



Cisco Unified IP Phone 6901 and 6911 User Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)

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CHAPTER

1

Features of Your Cisco Unified IP Phone

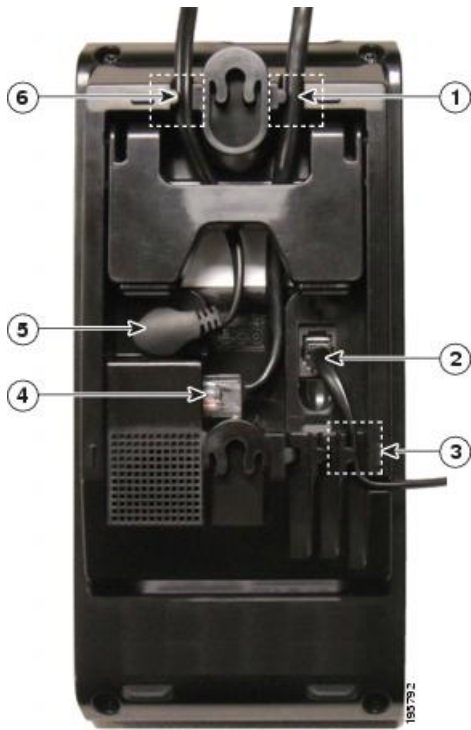
- [Cisco Unified IP Phone 6901, page 1](#)
- [Cisco Unified IP Phone 6911, page 4](#)
- [General Phone Information, page 8](#)

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	<p>Line button</p> 	<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	<p>Volume button</p> 	<p>Controls the handset (off hook) and the ringer volume (on hook).</p>
6	<p>Keypad</p>	<p>Allows you to dial phone numbers.</p>
7	<p>Handset with light strip</p>	<p>Lights up to indicate a ringing call (flashing red) or a new voice message (steady red).</p>

Hookswitch Button

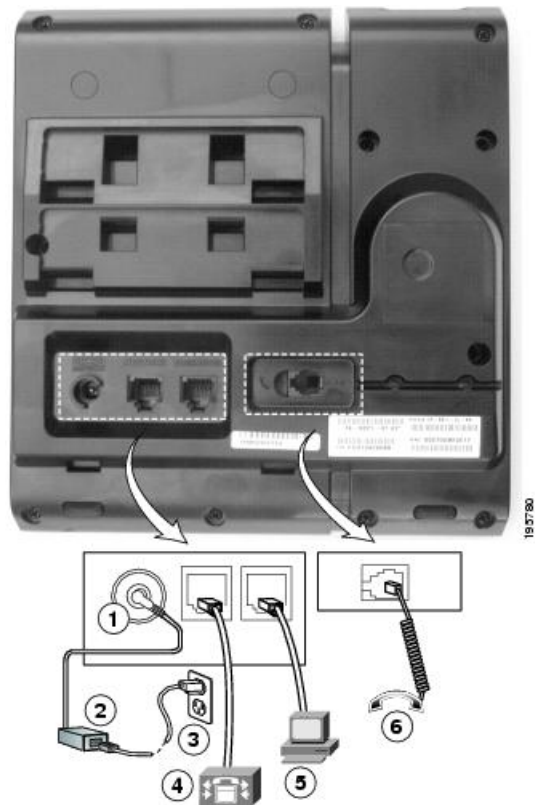
The cradle rest of your phone contains the hookswitch button. You can press and quickly release the hookswitch button to activate features (hookflash) on your phone.

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	Line button 	Allows you 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 lights green. The speakerphone audio path does not change until you select a new audio path (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 lights 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.
12	Redial button 	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.

Clean the Phone Screen

Procedure

If your phone screen gets dirty, wipe it with a soft, dry cloth.

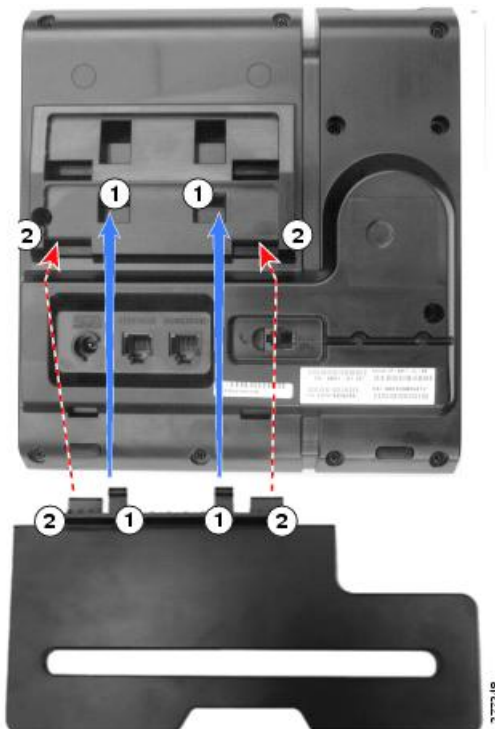
Caution Do not use any liquids or powders on the phone because they can contaminate the phone components and cause failures.

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.



Important Headset Safety Information



High Sound Pressure—Avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don't use the headset while driving. Don't leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.



Messages

- [Messages Overview, page 11](#)
- [Personalize Voicemail, page 11](#)
- [Check for Voice Messages, page 12](#)
- [Listen to Voice Messages, page 12](#)

Messages Overview

Your company determines the voice message service that your phone system uses. For the most accurate and detailed information, refer to the documentation that came with your voice message service.

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

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

Personalize Voicemail


Procedure

To personalize voicemail:

- 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 the Self Care Portal.
- Listen for a stutter tone when you lift the handset.
You can configure the audible message waiting lamp using the Self Care Portal.


Related Topics

[Sign In to the Cisco Unified Communications Self Care Portal](#), on page 26

Listen to Voice Messages

Procedure

To listen to voice messages:

- 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.



Calling Features

- [Agent Greeting, page 14](#)
- [Auto Answer, page 14](#)
- [Auto Barge, page 14](#)
- [Call Forward, page 14](#)
- [Call Pickup, page 15](#)
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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 the Self Care Portal.

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 the Self Care Portal.

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

[Sign In to the Cisco Unified Communications Self Care Portal](#), on page 26

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) requires you to enter a code to specify that the call relates to a specific client matter. Your administrator can assign client matter codes to customers, students, or other populations for call accounting and billing purposes.
- Forced Authorization Code (FAC) allow you to manage call access and accounting. Your administrator can require that you enter a valid authorization code before the call connects.

Place Call Using Client Matter Code

Procedure

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

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 16](#)

[Answer Call Using Group Pickup, on page 16](#)

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 in the Self Care Portal.

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 in the Self Care Portal.

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 the Self Care Portal.
 - Step 2** Locate the 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.

Sign In to the Cisco Unified Communications Self Care Portal

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

Before you can access any of your options, such as speed dial or personal address book, you must sign in. When you finish using the portal, sign out.



Note Some features may not be available for your phone, and thus you can't set the features up in the Self Care Portal.

Sometimes, you can access the Cisco Unified Communications Self Care Portal without signing in.

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

Procedure

- Step 1** Obtain the portal URL, user ID, and default password from your administrator. Typically, the portal URL is `http://ip_address` or `hostname/ucmuser`.
 - Step 2** Open a web browser on your computer and enter the URL.
 - Step 3** If prompted to accept security settings, select **Yes** or **Install Certificate**.
 - Step 4** Enter your user ID in the **Username** field.
 - Step 5** Enter your password in the **Password** field.
 - Step 6** Select **Login**.
 - Step 7** Select **Logout** to sign out.
-



FAQs and Troubleshooting

- [Frequently Asked Questions, page 27](#)
- [Troubleshooting Tips, page 28](#)

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.

Cannot Access the Self Care Portal

Problem

You can't access your Self Care Portal.

Possible Cause

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

Solution

Contact your administrator.



Product Safety, Security, Accessibility, and Additional Information

- [Safety and Performance Information, page 29](#)
- [Cisco Product Security Overview, page 29](#)
- [Accessibility Features, page 30](#)

Safety and Performance Information

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

Power Outage

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

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority

to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

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

Accessibility Features

The Cisco Unified IP Phones 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/cuipp/all_models/accessibility/english/user/guide/access_6901-11.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cuipp/voice_ip_comm/cuipp/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>



Warranty

- [Cisco One-Year Limited Hardware Warranty Terms, page 31](#)

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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