



Cisco Unified IP Phone 6901 and 6911 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)

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CHAPTER 1

Features of Your Cisco Unified IP Phone

This chapter describes the features of the Cisco Unified IP Phones 6901 and 6911.

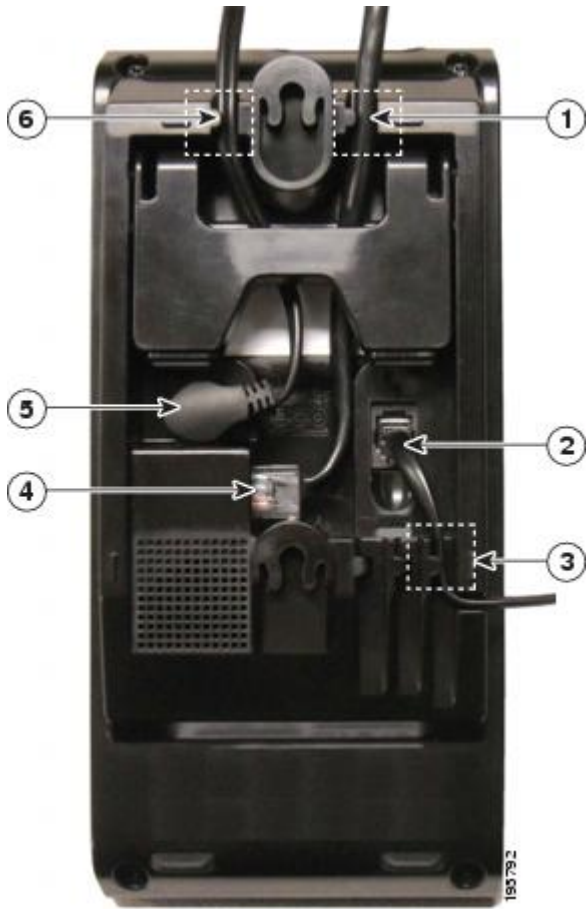
- [Cisco Unified IP Phone 6901, page 1](#)
- [Cisco Unified IP Phone 6911, page 4](#)
- [General Phone Information, page 8](#)

Cisco Unified IP Phone 6901

The following sections describe the Cisco Unified IP Phone 6901 hardware.

Phone Connections



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





1	Slot for Ethernet cable.	4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.
2	Handset connection.	5	DC adaptor port (DC48V).
3	Slot for handset cable.	6	Slot for DC adaptor cable.

Buttons and Hardware



1	Hookswitch	Activates the features (hookflash) on your phone.
2	Hold button 	Places a connected call on hold.
3	Redial button 	Dials the last dialed number.

4	Line button 	<p>Allows you to pick up a second incoming call. The Line button LED indicates the call status.</p> <p>Allows you to answer a ringing call and swap between two calls on the same line. Also, you can use the line button to create a new call when the phone is idle. The LED associated with the line button lights up to reflect the line status.</p> <p>Color LEDs indicate the line state:</p> <ul style="list-style-type: none"> • Green, steady—Active call • Green, flashing—Held call • Amber, Flashing—Incoming call • Amber, steady—Call Forward All activated • Red, steady—Remote line in use (shared line) • Red, flashing—Remote line on hold
5	Volume button 	Controls the handset (off hook) and the ringer volume (on hook).
6	Keypad	Allows you to dial phone numbers.
7	Handset with light strip	Lights up to indicate a ringing call (flashing red) or a new voice message (steady red).

Hookswitch Button

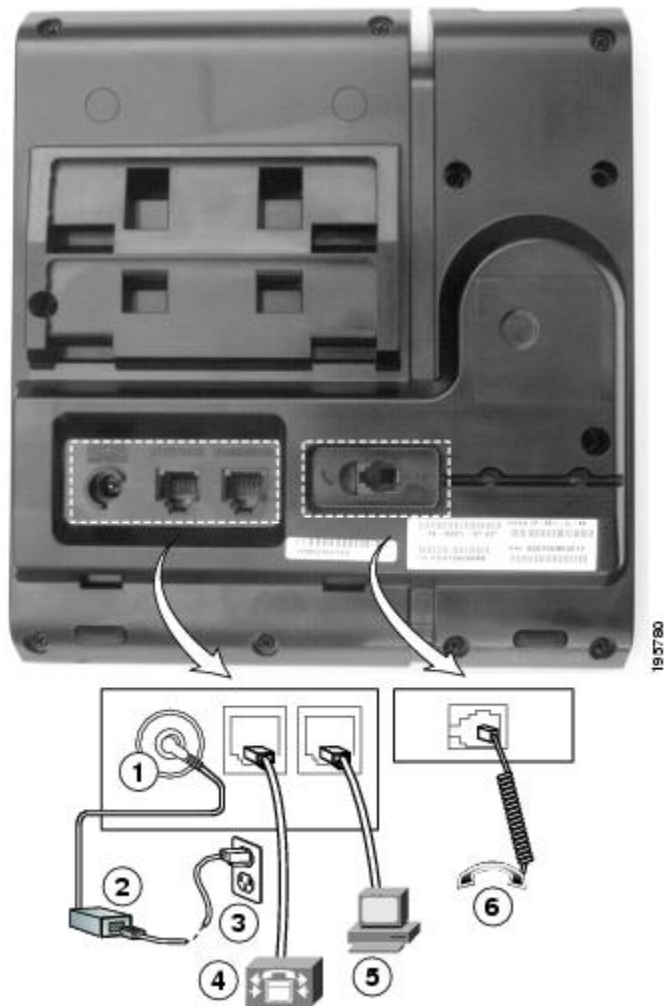
The cradle rest of your phone contains the hookswitch button. You can press and quickly release the hookswitch button to activate features (hookflash) on your phone.

Cisco Unified IP Phone 6911

The following sections describe the Cisco Unified IP Phone 6901 hardware.

Phone Connections




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










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

Buttons and Hardware



1	Handset with light strip	Lights up to indicate a ringing call (flashing red) or a new voice message (steady red).
2	Paper label	A paper strip used to enter name and contact numbers.
3	Transfer button 	Transfers a call.
4	Conference button 	Creates a conference call.
5	Hold button 	Places an active call on hold.

6	<p>Line button</p> 	Allows you to pick up a second incoming call and to resume a held call. The LED shows call status.
7	<p>Speakerphone button</p> 	Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button lights green. The speakerphone audio path does not change until you select a new audio path (for example, by picking up the handset).
8	<p>Keypad</p>	Allows you to dial phone numbers.
9	<p>Mute button</p> 	Toggles the microphone on or off. When the microphone is muted, the button lights red.
10	<p>Volume button</p> 	Controls the handset and speakerphone volume (off hook) and the ringer volume (on hook).
11	<p>Messages button</p> 	Auto dials your voice messaging system.
12	<p>Redial button</p> 	Dials the last dialed number.

13	Feature button 	<p>Depending on the phone setup, the feature button provides you with access to Speed Dial, Call Forward All, Pickup, Group Pickup and Meet Me features. You can configure up to nine items on the feature button. To access these features, press the feature button followed by the number associated with the feature. You must press the feature button and the number within five seconds of each other. The number can only be a single digit number from 1–9.</p> <p>You can access the following features either off hook or on hook:</p> <ul style="list-style-type: none"> • Call Forward All—Allows you to forward a call. • Pickup—Allows you to pickup a call on the third party phone. • Group Pickup—Allows you pick up a call within a group. • Meet Me—Allows you setup a conference.
14	Handset	Phone handset.

Paper Label

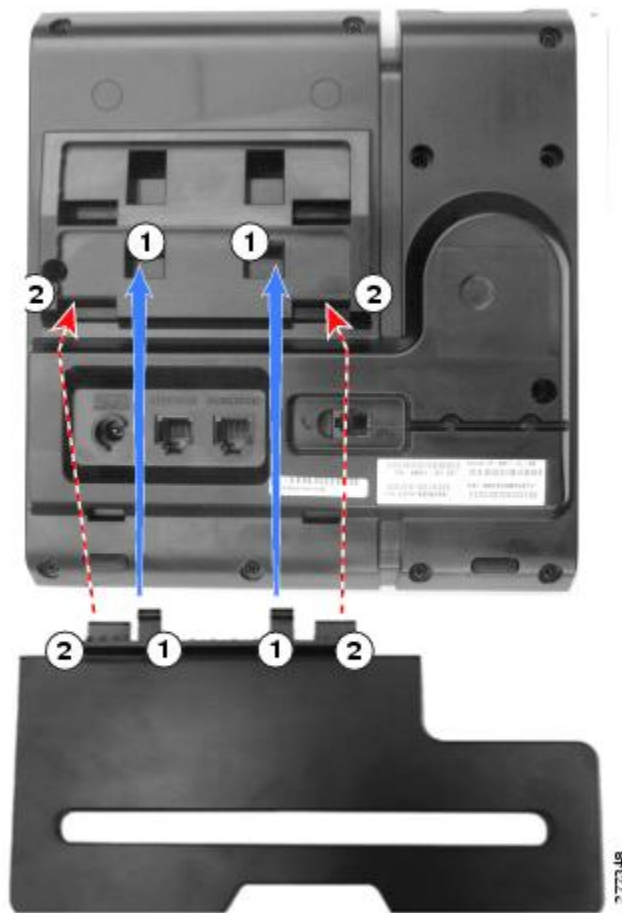
Cisco Unified IP Phone 6911 does not include an LCD display. Cisco provides a paper strip, which can be used to enter name and contact numbers.

General Phone Information

This section contains information that is common to all the IP Phone models in this guide.

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	Insert the connectors into the lower slots.	2	Lift the footstand until the connectors snap into the upper slots.
---	---	---	--

Phone display angle

Raise Phone Angle

Procedure

Connect the footstand to the lower slots for a higher viewing angle, as shown in the following figure.



Lower Phone Angle

Procedure

Connect the footstand to the upper slots for a lower viewing angle, as shown in the following figure.



Phone display angle



CHAPTER 2


Messages

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

- [Personalize Voicemail, page 13](#)
- [Check for Voice Messages, page 13](#)
- [Listen to Voice Messages, page 14](#)

Personalize Voicemail

Procedure

	Command or Action	Purpose
Step 1	To personalize voicemail:	<ul style="list-style-type: none">• For Cisco Unified IP Phone 6901: Use the keypad to dial the voicemail access number provided by your system administrator, then follow the voice prompts.• For Cisco Unified IP Phone 6911: Press Messages , then follow the voice prompts.

Check for Voice Messages


Check for voice messages in any of these ways:

- Look for a solid red light on your handset.
You can configure the visual message waiting lamp using your User Options web pages.
- Listen for a stutter tone when you lift the handset.
You can configure the audible message waiting lamp using your User Options web pages.

Related Topics[User Options](#), on page 29

Listen to Voice Messages

Procedure

	Command or Action	Purpose
Step 1	To listen to voice messages:	<ul style="list-style-type: none">• For Cisco Unified IP Phone 6901: Use the keypad to dial the voicemail access number provided by your system administrator and then follow the voice prompts to listen to your messages.• For Cisco Unified IP Phone 6911: Press Messages  and then follow the voice prompts to listen to your messages.



CHAPTER 3

Calling Features

- [Agent Greeting, page 16](#)
- [Auto Answer, page 16](#)
- [Auto Barge, page 16](#)
- [Call Forward, page 16](#)
- [Call Pickup, page 17](#)
- [Call Waiting, page 18](#)
- [Codes, page 19](#)
- [Conference, page 19](#)
- [Hookflash, page 21](#)
- [Hold, page 21](#)
- [Meet Me Conference, page 22](#)
- [Monitoring and Recording, page 22](#)
- [Multilevel Precedence and Preemption, page 22](#)
- [Mute, page 23](#)
- [Plus Dialing, page 24](#)
- [Redial, page 24](#)
- [Shared Lines, page 24](#)
- [Speed Dial, page 25](#)
- [Transfer, page 25](#)
- [WebDialer, page 27](#)

Agent Greeting

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

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

For more information, contact your system administrator.

Auto Answer

(Cisco Unified IP Phone 6911 only)

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

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

Auto Answer with Speakerphone

Keep the handset in the cradle to auto answer with your speakerphone. Otherwise, calls ring normally and you must manually answer them.

Auto Barge

Auto barge, if configured, allows you to barge into a shared line call automatically.

For example, in a shared line scenario, when you go off hook and a call remote is already in use, you can barge into the call automatically.

Call Forward

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

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

- You can set up Call Forward All directly on your phone. To access Call Forward All remotely, go to your User Options web pages.
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 phone number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.

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

- Allow calls placed from the call forward target phone 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](#)

Forward Calls Using User Options Web Pages

(Cisco Unified IP Phone 6901 only)


Procedure

-
- Step 1** Sign in to your User Options web pages.
 - Step 2** Go to **Device > Line Settings**.
 - Step 3** Enter the phone number you want to forward calls to.
 - Step 4** Click **Save**.
-

Forward Calls Using Feature Button

(Cisco Unified IP Phone 6911 only)

Procedure

-
- Step 1** Press **Feature**  followed by the predetermined number set up for Call Forward All.
 - Step 2** Listen for a dial tone, then enter the phone number to which your calls will be forwarded. A visual confirmation is displayed as a solid amber light on the handset.
 - Step 3** To cancel call forwarding, repeat Step 1. When you lift the handset, you will hear a stutter tone until you cancel call forwarding. The visual confirmation turns off when Call Forward All is canceled.
-

Call Pickup

This procedure applies to the Cisco Unified IP Phone 6911 only.

Call Pickup allows you to answer a call ringing on a coworker's phone by redirecting the call to your phone. You may use Call Pickup if you share call handling tasks with coworkers.

There are two ways you can pick up a call:

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

If multiple calls are available for pickup, your phone picks up the oldest ringing call first.


- **Group Pickup**—Allows you to answer a call on a phone outside your call pickup group by:
 - Using a group pickup number provided by your system administrator.
 - Dialing the number of the ringing phone if the destination user's direct number is present in one of the current user's associated groups.

Your system administrator sets up the call pickup group you are in and the call pickup buttons for your call handling needs and work environment.

Answer Call Using Pickup

This procedure applies to the Cisco Unified IP Phone 6911 only.



Procedure

-
- Step 1** If Auto Pickup is set up on your phone, press **Feature**  followed by the predetermined number set up for Call Pickup to transfer a ringing call within your pickup group to your phone. The call is connected.
- Step 2** If Auto Pickup is not set up, press **Line** or lift the handset to connect the call.
-

Answer Call Using Group Pickup


This procedure applies to the Cisco Unified IP Phone 6911 only.

Procedure

-
- Step 1** If Auto Group Pickup is set up on your phone, press **Feature**  followed by the predetermined number set up for Call Pickup to answer a call on a phone outside your pickup group.
- Step 2** Enter the group pickup number to connect the call.
- Step 3** If Auto Group Pickup is not set up, press **Line**  or lift the handset to connect the call.
-

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 

Answer Call Waiting

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.

Codes

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

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

Place Call Using Client Matter Code

Procedure

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

Place Call Using Forced Authorization Code

Procedure


-
- Step 1** Dial a number.
- Step 2** After the tone, enter an FAC.
-

Conference

Conference allows you to talk simultaneously with multiple parties. When you are talking on a call, use Conference to dial another party and add them to the call. You can remove individual participants from the conference if your phone supports the feature.

You can set up a conference by using the:

- Hookflash feature on the Cisco Unified IP Phone 6901.

- Conference button  on the Cisco Unified IP Phone 6911.

The conference ends when all the participants hang up.

Set Up Conference Using Hookflash

This procedure applies to the Cisco Unified IP Phone 6901 only.

Procedure

- Step 1** Verify that you are on an active call (not on hold).
- Step 2** Press and release the hookswitch to get a dial tone.
- Step 3** Dial the desired phone number.
- Step 4** Wait for the recipient to answer or skip to Step 5 while the call is ringing.
- Step 5** Press and release the hookswitch again.
The conference begins.

Note You can only include three participants in a conference. Use the hookflash feature to drop a participant from a conference.

Drop Conference Party Using Hookflash

This procedure applies to the Cisco Unified IP Phone 6901 only.

Procedure


- Step 1** Verify that you are in a conference.
- Step 2** Press and release the hookswitch.
The party who joined last is dropped from the conference.

Note Only the conference host can drop a party from a conference.

Set Up Conference

This procedure applies to the Cisco Unified IP Phone 6911 only.

Procedure

- Step 1** Verify that you are on an active call (not on hold).
- Step 2** Press **Conference** .
- Step 3** Enter the phone number for the party you want to add to the conference.
- Step 4** Wait for the party to answer or skip to Step 5 while the call is ringing.
- Step 5** Press **Conference** again.
The conference begins.
- Step 6** (Optional) Repeat these steps to add more parties.
-

Hookflash

This procedure applies to the Cisco Unified IP Phone 6901 only.

Hookflash allows you to access the features in the list that follows. To use hookflash, quickly press and release the hookswitch button on the phone cradle rest.

You access the following features using hookflash:


- Answer a call
- Transfer between two calls (when one call is incoming only)
- Initiate a conference call
- Remove a conference participant

Hold

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

Hold Call

Procedure

- Step 1** To put a call on hold, press **Hold** .
- The **Line** button flashes green. The party that is put on hold hears the preset music.
- Step 2** To resume the call, press the flashing green **Line** button, press **Speaker** (Cisco Unified IP Phone 6911 only), or go off hook if the handset is in the cradle.
-

Meet Me Conference

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


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

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

Host Meet Me Conference

This procedure applies to the Cisco Unified IP Phone 6911 only.

Procedure

Press **Feature**  followed by the predetermined Meet Me number set up by your system administrator. You are connected to the conference.

Join Meet Me Conference

Procedure

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

Monitoring and Recording

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

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

Multilevel Precedence and Preemption

This procedure applies to the Cisco Unified IP Phone (SCCP) only.

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

Keep these terms in mind:

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

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

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

If you hear a special ring (faster than usual) or special call waiting tone, you are receiving a priority call.

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

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

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

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

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

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

Mute

This procedure applies to the Cisco Unified IP Phone 6911 only.

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

Mute Phone

This procedure applies to the Cisco Unified IP Phone 6911 only.

Procedure

-
- Step 1** Press **Mute**  to turn Mute on.
- Step 2** Press **Mute** again to turn Mute off.
-

Plus Dialing

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

When you press and hold the * key for at least 1 second, a tone plays. The corresponding tone stops after one second.

Dial International Number

Procedure


-
- Step 1** Press and hold star (*) for at least 1 second.
The plus (+) sign displays as the first digit in the phone number.
The corresponding tone stops to indicate that the * has changed to a + sign.
- Step 2** Dial the international number.
-

Redial

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

Redial Number

To redial a number:


- On Cisco Unified IP Phone 6901, go off hook and press **Redial**.
- On Cisco Unified IP Phone 6911, press **Redial** . You can be off hook or on hook when you press this button.

Shared Lines

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

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

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

- When a call comes in on the shared line:
 - Your phone rings and the Line  button flashes amber.
 - Your coworker's phone rings and the Line flashes amber.

- If you answer the call:
 - Your Line button turns green.
 - Your coworker's Line button turns red.

When button is red, and if auto barge is enabled, you can auto barge a call by going off hook or make a new call, if auto barge is disabled.

- If you put the call on hold:
 - Your Line button flashes green
 - Your coworker's Line button flashes red.

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

Related Topics

[Answer Call Using Pickup, on page 18](#)

[Answer Call Using Group Pickup, on page 18](#)

Speed Dial

This procedure applies to the Cisco Unified IP Phone 6911 only.

Speed Dial allows you to press a button and enter a preconfigured code to place a call. Before you can use Speed Dial on your phone, you must set up Speed Dial on your User Options Web pages.

Depending on the setup, your phone can support this Speed Dial feature:

- **Feature Button**—Allows you to quickly dial a phone number if the button and a code is set up for speed dialing.

Place Call with Speed Dial

This procedure applies to the Cisco Unified IP Phone 6911 only.

Before You Begin


Before you can use speed dial buttons on your phone, you must set up speed dial on your User Options web pages.

Procedure

To place a call, press the **Feature** button enabled for speed dial.

Transfer

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

- You can redirect a single call to another number that you specify. Transfer is accomplished differently depending on the phone model you have:
 - Hookflash is used to transfer calls from the Cisco Unified IP Phone 6901.
 - The Transfer button  is used to transfer calls from the Cisco Unified IP Phone 6911.
- You can connect two calls to each other without remaining on the line.

Transfer Call Using Hookflash

This procedure applies to the Cisco Unified IP Phone 6901 only.


Procedure

- Step 1** Verify that you are on an active call (not on hold).
 - Step 2** Press and release the hookswitch to get a dial tone.
 - Step 3** Enter the phone number of the transfer recipient.
 - Step 4** Wait for the recipient to answer or skip to Step 5 while the call is ringing.
 - Step 5** Hang up to complete the transfer.
-

Transfer Call Using Transfer Button

This procedure applies to the Cisco Unified IP Phone 6911 only.

Procedure

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

Toggle Calls Before Completing Transfer

(Cisco Unified IP Phone 6911 only)

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

WebDialer

This procedure applies to the Cisco Unified IP Phone 6911 only.

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

Call Cisco Directory Contact Using WebDialer

This procedure applies to the Cisco Unified IP Phone 6911 only.

Procedure

-
- Step 1** Sign in to your User Options web pages.
- Step 2** Select **User Options** > **Directory** and search for a coworker.
- Step 3** Select the number that you want to dial.
- Step 4** If this is your first time using WebDialer, review the preferences on the Make Call page.
- Step 5** Select **Dial**.
The call is now placed on your phone.
- Step 6** To end a call, select **Hang up** or hang up from your phone.
-

Manage WebDialer Preferences

This procedure applies to the Cisco Unified IP Phone 6911 only.

Procedure

-
- Step 1** Initiate a call using WebDialer 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.
- Step 2** Select one of the following options from the Make Call page:
- Preferred language—Determines the language used for WebDialer settings and prompts.
 - Use preferred device—Identifies the Cisco Unified IP Phone (Calling device) and directory number (Calling line) that you will use to place WebDialer 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.
 - Do not display call confirmation—If selected, the WebDialer 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 WebDialer

This procedure applies to the Cisco Unified IP Phone 6911 only.

Procedure

Select **Sign Out**  in the Make Call or Hang Up page.



CHAPTER 4

User Options

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 in to 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.

- [Sign In and Out of User Options Web Pages, page 29](#)
- [Device Settings, page 30](#)
- [User Settings, page 32](#)
- [User Options Web Pages Plugins, page 33](#)

Sign In and Out of User Options Web Pages

Before you can access any of your user options, such as Speed Dial or Personal Address Book, you must sign in. When you are finished using the User Options web pages, you must sign out.

In some cases, you can access your User Option web pages without having to sign in. For more information, contact your system administrator.

Procedure

- Step 1** Obtain the User Options URL, user ID, and default password from your system administrator.
 - Step 2** Open a web browser on your computer and enter the URL.
 - Step 3** If prompted to accept security settings, select **Yes** or **Install Certificate**.
 - Step 4** Enter your user ID in the Username field.
 - Step 5** Enter your password in the Password field.
 - Step 6** Select **Login**.
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.
 - Step 7** To sign out of your User Options web pages, select **Logout**.
-

Device Settings

The following sections describe the changes you can make to your device settings on your phone from the User Options web pages.

Select Device from User Options Web Page

Procedure

-
- Step 1** On your User Options web page, select **User Options > Device**. The Device Configuration window displays. Toolbar buttons located at the top of the Device Configuration window are specific to the selected device type.
- Step 2** (Optional) 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.
-

Line Settings

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

Set Up Call Forward Per Line

Procedure

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

Change Voice Message Indicator Setting Per Line

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
 - Step 2** Select a phone from the Name drop-down menu.
 - Step 3** Select **Line Settings**.
 - Step 4** (Optional) If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
 - Step 5** 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.
 - Step 6** Select **Save**.
-

Change Audible Voice Message Indicator Setting Per Line

Procedure

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

Speed Dial Buttons and Codes

This procedure applies to the Cisco Unified IP Phone 6911 only.

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

This procedure applies to the Cisco Unified IP Phone 6911 only.

Procedure

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

User Settings

Your PIN and password allow you to access different features and services. 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 Browser Password

Procedure

- Step 1** On your User Options web page, select **User Options > User Settings**.
 - Step 2** Enter your current password.
 - Step 3** Enter your new password.
 - Step 4** Reenter your new password in the Confirm Password field.
 - Step 5** Select **Save**.
-

Change PIN

Procedure

- Step 1** On your User Options web page, select **User Options > User Settings**.
 - Step 2** Enter your current PIN.
 - Step 3** Enter your new PIN.
 - Step 4** Reenter your new PIN in the Confirm PIN field.
 - Step 5** Select **Save**.
-

Change User Options Language

Procedure

- Step 1** On your User Options web page, select **User Options > User Settings**.
 - Step 2** In the User Locale area, select an item from the Locale drop-down list.
 - Step 3** Select **Save**.
-

User Options Web Pages 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, contact your system administrator.

Access Plugins

You can view plugins only if your system administrator has set them up for you.

Procedure

On your User Options web page, select **User Options > Plugins**.



CHAPTER 5

FAQs and Troubleshooting

- [Frequently Asked Questions, page 35](#)
- [Troubleshooting Tips, page 36](#)

Frequently Asked Questions

- Q.** When I put a call on hold by pushing the Hold button, why doesn't pushing the button again resume the call?
- A.** The **Hold** button is used only to put a call on hold. To resume a call, press the **Line** button.
- Q.** How do I access a feature using the Feature button?
- A.** You need to press the **Feature** button followed by the number that is set up for the feature you are trying to access. The number must be pressed within five seconds of pressing the **Feature** button.
- Q.** Why does my phone not work ("wake up"), when it worked before?
- A.** If your system administrator has set up your phone for EnergyWise, the phone may be sleeping (powered down). Your system administrator sets your phone to sleep at a certain time and wake (power up) at a certain time. Your phone will wake up at the time set by your system administrator. See your system administrator to have the sleep and wake up times changed.
- Q.** My phone played the ringtone four times in succession, but there is no call. What does this mean?
- A.** The phone is notifying you that your phone will power down (sleep) soon to conserve energy (the EnergyWise feature). Your system administrator sets your phone to sleep at a certain time and wake (power up) at a certain time. Your phone will wake up at the time set by your system administrator. See your system administrator to have the sleep and wake up times changed.
- Q.** What do I do if message indicator prompts your phone to display flashing red light?
- A.** Your phone firmware has identified an internal error. Try unplugging the phone from the power source, wait one minute, and then plug the phone back in. If the message indicator still flashes red light, contact your system administrator.

Troubleshooting Tips

The following sections describe common issues and solutions.

Conference

Conference Button Is Unresponsive

You have set up a conference call and the Conference button is unresponsive.

Possible Cause

You have reached the maximum number of conference participants.

Solution

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

Meet Me Conference Busy Tone

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

Possible Cause

The conference host has not yet joined the conference.

Solution

Try calling back again.

User options

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

Contact your system administrator.



CHAPTER 6

Product Safety, Security, Accessibility, and Additional Information

- [Safety and Performance Information, page 37](#)
- [Cisco Product Security Overview, page 37](#)
- [Accessibility Features, page 38](#)

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

Cisco Product Security Overview

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

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

Accessibility Features

The Cisco Unified IP Phones 6901 and 6911 provide accessibility features for the vision impaired, the blind, and the hearing and mobility impaired.

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/accessibility/english/user/guide/access_6901-11.html

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

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



CHAPTER 7

Warranty

- [Cisco One-Year Limited Hardware Warranty Terms, page 39](#)

Cisco One-Year Limited Hardware Warranty Terms

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

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

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



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