



Features of Your Cisco Unified IP Phone

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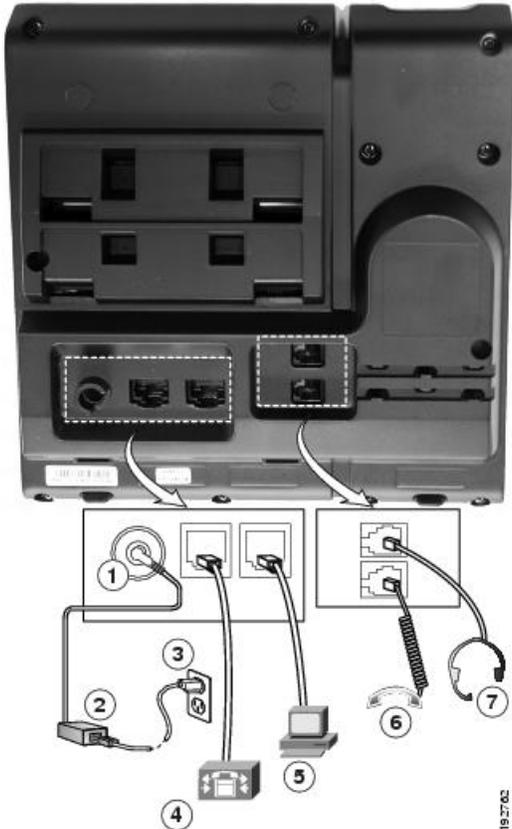
Cisco Unified IP Phone 6921

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

Phone Connections

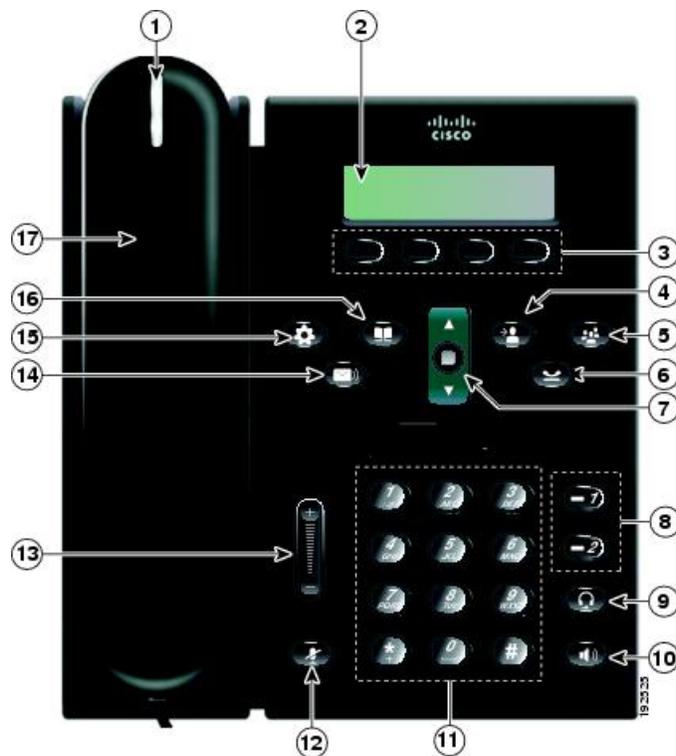
For your phone to work, it must be connected to the corporate IP telephony network.

Figure 1: Cisco IP Phone 6921 and 6941 connections



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

Buttons and Hardware

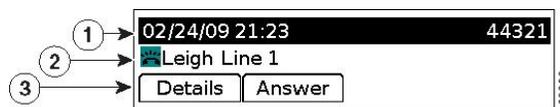


1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.
3	Softkey buttons 	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
4	Transfer button 	Transfers a call.
5	Conference button 	Creates a conference call.

6	Hold button 	Places an active call on hold.
7	Navigation bar and Select button 	<p>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).</p> <p>The Select button (in the middle of the Navigation bar) allows you to select a highlighted item.</p>
8	Line 1 and Line 2 buttons  	<p>Line 1 selects the primary phone line.</p> <p>Depending on how your system administrator sets up the phone, Line 2 may provide access to:</p> <ul style="list-style-type: none"> • Secondary phone line • Speed-dial number (speed-dial button) • Web-based service (for example, a Personal Address Book button) <p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> • Green, steady: Active call • Green, flashing: Held call • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line) • Red, flashing: Remote line on hold
9	Headset button 	Toggles the headset on or off. When the headset is on, the button is lit.
10	Speakerphone button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
12	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.

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

Phone Screen



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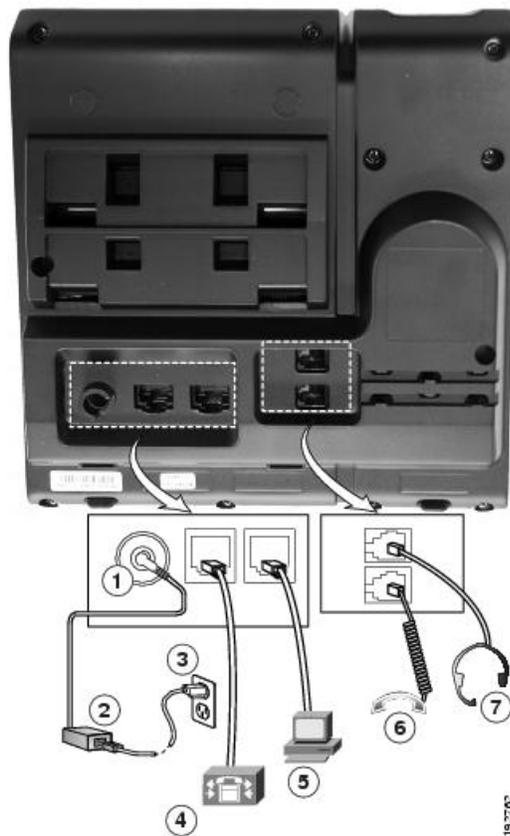
2	Line details and other phone information	<p>During a call, displays details for the active line. If not on a call, displays line text label and other information such as placed calls, speed dials, and phone menu listings.</p> <p>The IP phone LCD display size limits the length of calling ID and calling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

Cisco Unified IP Phone 6941

The Cisco Unified IP Phone 6941 provides the following features.

Phone Connections

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



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

Buttons and Hardware



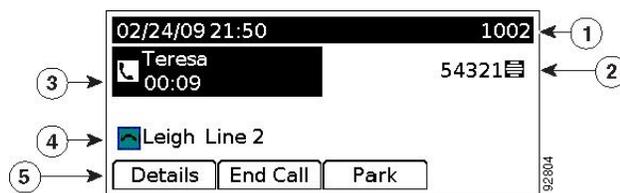
1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.

3	Programmable feature buttons 	Depending on how your system administrator sets up the phone, programmable feature buttons (on each side of the phone screen) provide access to: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Green, steady: Active call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or Line Status) • Red, flashing: Remote line on hold
4	Softkey buttons 	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
5	Transfer button 	Transfers a call.
6	Conference button 	Creates a conference call.
7	Hold button 	Places an active call on hold.

8	<p>Navigation bar and Select button</p> 	<p>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).</p> <p>The Select button (in the middle of the Navigation bar) allows you to select a highlighted item.</p>
9	<p>Headset button</p> 	<p>Toggles the headset on or off. When the headset is on, the button is lit.</p>
10	<p>Speakerphone button</p> 	<p>Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.</p>
11	<p>Keypad</p>	<p>Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).</p>
12	<p>Mute button</p> 	<p>Toggles the microphone on or off. When the microphone is muted, the button is lit.</p>
13	<p>Volume button</p> 	<p>Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).</p> <p>Your administrator sets a minimum ringer volume level ranging from 0 to 14. The default level is 0 (silent).</p> <p>You can only adjust the ringer volume to a level greater than the configured minimum ring volume value.</p> <p>Your administrator can set phones to automatically save a predetermined volume level for all calls. If the feature is not enabled, your phone displays the Save softkey that you can use to save the selected volume level for all calls.</p>
14	<p>Messages button</p> 	<p>Autodials your voice messaging system (varies by system).</p>
15	<p>Applications button</p> 	<p>Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.</p>

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

Phone Screen



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

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

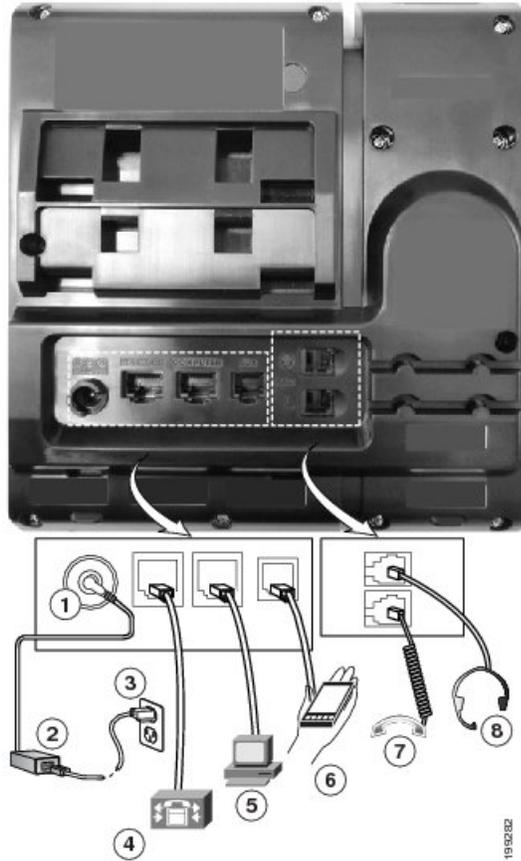
Cisco Unified IP Phone 6945

The Cisco Unified IP Phone 6945 provides the following features.

Phone Connections

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

Figure 2: Cisco IP Phone 6945 connections



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

Buttons and Hardware



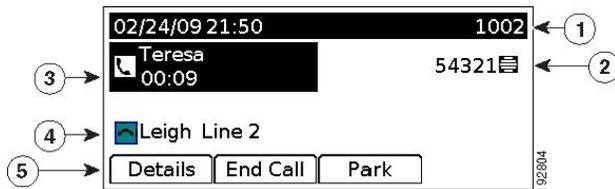
1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.

3	Programmable feature buttons 	<p>Depending on how your system administrator sets up the phone, programmable feature buttons (on each side of the phone screen) provide access to:</p> <ul style="list-style-type: none"> • 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) <p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> • Green, steady: Active call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or Line Status) • Red, flashing: Remote line on hold
4	Softkey buttons 	<p>Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.</p>
5	Transfer button 	<p>Transfers a call.</p>
6	Conference button 	<p>Creates a conference call.</p>
7	Hold button 	<p>Places an active call on hold.</p>

8	<p>Navigation bar and Select button</p> 	<p>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).</p> <p>The Select button (in the middle of the Navigation bar) allows you to select a highlighted item.</p>
9	<p>Headset button</p> 	<p>Toggles the headset on or off. When the headset is on, the button is lit.</p>
10	<p>Speakerphone button</p> 	<p>Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.</p>
11	<p>Keypad</p>	<p>Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).</p>
12	<p>Mute button</p> 	<p>Toggles the microphone on or off. When the microphone is muted, the button is lit.</p>
13	<p>Volume button</p> 	<p>Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).</p> <p>Your administrator sets a minimum ringer volume level ranging from 0 to 14. The default level is 0 (silent).</p> <p>You can only adjust the ringer volume to a level greater than the configured minimum ring volume value.</p> <p>Your administrator can set phones to automatically save a predetermined volume level for all calls. If the feature is not enabled, your phone displays the Save softkey that you can use to save the selected volume level for all calls.</p>
14	<p>Messages button</p> 	<p>Autodials your voice messaging system (varies by system).</p>
15	<p>Applications button</p> 	<p>Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.</p>

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

Phone Screen



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

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

Wireless Headset Using Auxiliary Port

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

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

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

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

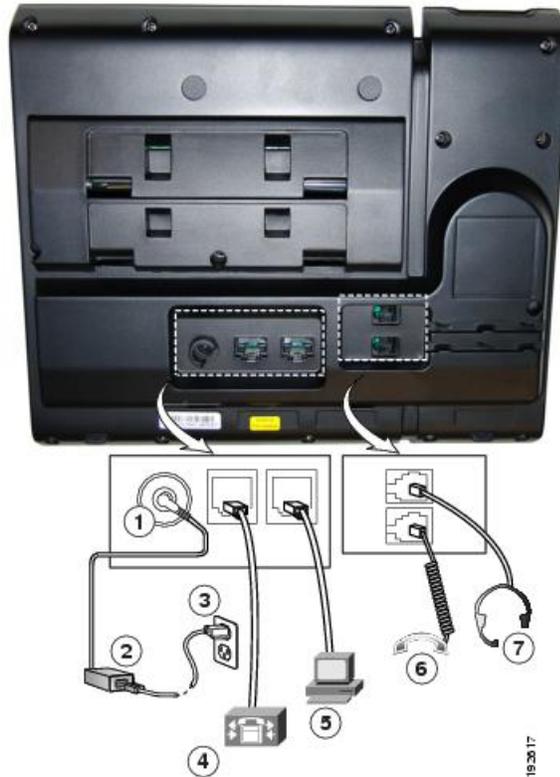
Cisco Unified IP Phone 6961

The Cisco Unified IP Phone 6961 provides the following features.

Phone Connections

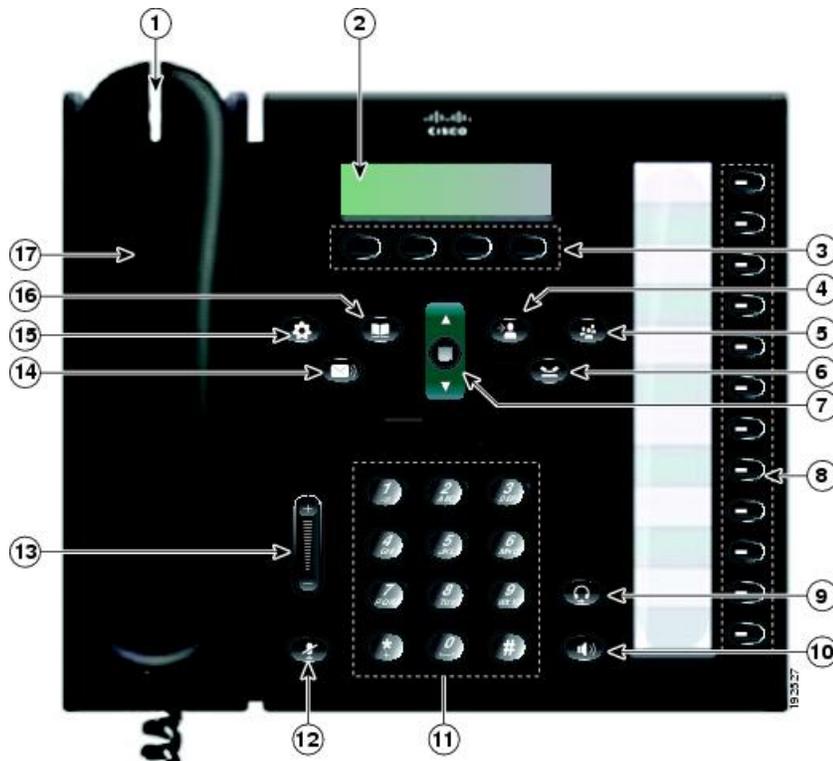
For your phone to work, it must be connected to the corporate IP telephony network.

Figure 3: Cisco IP Phone 6961 connections



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

Buttons and Hardware

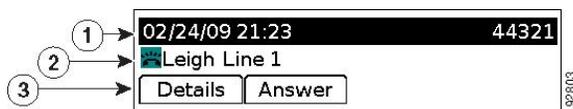


1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.
3	Softkey buttons 	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
4	Transfer button 	Transfers a call.
5	Conference button 	Creates a conference call.

6	Hold button 	Places an active call on hold.
7	Navigation bar and Select button 	The Navigation bar allows you to scroll through menus and highlight items. When phone is on hook, displays phone numbers from your Placed Call listing (up arrow) or your speed dials (down arrow). The Select button allows you to select a highlighted item.
8	Programmable feature buttons 	Depending on how your system administrator sets up the phone, programmable feature buttons provide access to: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Green, steady: Active call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or Line Status) • Red, flashing: Remote line on hold
9	Headset button 	Toggles the headset on or off. When the headset is on, the button is lit.
10	Speakerphone button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).

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

Phone Screen



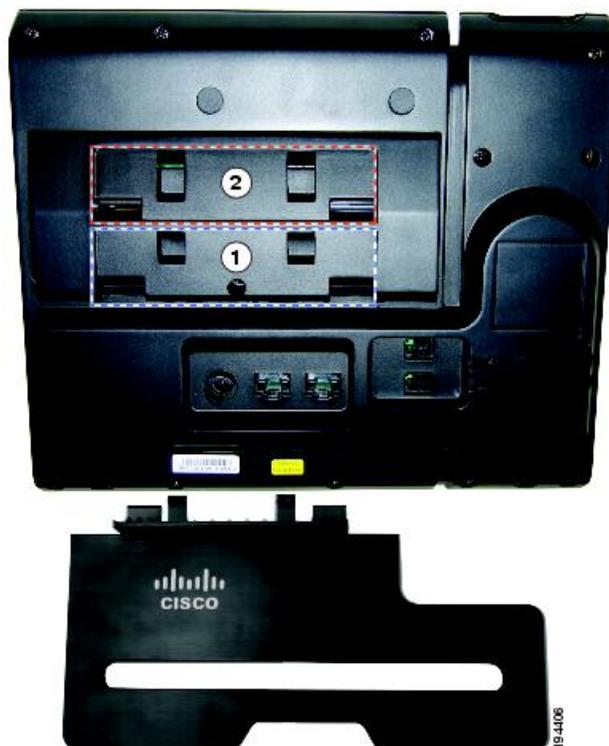
1	Header	Displays date, time, and directory number.
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2	Line details and other phone information	<p>During a call, displays details for the active line. If not on a call, displays line text label and other information such as placed calls, speed dials,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

General Phone Information

Footstand

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



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

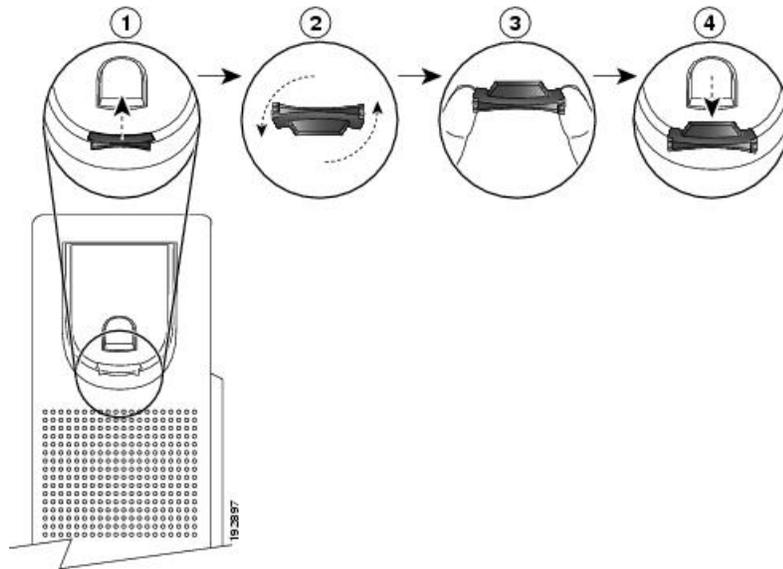


Lower viewing angle



Adjust Handset Rest

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



Procedure

- Step 1** Remove the handset from the cradle and pull the plastic tab from the handset rest.
- Step 2** Rotate the tab 180 degrees.
- Step 3** Hold the tab between two fingers, with the corner notches facing you.
- Step 4** Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.
- Step 5** Return the handset to the handset rest.

Power-Saving Mode

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

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

- At 10 minutes before power down, the ringtone plays four times
- At 7 minutes before power down, the ringtone plays four times
- At 4 minutes before power down, the ringtone plays four times

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

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

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

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

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

Clean the Phone Display

Phone displays that are not touchscreens can be easily cleaned.

Procedure

Wipe the screen with a soft, dry cloth.

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

HTTPS for Phone Services

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

**Note**

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