



## **Cisco Unified IP Phone 6901 and 6911 User Guide for Cisco Unified Communications Manager Express Version 9.0 (SIP)**

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# CHAPTER 1

## Overview



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This guide provides phone operating instructions and feature descriptions for the Cisco IP Phone model 6901 and 6911.

- [Physical Description of Cisco Unified IP Phone 6901, page 2](#)
- [Physical Description of Cisco Unified IP Phone 6911, page 6](#)

## Physical Description of Cisco Unified IP Phone 6901

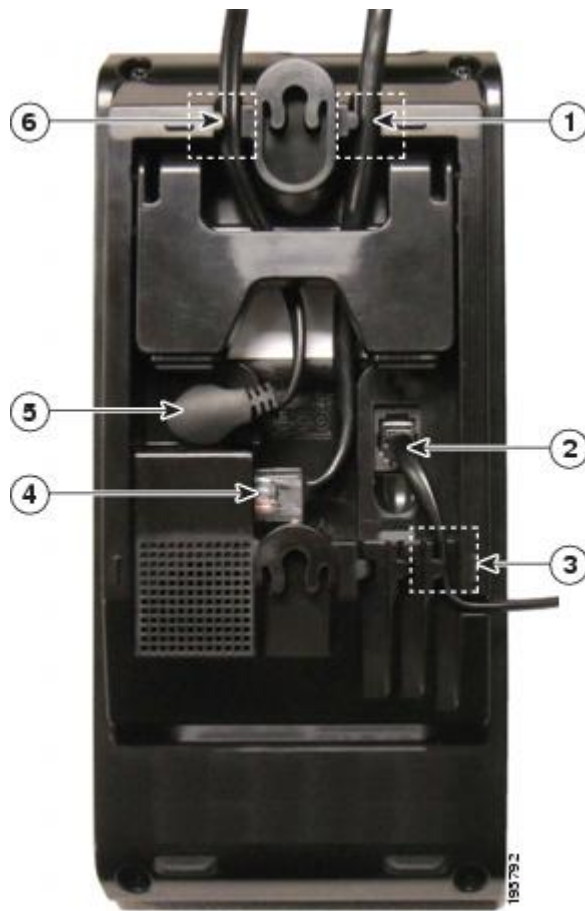


	Name	Description
1	Handset with indicator light	Functions as traditional handset and indicates an incoming call (flashing red) or new voice message (steady red).
2	Hold button 	Places the call on hold.
3	Redial button 	Dials the last dialed number.

4	<p>Line button</p> 	<p>Allows you to pick up a second incoming call. The Line button LED indicates the call status, allows you to answer a ringing call and swap between two calls on the same line.</p> <p>You can also 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"> <li>• Green, steady—Active call</li> <li>• Green, flashing—Held call</li> <li>• Red, steady—Remote line in use (shared line)</li> <li>• Red, flashing—Remote line on hold</li> </ul>
5	Volume button	Controls the handset and the ringer volume (on-hook).
6	Keypad	Allows you to dial phone numbers.
7	Handset	Phone handset.

## 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.



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

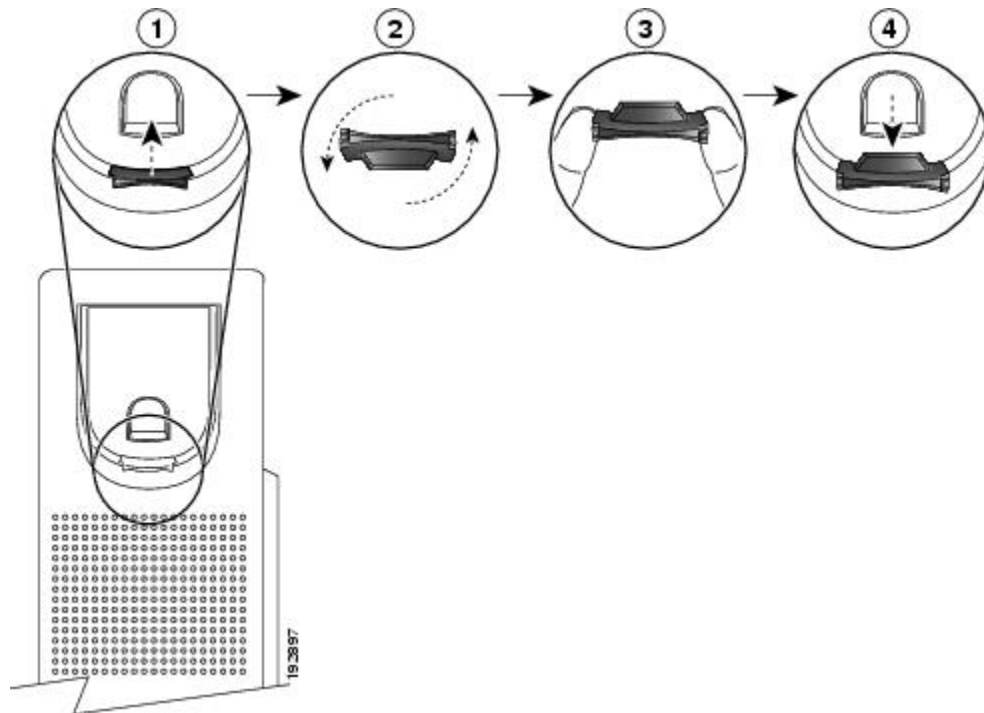
## Footstand

The Cisco Unified IP Phone 6901 and 6961 has a foldable footstand. When the footstand is unfolded, it gives the phone an elevated viewing angle.



## Adjusting the Handset Rest

You can adjust the handset rest of a wall-mounted phone so that the receiver does not slip out of the cradle.



**Procedure**

- Step 1** Set the handset aside and pull the square plastic tab from the handset rest.
- Step 2** Rotate the tab halfway (180 degrees).
- Step 3** Hold the tab between two fingers, with the small notches (in the corners) facing you.
- Step 4** Make sure the tab lines up evenly with the slot in the cradle.
- Step 5** Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.

**Hookswitch**










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


**Physical Description of Cisco Unified IP Phone 6911**



	Name	Description
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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 active calls to another extension.
4	Conference button 	Initiates the conference call.
5	Hold button 	Places an active call on hold.
6	Line button 	Allows users to pick up a second incoming call and to resume a held call. The LED shows call status.
7	Speakerphone button 	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 is lit green. The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).
8	Keypad	Allows you to dial phone numbers.
9	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit red.
10	Volume button 	Controls the handset and speakerphone volume (off-hook) and the ringer volume (on-hook).
11	Messages button 	Auto-dials your voice messaging system (varies by system).
12	Redial button 	Dials the last dialed number.

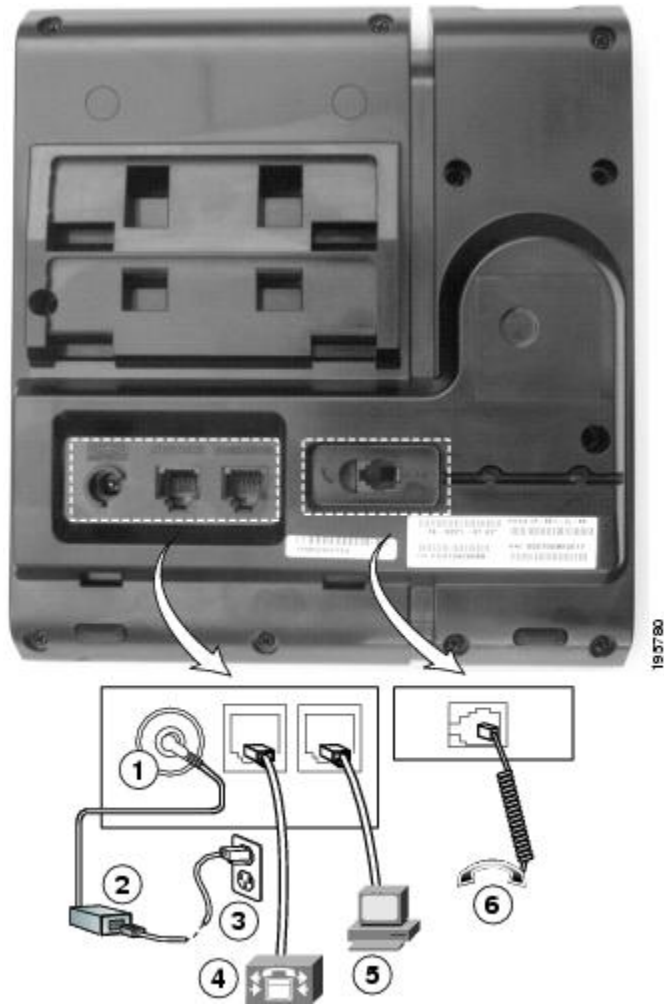
13	Feature button 	Depending on how your system administrator sets up the phone, the feature button provides you access to several features like Speed dialing, Call Forward All, Call Park, Pickup, Group Pickup and MeetMe Conference. Users can configure up to nine items on the feature button. To access 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.
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## Paper Label

The Cisco Unified IP Phone 6911 does not include an LCD display. A paper strip is provided and can be used to enter name and contact numbers.

## Phone Connections

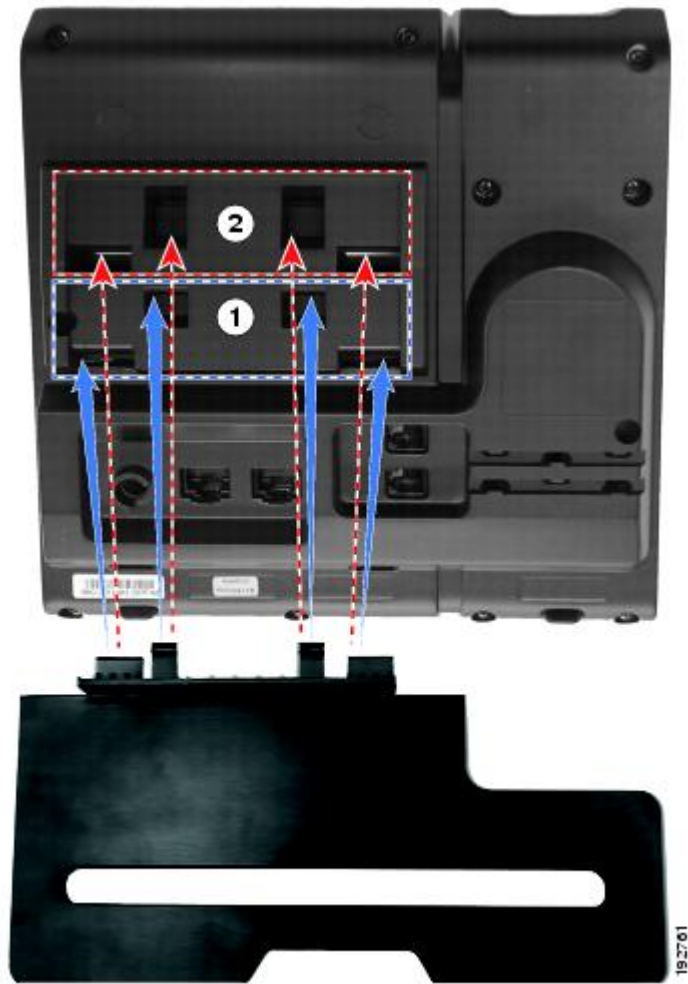
For your phone to work, it must be connected to the corporate IP telephony network. Your system administrator can help you connect your phone.



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

## 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
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## Higher Viewing Angle

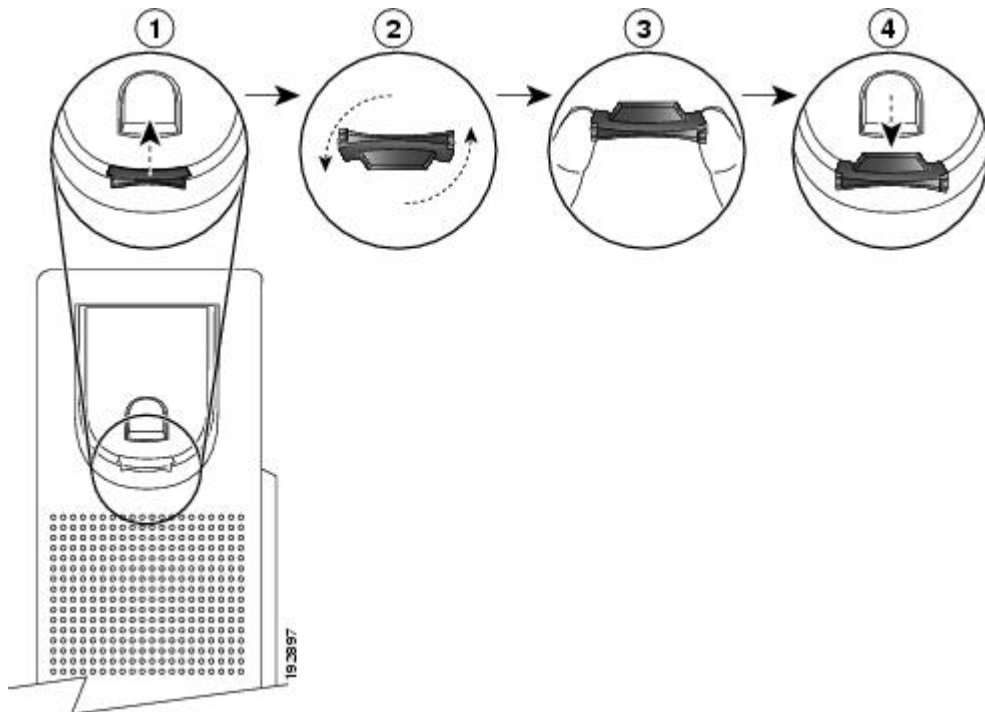


## Lower Viewing Angle



## Adjusting the Handset Rest

You can adjust the handset rest of a wall-mounted phone so that the receiver does not slip out of the cradle.



## Procedure

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- Step 1** Set the handset aside and pull the square plastic tab from the handset rest.
  - Step 2** Rotate the tab halfway (180 degrees).
  - Step 3** Hold the tab between two fingers, with the small notches (in the corners) facing you.
  - Step 4** Make sure the tab lines up evenly with the slot in the cradle.
  - Step 5** Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.
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## CHAPTER 2

# Operating Your Phone

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This section describes how to operate your Cisco IP Phone and includes information on phone features.



**Note**

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Because there are differences in phone and site configurations, not all features described here might apply to your phone. Consult your system administrator for more information.

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## Adjust the Volume

- During a call, press the + or - on the **VOLUME** button to increase or decrease the volume respectively.
- Press the + or - on the **VOLUME** button while the handset is in its cradle and the phone is idle.

## Auto Answer

(For 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 Your Speakerphone

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

Keep the handset in the cradle to auto answer with your speaker phone. Otherwise, calls ring normally and you must manually answer them. Your system administrator sets up Auto Answer to work either with your speakerphone.


## Call Forward All

(For Cisco Unified IP Phone 6911 only)

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

### Procedure

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- Step 1** Press the **Feature** button  followed by predetermined number set up for Call Forward All.
- Step 2** Enter the number to forward.  
When the forward is set, the LED lights up to solid amber or a stutter dial tone is heard until the call forward has been set off.
- 

## Call Pickup

(For Cisco Unified IP Phone 6911 only)


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 two ways you can pick up a call:

- 1 Pickup—Call alerts the third party phone.
  - a Press the **Feature** button  followed by predetermined number set up for Pickup.
  - b Enter the pickup number (provided by your system administrator); unless your phone is configured for auto pickup, you can answer the call once the phone alerts.
- 2 Group Pickup—Call alerts on the group phones.
  - a Press the **Feature** button  followed by predetermined number set up for Gpickup.
  - b Enter the pickup number (provided by your system administrator) while your phone is offhook or onhook; unless your phone is configured for auto pickup, you can answer the call once the phone alerts.

## 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.

- The hookflash is used to set up a conference on the Cisco Unified IP Phone 6901.
- The **Conference** button  is used to set up a conference on the Cisco Unified IP Phone 6911.

## Ad-hoc Conference

An Ad-hoc conference is unscheduled and it happens when the conference creator adds a third party into the call.

There are three types of Ad-hoc conference:

- 1 Consultative conference—The conference creator commits after consultative party has been connected.
- 2 Early conference—The conference creator commits while consultative party is ringing.
- 3 Connected conference—The conference creator joins two pre-existing active calls.

If there are only two parties remaining in an ad-hoc conference, and if the conference is configured to stay, it will fall back to a point-to-point call and the conference bridge resource will be released.

**Note**

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Consultative conference is the only one supported in this release.

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## Set up a Conference Using Hookflash

(For Cisco Unified IP Phone 6901 only)



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**Note** You can only include three participants in a conference.

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### Procedure

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- Step 1** Verify that you are on an active call (not on hold).
  - Step 2** Press and release **hookswitch** to get a dial tone.
  - Step 3** Dial the party's number.
  - Step 4** Wait for the recipient to answer. You may skip to Step 5 while the call is ringing.
  - Step 5** Press and release the hookswitch again.  
A conference with three participants is created.
- 

## Drop a Party from a Conference Using the Hookflash

(For Cisco Unified IP Phone 6901 only)

### Procedure

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

## Set up a Conference Using Conference Button

(For Cisco Unified IP Phone 6911 only)

### Procedure

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

## End a Call

- Hang up the handset.
- If you are using a speakerphone, press the **Speaker** button.

## Forward Calls on Your Phone for Cisco Unified IP Phone 6901 only

### Procedure

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


## Forward Calls on Your Phone for Cisco Unified IP Phone 6911 only

### Procedure

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- Step 1** Press the **Feature** button followed by the predetermined number set up for Call Forward.
  - Step 2** Listen for a dial tone, then enter the number to which your calls will be forwarded.
  - Step 3** A visual confirmation is displayed as a solid amber light on the handset.
  - Step 4** 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 is canceled.
- 

## Hold/Resume a Call

- To put a call on hold, press the **Hold** button .  
The line button flashes green.
- To resume a call, press the flashing green **line** button.

## Hookflash

Hookflash allows you to activate features on your phone by quickly pressing and releasing the hookswitch button on the phone cradle rest.

You can use hookflash to:

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

## Manage 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) and an amber flashing line button.




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**Note** Unanswered calls are routed to your voicemail system (if available).

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### Procedure

Press the flashing amber **line** button.  
Your phone automatically puts the original call on hold and connects the ringing call.

## Mute a Call

(For Cisco Unified IP Phone 6911 only)

### Procedure

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

## Place a Call


Use one of the following methods to place a call:

- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Speaker** button.
- Press the **Line** button for your extension, and then dial the number.
- Press the **Speaker** button, and then dial the number.
- If you have established speed-dial numbers, press the **Feature** button enabled for speed-dial.

## Place a MeetMe Conference


(For Cisco Unified IP Phone 6911 only)

### Procedure

- 
- Step 1** The conference creator goes off-hook.
  - Step 2** Press the **Feature** button  followed by predetermined number set up for MeetMe conference.
  - Step 3** Dial the MeetMe conference number (obtained from your system administrator).
  - Step 4** All other participants can join the meeting by dialing into the MeetMe conference number.
  - Step 5** To end the MeetMe conference call, all participants must hang up the handset.
- 

## Redial

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

- Press the **Redial** button .
- To place the call, get a dial tone on the line, then press the **Redial** button.

## 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 allows you to place a call by pressing a button or by entering a code. Before you can use speed-dial features on your phone, you must set up speed-dial on your User Options Web pages.

Depending on your setup, your phone can support the following speed-dial features:

- Feature Button—Allows you to quickly dial a phone number if this button is set up for speed dialing.
- Speed-Dial Codes—Allows 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.

## Transfer a Call

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

### Transfer a Call to Another Number Using Hookflash

(For 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 transfer recipient's phone number.
  - Step 4** Wait for the recipient to answer. You may skip to Step 5 while the call is ringing.
  - Step 5** Hang up. The transfer is complete.
-



## Transfer a Call to Another Number Using Transfer Button


(For Cisco Unified IP Phone 6911 only)

**Note**

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.

---

**Procedure**

- 
- Step 1** Verify that you are on an active call (not on hold).
- Step 2** Press the **Transfer** button .
- Step 3** Enter the transfer recipient's phone number or press a **Speed Dial** button.
- Step 4** Wait for the recipient to answer. You may skip to Step 5 while the call is ringing.
- Step 5** Press the **Transfer** button again.  
The transfer is complete.
- 

## 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

(For Cisco Unified IP Phone 6911 only)

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

(For Cisco Unified IP Phone 6901 only)

- Using the keypad, dial the voicemail access number (provided by your system administrator), then follow the voice prompts.


## Check for Voice Messages

To check for voice messages:

- 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 visual message waiting lamp using your User Options web pages.

## Listen to Voice Messages

(For Cisco Unified IP Phone 6911 only)

- Press the **Messages**  button, then follow the voice prompts to listen to your messages.

(For Cisco Unified IP Phone 6901 only)

- Using the keypad, dial the voice mail access number (provided by your system administrator), then follow the voice prompts to listen to your messages.