings.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Ring Settings area, set the option for Ring Setting (Phone Idle) and Ring Setting (Phone Active) from the drop-down menus. The options are:
   - Use System Default
   - Disable
   - Flash Only
   - Ring Once
   - Ring
   - Beep Only [this option is only available for Ring Setting (Phone Active)]
7. Select Save.

**Change or Create a Line Text Label for Your Phone Display**

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Line Settings.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Line Text Label area, enter a text label.
7. Select Save.

**Speed Dial on the Web**

Depending on how your phone has been set up, you can use speed-dial buttons and speed-dial codes, which you can set up on your User Options Web pages.

**Set Up Speed-Dial Buttons**

1. Sign in to your User Options Web pages.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Speed Dials.
5. In the Speed Dial Settings area, enter a number and label for a speed-dial button on your phone.
6. Select Save.

**Set Up Speed-Dial Codes**

1. Sign in to your User Options Web pages.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Speed Dials.
5. In the Abbreviated Dial Settings area, enter a number and label for a speed-dial code.
6. Select Save.

**Phone Services**

Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must first subscribe to a phone service before accessing it on your phone. You can subscribe, search, or assign a service to a speed-dial button from the User Options web page.

The services available for your phone depend on how the system administrator set up the phone system and which services you are subscribed to. For more information, see your system administrator.
If only one service is set up, the service opens by default. If more than one service is set up, select an option from the menu on the phone display.

Select a service by using one of these feature buttons:

- (a feature button that your system administrator sets up)
- Messages
- Application
- Contacts

**Subscribe to a Service**

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Phone Services.
5. Select Add New.
6. Select a service from the drop-down list and select Next.
7. Change the service label and/or enter additional service information, if available (optional).
8. Select Save.

**Search for Services**

1. Sign in to your User Options web page.
2. Select a device.
3. Select Phone Services.
4. Select Find.

**Change or End Services**

1. Sign in to your User Options web page.
2. Search for services.
3. Select one or more entries.
4. Select Delete Selected.
Change a Service Name

1. Sign in to your User Options web page.
2. Search for services.
3. Select a service name.
4. Change the information and select Save.

Add a Service to an Available Programmable Feature Button

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Service URL. Your system administrator sets up a service URL button for your phone.
5. Select a service from the Button Service drop-down list.
6. If you want to rename the service, edit the label fields.
7. Select Save.
8. Select Reset to reset your phone (necessary to see the new button label on your phone).

User Settings

Your PIN and password allow you to access different features and services. For example, use your PIN to sign in to Cisco Extension Mobility or Personal Directory on your phone. Use your password to sign in to your User Options web pages and Cisco Web Dialer on your personal computer. For more information, see your system administrator.

User settings include your browser password, PIN, and language (locale) settings.

Change Your Browser Password

1. Sign in to your User Options web pages.
2. Select User Options > User Settings.
3. Enter your Current Password.
4. Enter your New Password.
5. Reenter your new password in the Confirm Password field.
6. Select Save.
Change Your PIN

1. Sign in to your User Options web pages.
2. Select User Options > User Settings.
3. Enter your Current PIN.
4. Enter your New PIN.
5. Reenter your new PIN in the Confirm PIN field.
6. Select Save.

Change the Language for Your User Options Web Pages

1. Sign in to your User Options web page.
2. Select User Options > User Settings.
3. In the User Locale area, select an item from the Locale drop-down list.
4. Select Save.

Change the Language for Your Phone Display

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select an item from the User Locale drop-down list.
4. Select Save.

Directory

To get a list of co-workers in your corporate directory, select User Options > Directory. The Directory features that you can access on your computer consist of:

- Personal Address Book (PAB), which can also be accessed from your phone
- Fast Dials, which can also be accessed from your phone
- Cisco Unified Communications Manager Address Book Synchronizer

Related Topics

- Personal Directory, page 45
- Corporate Directory, page 44
Personal Address Book

You can add, delete, or update personal address book entries from the User Options web page.

Add a New PAB Entry

1. Sign in to your User Options web page.
2. Select User Options > Personal Address Book.
3. Select Add New.
4. Enter information for the entry.
5. Select Save.

Search for a PAB Entry

1. Sign in to your User Options web page.
2. Select User Options > Personal Address Book.
3. Specify search information and select Find.

Edit a PAB Entry

1. Sign in to your User Options web page.
2. Search for a PAB entry.
3. Select a nickname.
4. Edit the entry as needed and select Save.

Delete a PAB Entry

1. Sign in to your User Options web page.
2. Search for a PAB entry.
3. Select one or more entries.
4. Click Delete Selected.
Assign a Feature Button for Personal Address Book

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Service URL.
   - Your system administrator sets up your phone to display services. For more information, see your system administrator.
5. Select the Personal Address Book service from the Button drop-down list box.
6. Enter a phone label for the button.
7. Select Save.
8. Select Reset and then select Restart to refresh the phone configuration.
You can now press the button to access PAB codes.

Fast Dials

You can add, delete, or update fast dial entries from the User Options web page.
You can create up to 500 Fast Dial and PAB entries. You can create a new Fast Dial entry without using a PAB entry. Such Fast Dial entries are labeled “raw” in the User Options web pages and do not display a configurable text label.

Assign a Feature Button for Fast Dial

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select Service URL (provided by your system administrator).
4. Select the Fast Dial service from the Button drop-down list box.
5. Enter a phone label for the button.
6. Select Save.
7. Select Reset and then select Restart to refresh the phone configuration.

Assign a Fast Dial Code to a PAB Entry

1. Sign in to your User Options web page.
2. Select User Options > Fast Dials.
3. Select Add New.
4. Use the Search Options area to find the appropriate PAB entry.
5. Select a phone number in the Search Results area.
6. Change the Fast Dial code, if desired.
7. Select Save.

**Assign a Fast Dial Code to a Phone Number Without Using a PAB Entry**

1. Sign in to your User Options web page.
2. Select User Options > Fast Dials.
3. Select Add New.
4. Change the Fast Dial code, if desired.
5. Enter a phone number.
6. Select Save.

**Search for a Fast Dial Entry**

1. Sign in to your User Options web page.
2. Select User Options > Fast Dials.
3. Specify search information and select Find.

**Edit a Fast Dial Phone Number**

1. Sign in to your User Options web page.
2. Select User Options > Fast Dials.
3. Search for the Fast Dial entry that you want to edit.
4. Select a component of the entry.
5. Change the phone number.
6. Select Save.

**Delete a PAB Entry**

1. Sign in to your User Options web page.
2. Search for a Fast dial entry.
3. Select one or more entries.
4. Select Delete Selected.

Mobility Settings
When using Cisco Mobile Connect, you must add your mobile and other phones that you want to use to make and receive calls using the same directory numbers as your desk phone. These phones are called remote destinations. You can also define access lists to restrict or allow calls from certain numbers to be sent to your mobile phone.

Related Topics
Mobile Connect, page 65

Add a New Remote Destination
1. Sign in to your User Options web page.
2. Select User Options > Mobility Settings > Remote Destinations.
3. Select Add New.
4. Enter the following information:
   - Name—Enter a name for the mobile (or other) phone.
   - Destination Number—Enter your mobile phone number.
5. Select your remote destination profile from the drop-down list box. Your remote destination profile contains the settings that apply to remote destinations that you create.
6. Select the Mobile Phone check box to allow your remote destination to accept a call sent from your desk phone.
7. Select the Enable Mobile Connect check box to allow your remote destination to ring simultaneously with your desk phone.
8. Select one of the following options in the Ring Schedule area (the ring schedule drop-down list boxes include only the access lists that you have created):
   - All the time—Select this option if you do not want to impose day and time restrictions on ringing the remote destination.
   - As specified below—Select this option and select from the following items to set up a ring schedule based on day and time:
     a. Select a check box for each day of the week you want to allow calls to ring the remote destination.
     b. For each day, select All Day or select the beginning and ending times from the drop-down lists.
     c. Select the time zone from the drop-down list box.
9. Select one of these ringing options:
   – Always ring this destination.
   – Ring this destination only if the caller is in the allowed access list that you select.
   – Do not ring this destination if the caller is in the blocked access list that you select.
10. Select Save.

**Create an Access List**

1. Sign in to your User Options web page.
2. Select User Options > Mobility Settings > Access Lists.
3. Select Add New.
4. Enter a name to identify the access list and a description (optional).
5. Select whether the access list will allow or block specified calls.
6. Select Save.
7. Select Add Member to add phone numbers or filters to the list.
8. Select an option from the Filter Mask drop-down list box. You can filter a directory number, calls with restricted caller ID (Not Available), or calls with anonymous caller ID (Private).
9. If you select a directory number from the Filter Mask drop-down list box, enter a phone number or filter in the DN Mask field. You can use the following wild cards to define a filter:
   – X (upper or lower case)—Matches a single digit. For example, 408555123X matches any number between 4085551230 and 4085551239.
   – !—Matches any number of digits. For example, 408! matches any number starts with 408.
   – #—Used as a single digit for exact match.
10. To add this member to the access list, select Save.
11. To save the access list, select Save.

**Plugins**

Plugins on your User Options web pages allow you to download and access applications that your system administrator sets up for you.

For more information, see your system administrator.
Access Plugins

1. Sign in to your User Options web page.
2. Select User Options > Plugins.
   You can view plugins only if your system administrator has set them up for you.
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 Phone 6941.

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

Troubleshooting Tips

Troubleshooting tips are available for these topics:
- Conference
- Personal Directory
- Shared Lines
- User Options

Conference

Problem: 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.
Problem: 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

Problem: Cannot Sign In to Personal Directory
You are unable to sign in to your personal directory.
Make sure you are using your personal identification number (PIN) to sign in, and not your password.
Possible Cause
Your PIN needs to be reset.
Solution
See your system administrator.

Shared Lines

Problem: 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.
User Options

Problem: Cannot Access User Options Web Pages

You are unable to access your user options web pages.

Possible Cause
Your password needs to be reset.

Solution
See your system administrator.
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 accessibility to emergency service through the phone is dependent on the phone being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before using the Service or Emergency Calling Service dialing.

External Devices

Cisco recommends using good quality external devices (such as headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals. 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 the following 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 the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality 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

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.access.gpo.gov/bis/ear/ear_data.html.

Accessibility Features

The Cisco Unified IP Phones 6921, 6941, 6945, 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 Accessibility Features for the Cisco Unified IP Phones 6921, 6941, and 6961.

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:
- Licensing information:
- Cisco international websites:
  Allows access to international Cisco websites from www.cisco.com by clicking the Worldwide [change] link at the top of the web page.
Warranty

Cisco One-Year Limited Hardware Warranty Terms

There are special terms applicable to your hardware warranty and various 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
Index

A
AAP. See accessibility features
access
  plugins 86
  services 39
access list, create 85
add
  PAB entry 81
  personal directory contact 46
  phone services to button 79
  remote destination for Mobile Connect 84
administrator settings 43
Agent Greeting
description 52
alerts
  audible
    call waiting 57
    DND 60
    Hold Reversion 62
    MCID 65
  silent 65
visual
  call waiting 57
  DND 60
  Hold Reversion 62
  line state 4
  MCID 65
answer
  Auto Answer with headset 52
  Auto Answer with speakerphone 52
  with Group Pickup and Group Pickup number 56
  with Group Pickup and phone number 56
  with Other Pickup 56
  with Pickup 56
Applications
  Administrator Settings 43
  button
    Cisco Unified IP Phone 6921 5
    Cisco Unified IP Phone 6941 14
    Cisco Unified IP Phone 6945 24
    Cisco Unified IP Phone 6961 34
Call History 39
Phone Information 43
Preferences 42
Services 39
assign
  fast-dial code 83
  fast-dial code in Personal Directory 48
  fast-dial code to PAB entry 82
  fast-dial feature button 82
  PAB to feature a button 82
audible alert. See alerts, audible
audible message indicator. See message indicators
Auto Answer
   description 52
   with headset 52
   with speakerphone 52

B
BLF. See Line Status
browser password, change 79
Busy Lamp Features. See Line Status
buttons
Cisco Unified IP Phone 6921 3
   Applications 5
   Conference 4
   Contacts 5
   Headset 4
   Hold 4
   line 4
   Messages 5
   Mute 4
   Navigation bar 4
   softkeys 3
   Speakerphone 4
   Transfer 4
   Volume 5
Cisco Unified IP Phone 6941 12
   Applications 14
   Conference 13
   Contacts 14
   Headset 14
   Hold 13
   Messages 14
   Mute 14
   Navigation bar 14
   programmable feature 13
   Select 14
   softkeys 13
   Speakerphone 14
   Transfer 13
   Volume 14
Cisco Unified IP Phone 6945 22
   Applications 24
   Conference 23
   Contacts 24
   Headset 24
   Hold 23
   Messages 24
   Mute 24
   Navigation bar 24
   programmable feature 23
   Select 24
   softkeys 23
   Speakerphone 24
   Transfer 23
   Volume 24
Cisco Unified IP Phone 6961 32
   Applications 34
   Conference 33
   Contacts 34
   Headset 33
   Hold 33
   Messages 34
   Mute 34
   Navigation bar 33
   programmable feature 33
   Select 33
softkeys 32
Speakerphone 33
Transfer 33
Volume 34
feature table 51

Call Back
description 53
set up notification 53

Call Forward All
conditional 53
description 53
set up
on all lines 75
on primary line 54
unconditional 53

Call History 39
clear 41
delete call record 41
dial from 40edit number 41
filter 40
view 40
call log. See call record

Call Park
description 54
Directed Call Park
manual 55
Line Status indicator 64
Park 54
reversion 54

Call Pickup
description 55
Group Pickup number 56
Group Pickup phone number 56
Other Pickup 56
Pickup 56
call record
delete 41
view details 40

Call Waiting
description 57
respond to notification 57
calling features
Agent Greeting 52
Auto Answer 52
Call Back 53
Call Forward All 53
Call Park 54
Call Pickup 55
Call Waiting 57
cBarge 57
Codes 57
Conference 58
Divert 59
DND 60
EM 60
Fast Dial 61
Hold 61
Hold Reversion 62
Hunt Group 62
Intercom 63
Line Status 63
MCID 64
Meet Me 65
Mobile Connect 65
Monitor and Record 67
Mute 67
On-hook Dialing 67
Plus Dialing 67
Privacy 68
QRT 68
Redial 69
Shared Lines 69
Speed Dial 69
Transfer 70
Web Dialer 71
caution, external devices 90
change
browser password 79
contrast 42
language
phone display 80
user options web pages 80
locale
phone display 80
user options web pages 80
phone line label 76
phone service name 79
phone services 78
ringtones 42
check voice messages 49
Cisco Mobile Connect. See Mobile Connect
Cisco Unified CM User Options. See user options
Cisco Unified IP Phone 6921
buttons and hardware 3
connections 1
footstand 6
handset rest 8
screen
description 5
location 3
Cisco Unified IP Phone 6941
buttons and hardware 12
connections 10
footstand 15
handset rest 18
screen
description 15
location 13
Cisco Unified IP Phone 6945
buttons and hardware 22
connections 20
footstand 25
handset rest 28
screen
description 25
location 23
Cisco Unified IP Phone 6961
buttons and hardware 32
connections 30
footstand 35
handset rest 37
screen
description 34
location 32
clear call history 41
Client Matter Codes. See CMC
CMC
description 57
using 58
conference
add a party 58
button
Cisco Unified IP Phone 6921 4
Cisco Unified IP Phone 6941 13
Cisco Unified IP Phone 6945 23
Cisco Unified IP Phone 6961 33
combine calls across lines 59
description 58
end 59
Meet Me 65
remove participants 59
swap between calls 59
view participants 59
confirmation. See alerts
connecting calls. See Transfer
customize voicemail 49
device settings. See user options
delete

call history record 41
fast-dial code from personal directory 48
PAB entry 81
personal directory contact 47
device settings. See user options
dial

corporate directory contact 44
fast-dial code from personal directory 48
from call history 40
on-hook 67
personal directory contact 47
Direct Transfer 70
Directed Call Park
description 54
manual 55
directory 44
corporate 44
dial a contact 44
dial a contact while on a call 45
search for a contact 44
search for a contact while on a call 45
with Web Dialer 72
personal 45
add a contact 46
delete a contact 47
dial a contact 47
edit a contact 47
fast-dial codes 48
search for a contact 46
sign in and out 46
user options 80
Divert
description 59
redirect a call 59
DND
customize 74
description 60
turn on and off 60
Do Not Disturb. See DND
documentation, related 91

Eedit
call history number 41
fast dials 83
PAB entry 81
personal directory contact 47
EM
description 60
enable 60
enable
EM 60
Privacy 68
end
conference 59
phone services 78
Extension Mobility. See EM
external devices
cautions 90
information 90

F
FAC
description 57
using 58
FAQs 87
fast dials 82
assign a code 83
assign a code to PAB entry 82
assign to a feature button 82
description 61
edit 83
place a call
using fast dial 61
search 83
fast-dial codes
assign to Personal Directory 48
delete from personal directory 48
fast-dials
place a call with a fast-dial code 48
feature buttons and softkeys table 51
features. See calling features
filter call history 40
flashing. See alerts, visual
footstand
Cisco Unified IP Phone 6921 6
Cisco Unified IP Phone 6941 15
Cisco Unified IP Phone 6945 25
Cisco Unified IP Phone 6961 35
Forced Authorization Codes. See FAC
forward. See Call Forward All
frequently asked questions. See FAQs

G

Group Pickup
answer 56
answer with number 56
description 55

H

HAC. See accessibility features
handset
Cisco Unified IP Phone 6921
light strip 3
Cisco Unified IP Phone 6961 33
description 61
on shared lines 62
swap between calls 61
with a new call 62

Hold Reversion
description 62
notification 62
responding to notification 62

Hunt Group
description 62
sign in and out 63

I
icons, Line Status 64
iDivert. See Divert
Intercom
description 63
place a call 63
receive a call 63
whisper 63

K
keypad
Cisco Unified IP Phone 6921 4
Cisco Unified IP Phone 6941 14
Cisco Unified IP Phone 6945 24
Cisco Unified IP Phone 6961 33

L
language
change for user options web pages 80
change phone display 80
Web Dialer settings 72
LED. See lights
lights
amber, flashing 4
green
flashing 4
steady 4
handset 3
red
flashing 4
steady 4
line
buttons, Cisco Unified IP Phone 6921 4
settings 75
  Call Forward 75
  DND 74
  ring 76
  voice message indicator 75, 76
text label
  change 76
  create 76
Line Status
description 63
icons 64
listen to voice messages 50
locale
  change for user options web pages 80
  change phone display 80
log in and out. See sign in and out
logs. See Call History

M

MAC address
- phone information 43
- Web Dialer 72
Malicious Caller ID. See MCID
Manual Directed Call Park 55
MCID
description 64
- trace a call 65
Meet Me
- conference
  - host 65
  - join 65
description 65
menu
- Applications 14, 24
- Directories 14, 24
message indicators 49
- audible, change 76
- voice, change 75
messages
- button
  - Cisco Unified IP Phone 6921 5
  - Cisco Unified IP Phone 6941 14
  - Cisco Unified IP Phone 6945 24
  - Cisco Unified IP Phone 6961 34
- check for 49
- listen to 50
- personalize voicemail 49
missed calls 39

Mobile Connect
- add remote destination 84
- create access list 85
description 65
- switch
  - from Desk to Mobile Phone 66
  - from Mobile Phone to Desk 66
turn on and off 66
model information 43
mute
- button
  - Cisco Unified IP Phone 6921 4
  - Cisco Unified IP Phone 6941 14
  - Cisco Unified IP Phone 6945 24
  - Cisco Unified IP Phone 6961 34
description 67
turn on and off 67

N

Navigation bar
- Cisco Unified IP Phone 6921 4
- Cisco Unified IP Phone 6941 14
- Cisco Unified IP Phone 6945 24
- Cisco Unified IP Phone 6961 33
notification
- Call Back 53
- Call Waiting 57
- Hold reversion 62
See also alerts
O

On-hook Dialing
  description 67
dial a number 67
Other Pickup
  answer 56
description 55

P

PAB
  add 81
  assign to a feature button 82
delete 81
edit 81
search 81
park. See Call Park
password. See browser password
personal address book. See PAB
personal directory 45
  add a contact 46
delete a contact 47
dial a contact 47
edit a contact 47
fast-dial codes 48
search for a contact 46
sign in and out 46
personalize voicemail 49
phone display
  change language 80
  change line label 76
create line label 76
phone information, model 43

phone problem, report with QRT 68
phone services
  access 39
  add to button 79
  change name 79
search for 78
subscribe to 78
pickup. See Call Pickup
placed calls 39
plugins 86
Plus Dialing
  description 67
power outage 90
preferences 42
  contrast 42
  ringtones 42
Web Dialer 72
Privacy
  description 68
  enable on a shared line 68
problem report with QRT 68
product security 91
programmable feature buttons
  Cisco Unified IP Phone 6941 13
  Cisco Unified IP Phone 6945 23
  Cisco Unified IP Phone 6961 33

Q

QRT
  description 68
report phone problem 68
R
received calls 39
Redial
   a number 69
description 69
redirect a call 59
related documentation 91
remote destination. See user options
remove participants from conference 59
report phone problem 68
revert, call
   on hold 62
   parked 54
ring setting, change 76
ringtones 42

S
safety and performance
   external devices 90
   power outage 90
screen
Cisco Unified IP Phone 6921
   description 5
   location 3
Cisco Unified IP Phone 6941
   description 15
   location 13
Cisco Unified IP Phone 6945
   description 25
   location 23
Cisco Unified IP Phone 6961
   description 34
   location 32
search
   corporate directory 44
   fast dials 83
   PAB 81
   personal directory 46
   phone services 78
   security, product 91
Select button. See Navigation bar
services. See phone services
set
   contrast 42
   ringtones 42
set up
   speed-dial buttons 77
   speed-dial codes 77
   Web Dialer preferences 72
shared lines
   description 69
   enable Privacy 68
   on hold 62
sign in and out
   Hunt Group 63
   personal directory 46
   user options 73
   Web Dialer 71, 72
softkeys
   Cisco Unified IP Phone 6921 3
   Cisco Unified IP Phone 6941 13
   Cisco Unified IP Phone 6945 23
   Cisco Unified IP Phone 6961 32
   feature table 51
Speakerphone
Auto Answer with 52
button
Cisco Unified IP Phone 6921 4
Cisco Unified IP Phone 6941 14
Cisco Unified IP Phone 6945 24
Cisco Unified IP Phone 6961 33
Speed Dial
buttons 77
description 69
place a call 70
set up 77
codes
description 69
place a call 70
set up 77
Line Status indicator 64
status
buttons 4
stutter tone 49
subscribe to phone services 78
suspicious call, trace 65
swap
conference calls 59
held calls 61
transfer calls 71

T
To Voicemail. See Divert
trace a suspicious call 65
Transfer
button
Cisco Unified IP Phone 6921 4

Cisco Unified IP Phone 6941 13
Cisco Unified IP Phone 6945 23
Cisco Unified IP Phone 6961 33
description 70
Direct Transfer 71
swap 71
troubleshooting tips 87
TTY. See accessibility features
turn on and off
DND 60
Mobile Connect 66
mute 67

U
user options
device
line settings 75
select 74
speed dial 77
directory 80
fast dials 82
assign a code 83
assign a code to PAB entry 82
assign to a feature button 82
edit 83
search 83
mobility 84
add remote destination 84
create access list 85
PAB 81
add entry 81
assign to a feature button 82
delete entry 81
edit entry 81
search for entry 81
plugins 86
sign in and out 73
user settings
  change browser password 79
  change phone display language 80
  change user options web pages language 80
user preferences. See preferences

V
view
  call history 40
  call record details 40
  conference participants 59
  missed calls 39
  phone information 43
  placed calls 39
  received calls 39
  Web Dialer preferences 72
viewing angle. See footstand
visual alert. See alerts, visual
voice messages. See messages
voicemail. See messages
Volume
  Cisco Unified IP Phone 6921 5
  Cisco Unified IP Phone 6941 14
  Cisco Unified IP Phone 6945 24
  Cisco Unified IP Phone 6961 34

W
warranty 93
Web Dialer
  change preferences 72
  description 71
  MAC address 72
  set up preferences 72
  sign in 71
  sign out 72
  view preferences 72
  with Cisco Directory 71
  with corporate directory 72
whisper 63
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