Cisco 6800 Series
IP Multiplatform Phone

User Guide

MOMENTUM
T E L E C O M

C O N T E N T S

CHAPTER 2

Calls

CHAPTER 3

Contacts

CHAPTER 7

Accessories

CHAPTER 8

Product Safety and Security

C H A P T E R 1

Your Phone

The Cisco 6800 Series IP Multiplatform Phone

Cisco IP Phone 6800 Series Multiplatform Phones deliver easy-to-use, highly-secure voice communications. In the following figure, the Cisco IP Phone 6821 Multiplatform Phones is on the left. The Cisco IP Phone 6841 and 6851 Multiplatform Phones look the same, and are shown on the right.

Figure 1: Cisco IP Phone 6800 Series Multiplatform Phones

Table 1: Cisco IP Phone 6800 Series Multiplatform Phones Major Features

Features	6821	6841	6851
Screen	Grayscale, with backlight	Grayscale, with backlight	Grayscale, with backlight
Lines	2	4	4
Fixed feature keys	4 (See note below)	9	9
Power over Ethernet (PoE)	Supported	Not supported	Supported
Electronic Hookswitch Headset support	Not supported	Not supported	Supported

Note   The Cisco IP Phone 6821 Multiplatform Phones presents many features on the softkeys instead of hard keys.

Your phone must be connected to a network and configured to connect to a call control system. The phones support many functions and features, depending on the call control system. Your phone might not have all functions available, based on the way your administrator has set it up.

When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone won't display any additional features.

Related Topics
   Find Information About Your Phone

New and Changed Features

New and Changed for Firmware Release 11.2(3)

Revisions	New or Changed Sections
Added a new topic replacing the *Monitor Coworker's Line* topic.	Coworker Line Status
Added a new task on how to hide or show the BLF list.	Activate or Deactivate Monitoring of the BLF List
Added a new task on how to monitor an individual line.	Configure Monitoring of an Individual Line
Added a new task on how to remove the configured feature from a line key.	Remove the Feature Configured on a Line Key

Revisions	New or Changed Sections
Added a new task on contact search in multiple directories.	Search for a Contact in Multiple Directories
Updated the topic on profile account setup to support resync profile with the SIP credentials or the login credentials.	Set up the Profile Account

New and Changed for Firmware Release 11.2(2)

Revisions	New and Changed Sections
Added a new topic to introduce the phone buttons and harware of Cisco IP Phone 6821 Multiplatform Phones	Cisco IP Phone 6821 Multiplatform Phones Buttons and Hardware
Added a new topic for the hearing-impaired accessibility features of Cisco IP Phone 6821 Multiplatform Phones	Cisco IP Phone 6821 Multiplatform Phones Hearing-Impaired Accessibility Features
Added a new topic for the vision-impaired and blind accessibility features of Cisco IP Phone 6821 Multiplatform Phones	Cisco IP Phone 6821 Multiplatform Phones Vision-Impaired and Blind Accessibility Features
Added a new topic for the mobility-impaired accessibility features of Cisco IP Phone 6821 Multiplatform Phones	Cisco IP Phone 6821 Multiplatform Phones Mobility-Impaired Accessibility Features
Updated the topic with the information of Cisco IP Phone 6821 Multiplatform Phones	The Cisco IP Phone 6800 Series Multiplatform Phones
Updated the topic with the softkeys, line, and feature buttons of Cisco IP Phone 6821 Multiplatform Phones	Softkey, Line, and Feature Buttons
Updated the topic with the navigation information of Cisco IP Phone 6821 Multiplatform Phones	Navigation

New and Changed for Firmware Release 11.2(1)

Revisions	New or Changed Sections
Added a new topic to support multiple locations (anywhere) for a BroadWorks XSI user	Add Multiple Locations for a BroadWorks XSI User
Updated the topic with the new **Display recents from** option to support XSI call logs improvement	View Your Recent Calls
Added a new topic to support XSI call logs improvement	View Calls Logs from BroadWorks XSI Server

Revisions	New or Changed Sections
Updated the topic with the new **Missed** softkey to support XSI call logs improvement.	Return a Recent Call
Added a new topic to support DND and call forward indication for a non-selected line	Silence an Incoming Call
Updated the topic with icons for call forwarding and DND to support DND and call forward indication for a non-selected line	Forward Calls

Turn On Do Not Disturb |
Updated the topic to support XSI caller ID blocking	Block Caller ID
Added a new topic to support username and password collection on HTTP authentication challenge	Set up the Profile Account
Updated the menu navigation for ringtone setting to support audio equalizers to customize audio for handset and headset (acoustic audio)	Change the Ringtone
Added a new topic to support audio equalizers to customize audio for handset and headset (acoustic audio)	Specify an Audio Device for a Call
Updated the topic to support screen saver type lock removal	Change the Screen Saver

New and Changed for Firmware Release 11.1(2)

Revision	Updated Sections
Emergency Call Support	Make an Emergency Call
Reverse Name Lookup	Reverse Name Lookup for Incoming and Outgoing Calls
Add support for key expansion module	Cisco 6800 Series Key Expansion Module Setup Overview

Find Information about the Key Expansion Module of Your Phone

Configure a Speed Dial on a Line Key |
| Added how to change display mode of key expansion module, contrast of key expansion module LCD | Adjust the Contrast of the Key Expansion Module

Change the Display Mode of the Key Expansion Module from the Phone |

New and Changed for Firmware Release 11.1(1)

Feature	New or Changed Sections
Call Center Support	Call Center Features
Call Recording	Record a Call
Contrast Adjustment Enhancement	Adjust the Phone Screen Contrast
Power Save Support	Set up Power Save
Presence	Instant Message and Presence Contacts Change Your Presence State Make a Call to an IM and Presence Contact

Phone Setup

Typically, your administrator sets up your phone and connects it to the network. If your phone is not set up and connected, contact your administrator for instructions.

Adjust the Handset Rest

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

Figure 2: Adjust the Handset Rest
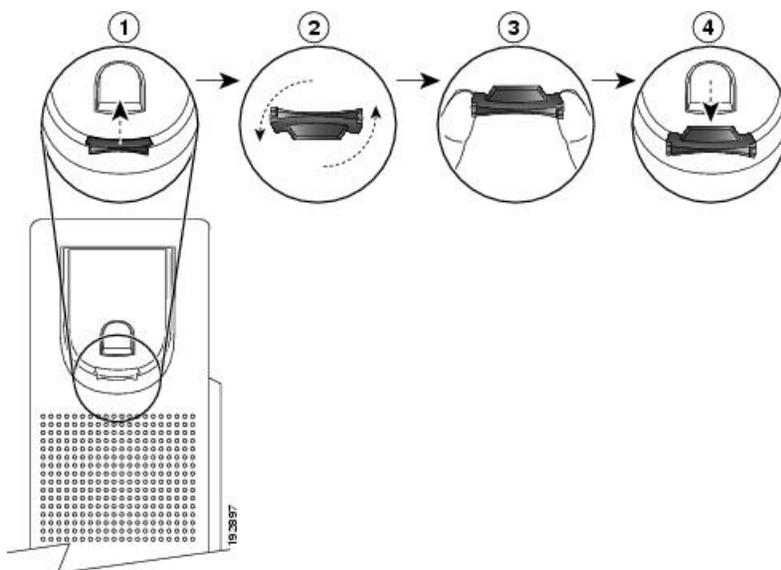
Procedure

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.

Connect to the Network

You need to connect the phone to the telephone network.

> • Wired connection—The phone is plugged into the network using an Ethernet cable.

Set a Password on Initial Phone Boot Up

The first time your phone boots up, you may be prompted to set a password. If you are not prompted, your administrator has created a password for you.

Procedure

Step 1   Enter your password in the **New password** and **Reenter new password** fields.

Step 2   Press **Save**.

Sign into Your Extension from Another Phone (Extension Mobility)

If extension mobility is configured, you can sign into a different phone in your network and have it act the same as your phone. After you sign in, the phone adopts your personal directory number.

Before you begin

Your administrator configures provisioning authority.

Procedure

Step 1   Press **Sign in**.

Step 2   Enter your username and password, then press **Sign in**.

The password field allows two input methods: alphanumeric and numeric. While you type in the password, you see the **Options** softkey on the phone. Use this softkey to change the current password input type. Select **Input all** for alphanumeric input and select **Input num** for numeric entry. Your administrator configures the password input method on the phone web page.

Sign out of Your Extension from Another Phone

Procedure

Press **Sign out**.

Sign in to a Phone as a Guest

Your phone has a guest account when your administrator enables hoteling on your phone. You can then sign in to a different phone in your network as a guest.

Procedure

Step 1	Press **Sign in**.
Step 2	Enter your user ID and password.
	The password field uses two types of input methods; alphanumeric and numeric. While you type in the password, you see **Options** softkey on the phone. Use this softkey to change the current password input type. Select **Input all** for alphanumeric input and select **Input num** for numeric entry.
Step 3	Press **Save**.

> ✎
>
> **Note** An administrator can set up a phone to make emergency calls. Whenever you sign in as a guest to a registered phone, the phone transfers a request to obtain the location of the phone. The location is sent to the emergency services when you make an emergency call.

Sign Out of a Phone as a Guest

Procedure

Step 1	Press **Guest Out**.

Step 2   Press **Sign Out**.

Set the Profile Rule on the Phone

Procedure

Step 1   Press **Applications** ⚙.
Step 2   Select **Device administration** > **Profile rule**.
Step 3   Press **Resync**.

Coworker Line Status

You can set up line keys on your phone to monitor coworkers' lines. This feature is useful if you routinely handle calls for colleagues and need to see if they are available to answer calls. The monitoring line keys function as Busy Lamp Field (BLF) keys. A BLF is an LED that changes color to indicate the status of the monitored line.

The following table describes the LED status:

Table 2: BLF Key LED Status

LED Color	Meaning
Green	The monitored line is available.
Red	The monitored line is busy.
Blinking red	The monitored line is ringing.
Amber	Error in BLF key configuration.

Your administrator performs the necessary setup on the server and for the phone to allow you to monitor the desired lines.

You can configure monitoring on your phone in two ways:

• You can configure monitoring of an individual user's line.

• If your administrator has set up a BLF list for you, you can activate or deactivate monitoring of the entire list. The BLF list is the list of users whose lines you can monitor. The phone monitors each user on a separate line key. The phone assigns available line keys for monitoring, automatically.

With the appropriate configuration, you can use the BLF keys to call the monitored line (speed dial), and to answer incoming calls to the monitored line (call pickup).

When the configuration is complete, the icon in the BLF key label indicates the combination of features configured on the key:

Table 3: Busy Lamp Field Icons

	BLF	BLF and Speed Dial	BLF and Call Park	BLF and Call Pickup	BLF, Speed Dial, and Call Pickup	BLF, Speed Dial, and Call Park	BLF, Call Pickup, and Call Park	BLF, Speed Dial, Call Pickup, and Call Park
Idle	○	○	○	☎	☎	☎	☎	☎
Alerting	●	☎	●	☎	☎	☎	☎	☎
In use	●	☎	●	☎	☎	☎	☎	☎
Call parked	-	-	☎	-	-	☎	☎	☎
Error	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗

Activate or Deactivate Monitoring of the BLF List

If your administrator has configured a Busy Lamp Field (BLF) list for you, you can activate or deactivate monitoring of the entire BLF list. The phone monitors each user on a separate line key. When you activate monitoring, the phone assigns available line keys in sequence to monitor the BLF list entries.

The phone may use line keys both on the phone and any Key Expansion Module attached to the phone, or only the Key Expansion Module. This is controlled by your administrator.

The BLF list keys function in the same way as individual BLF keys. See Coworker Line Status for details. When you activate monitoring, the phone starts showing the status of the monitored lines on the BLF list keys. You can use each BLF list key to call the monitored line (speed dial), and to answer incoming calls to the monitored line (call pickup).

Note The sequential order of the users in the BLF list is set by your administrator. The corresponding BLF list keys always maintain this sequential order. You can choose to configure another feature such as speed dial on a BLF list key at any time. However, it renders the line key unavailable for the BLF list.

Whenever you make any change to line key configurations, the phone redoes the BLF list key assignment taking the change into account. The phone only assigns available line keys, and in the same sequential order, every time. This can result in changes in the positions of BLF list keys.

The phone monitors as many users as possible with the available line keys. You can make more line keys available for monitoring the list by removing features configured on line keys. See Remove the Feature Configured on a Line Key for details.

Before you begin

Your administrator configures the BLF list.

Procedure

Step 1   Press **Applications** ⚙ .

Step 2   Select **User preferences** > **Attendant console preferences** > **BLF list**.

   • When **BLF list** is set to **Show**, monitoring is activated. The phone shows the status of the monitored lines on the BLF list keys.

   • When **BLF list** is set to **Hide**, monitoring is deactivated.

Step 3   Press **Set**.

Configure Monitoring of an Individual Line

You can configure a line key to monitor a coworker's line status. When you add speed dial to the configuration, you can use the line key to call the monitored line. When you add call pickup to the configuration, you can use the line key to answer incoming calls to the monitored line. The line key functions as a Busy Lamp Field (BLF) key. See Coworker Line Status for details.

You can select any available line key to configure this feature. You can also select any line key that is functioning as a speed-dial key or as a BLF key. Your configuration will override any existing configuration for the key.

If your administrator has configured a BLF list for you, you can only monitor the lines of people who are in the list.

Your phone may already be monitoring the entire list. See Activate or Deactivate Monitoring of the BLF List for details. You can still configure an individual key to monitor a line. However, the phone will then no longer monitor the line automatically as part of the list. If you remove the individual BLF key configuration, the phone resumes monitoring the line automatically as part of the list. Note that the phone adjusts the BLF list key assignment every time it has to add or remove a line for automatic monitoring. This results in changes in the positions of BLF list keys.

Before you begin

   • Your administrator performs the necessary setup to allow you to monitor the concerned line.

   • Your administrator allows configuring the BLF feature options on line keys.

   • The line key on which you want to configure this feature is not configured as an extension.

Procedure

Step 1   Press and hold down the line key for two seconds.

Step 2   On the **Select feature** screen, select one of these options:

• If you just want to use the key to monitor a line, select **BLF presence**.
• If you want to use the key to monitor a line and also speed-dial the monitored line, select **BLF + Speed dial**.
• If you want to use the key to monitor a line and also answer incoming calls to the monitored line, select **BLF + Call pickup**.
• If you want to use the key for all the three functions, select **BLF + Speed dial + Call pickup**.

Step 3   Enter the user ID of the person whose line you want to monitor, in the **User ID** field.

> **Note**   You must enter the user ID. The user ID may not be the person's name or extension. Consult your administrator if you need assistance.

If your administrator has configured a BLF list for you, you can select the user whose line you want to monitor from the list:

a)   Select **Search BLF list**. Users whose names appear in grey in the list are already monitoring on individually configured BLF keys.

b)   Select the user whose line you want to monitor.
     The user ID appears in the **User ID** field. If you select a user who is already monitored on an individually configured key, the new configuration overrides the previous configuration to monitor the user.

Step 4   Press **Save**.

Remove the Feature Configured on a Line Key

You can remove the feature configured on a line key.

If your phone is monitoring a Busy Lamp Field (BLF) list, removing the feature configured on a line key makes the line key available for monitoring the BLF list. This can change the positions of BLF list keys. See Activate or Deactivate Monitoring of the BLF List for details.

✎

Note   You cannot remove some features configured by your administrator.

Procedure

Step 1   Press and hold down the line key for two seconds.
Step 2   On the **Select feature** screen, select **None**.
Step 3   When prompted to confirm, press **OK**.

Phone Web Page

You can customize some phone settings with the phone web page, which you access from your computer. Your administrator gives you the page URL, your user ID, and password.

In the phone web page, you can control features, line settings, and phone services for your phone.

• Phone features include speed dial, do not disturb, and your personal address book.

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

The following table describes some specific features that you configure using the phone web page.

Features	Description
Call forward	You specify the number that will receive calls when call forward is enabled on the phone. Use the phone web page to set up more complicated call forward functions, for example, when your line is busy.
Speed dial	You assign phone numbers to speed-dial numbers so that you can quickly call that person.
Ringtone	You assign a ringtone to a specific line.
Personal directory contact	You add a contact to your personal directory with phone web page.

Related Topics

Speed Dial

Forward Calls

Speed-Dial Numbers

When you dial a number on your phone, you enter a series of digits. When you set up a speed-dial number, the speed-dial number must contain all the digits you need to make the call. For example, if you need to dial 9 to get an outside line, you enter the number 9 and then the number you want to dial.

You can also add other dialed digits to the number. Examples of additional digits include a meeting access code, an extension, a voicemail password, an authorization code, and a billing code.

The dial string can contain the following characters:

• 0 to 9

• Pound (#)

• Asterisk (*)

• Comma (,)—This is the pause character, and gives a 2- second delay in the dialing. You can have several commas in a row. For example, two commas (,,) represent a pause of 4 seconds.

The rules for dial strings are:

• Use the comma to separate the parts of the dial string.

• An authorization code must always precede a billing code in the speed-dial string.

• A single comma is required between the authorization code and the billing code in the string.

• A speed-dial label is required for speed dials with authorization codes and additional digits.

Before you configure the speed dial, try to dial the digits manually at least once to ensure that the digit sequence is correct.

Your phone does not save the authorization code, billing code, or extra digits from the speed dial in the call history. If you press **Redial** after you connect to a speed-dial destination, the phone prompts you to enter any required authorization code, billing code, or additional digits manually.

Example

To set up a speed-dial number to call a person at a specific extension, and if you need an authorization code and billing code, consider the following requirements:

• You need to dial **9** for an outside line.

• You want to call **5556543**.

• You need to input the authorization code **1234**.

• You need to input the billing code **9876**.

• You must wait for 4 seconds.

• After the call connects, you must dial the extension **56789#**.

In this scenario, the speed-dial number is **95556543,1234,9876,,56789#**.

Cisco IP Phone 6821 Multiplatform Phones Buttons and Hardware

The following figure shows the Cisco IP Phone 6821 Multiplatform Phones.

Figure 3: Cisco IP Phone 6821 Multiplatform Phones

1	Light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons and line buttons	▬ Access your phone lines, features, and call sessions. For more information, see Softkey, Line, and Feature Buttons
3	Softkey buttons	▬ Access functions and services such as Conference and Transfer. For more information, see Softkey, Line, and Feature Buttons
4	Navigation cluster	Navigation ring and **Select** ● button. Scroll through menus, highlight items, and select the highlighted item.
5	**Applications** and **Headset**	**Applications** ⚙ Access call history, user preferences, phone settings, and phone model information. **Headset** ◌ Toggle the headset on or off. When a headset is active, a headset icon is displayed in the header.
6	**Mute** and **Speakerphone**	**Mute** ⬚ Toggle the microphone on or off. When the microphone is muted, a mute icon flashes on the screen. **Speakerphone** ◀ Toggle the speakerphone on or off.

7	**Volume** button	- +
		Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

Cisco IP Phone 6841 and 6851 Multiplatform Phones Buttons and Hardware

The following figure shows the Cisco IP Phone 6841.

Figure 4: Cisco IP Phone 6841 and 6851 Multiplatform Phones Buttons and Features

1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons and line buttons	Access your phone lines, features, and call sessions. For more information, see Softkey, Line, and Feature Buttons
3	Softkey buttons	Access functions and services. For more information, see Softkey, Line, and Feature Buttons
4	Navigation cluster	Navigation ring and **Select** button. Scroll through menus, highlight items, and select the highlighted item.

5	**Hold/Resume**, **Conference**, and **Transfer**	**Hold/Resume** ⏸ Place an active call on hold and resume the held call. **Conference** 👥 Create a conference call. **Transfer** ↗ Transfer a call.
6	**Speakerphone**, **Mute**, and **Headset**	**Speakerphone** 🔊 Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. **Mute** 🔇 Toggle the microphone on or off. When the microphone is muted, the button is lit. **Headset** 🎧 Toggle the headset on or off. When the headset is on, the button is lit.
7	**Contacts**, **Applications**, and **Messages**	**Contacts** 📖 Access personal and corporate directories. **Applications** ⚙ Access call history, user preferences, phone settings, and phone model information. **Messages** 📟 Autodial your voice messaging system.
8	**Volume** button	 Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

Navigation

Use the outer ring of the Navigation cluster to scroll through menus and between lines. Use the inner **Select** button of the Navigation cluster to select items.

6821: ; 6841 and 6851:

If a menu item has an index number, you can enter the index number with the keypad to select the item.

Softkey, Line, and Feature Buttons

You can interact with the features on your phone in several ways:

• Softkeys, located below the screen, give you access to the function displayed on the screen above the softkey. The softkeys change depending on what you are doing at the time. The **More ...** softkey shows you that more functions are available.

• Feature and line buttons give you access to phone features and phone lines. On the Cisco IP Phone 6821, these are the buttons on the left side of the screen. On the Cisco IP Phone 6841 and 6851, these are the buttons on either side of the screen.

• Feature buttons—Used for features such as **Speed dial** or **Call pickup**, and to view your status on another line.

• Line buttons—Used to initiate or answer a call or resume a held call. You can also use a line key to open and close the call session window, and to navigate through the call session window. Open the call session window to see the calls on the line.

Feature and line buttons illuminate to indicate status:

• ▢ or ▢ Green—Line is idle.

• ▢ or ▢ Red, steady—Line is active or in use.

• ▢ or ▢ Red, flashing—Line is on hold or there is an inbound call.

• ▢ or ▢ Amber, steady—Line is unregistered (cannot be used).

Some functions can be set up as softkeys or as feature buttons. You can also access some functions with softkeys or the associated hard button.

The Cisco IP Phone 6821 has a limited number of hard buttons. You use the softkeys to access most call features.

Phone Screen Features

The phone screen shows information about your phone such as directory number, active call and line status, softkeys, speed dials, placed calls, and phone menu listings. The screen is made up of three sections: the header row, the middle section, and the footer row.

Figure 5: Cisco IP Phone 6841 and 6851 Screen

The Cisco IP Phone 6821 has a similar layout but in a more compact format.

1	At the top of the screen is the header row. The header row displays the phone number, current date and time, as well a number of icons. The icons display when features are active.

2	The middle of the phone screen displays the information associated with the line and feature buttons on the phone.
	When you select a line which has more than two registered lines, a black box highlight around the selected line is displayed. There will be no highlight for an active call.
	Active and incoming call screen supports more than 21 characters. The Cisco IP Phone can display 15 digits on the phone screen when line is inactive.
3	The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.

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.

Differences Between Phone Calls and Lines

We use the terms *lines* and *calls* in very specific ways to explain how to use your phone.

- Lines—Each line corresponds to a directory number or intercom number that others can use to call you. You have as many lines as you have directory numbers and phone line icons.

- Calls—Each line can support multiple calls. By default, your phone supports two connected calls per line, but your administrator can adjust this number according to your needs.

    Only one call can be active at any time; other calls are automatically placed on hold.

    Here is an example: If you have two lines and each line supports four calls, then you could have up to eight connected calls at one time. Only one of those calls is active and the other seven are held calls.

Energy Savings

Your administrator can reduce the amount of power that the phone screen uses when you're not using your phone. Level of energy-saving that your administrator can set up:

- Power Save—The backlight or screen turns off when the phone has been inactive for a period of time.

Note   The Cisco IP Phone 6821 Multiplatform Phones does not support Power Save.

Additional Help and Information

If you have questions about the functions available on your phone, contact your administrator.

The Cisco website (https://www.cisco.com) contains more information about the phones and call control systems.

> • For quick start guides and end-user guides in English, follow this link:
>
> https://www.cisco.com/c/en/us/support/collaboration-endpoints/
> ip-phone-6800-series-multiplatform-firmware/products-user-guide-list.html
>
> • For guides in languages other than English, follow this link:
>
> https://www.cisco.com/c/en/us/support/collaboration-endpoints/
> ip-phone-6800-series-multiplatform-firmware/tsd-products-support-translated-end-user-guides-list.html
>
> • For licensing information, follow this link:
>
> https://www.cisco.com/c/en/us/support/collaboration-endpoints/
> ip-phone-6800-series-multiplatform-firmware/products-licensing-information-listing.html

Accessibility Features

The Cisco IP Phone 6800 Series Multiplatform Phones provide accessibility features for the blind, and the visually, hearing, and mobility impaired. Because many of these features are standard, they can be used by users with disabilities without requiring any special configuration.

In this document, the term *phone support pages* refers to the web pages that users can access to set up certain features.

Cisco is committed to designing and delivering accessible products and technologies to meet the needs of your organization. You can find more information about Cisco and its commitment to accessibility at this URL: http://www.cisco.com/go/accessibility

Cisco IP Phone 6821 Multiplatform Phones Hearing-Impaired Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

Figure 6: Cisco IP Phone 6821 Multiplatform Phones Hearing-Impaired Accessibility Features

Table 4: Hearing-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	Visual message-waiting indicator	This lighted strip is visible from all angles. Your phone also provides an audible message-waiting indicator.
2	Visual notification of the phone state	Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the mute icon flashes on the screen
3	Inline-amplifier support (handset)	Cisco IP Phone handsets support third-party inline amplifiers. You attach an amplifier to the handset and cord and it sits between the handset and the IP phone.
4	Adjustable ringtone, pitch, and volume	• Select **Applications** > **User preferences**. • Adjust the volume level for the phone ring. While the handset is in the cradle and the headset and speakerphone buttons are off, press **Volume** to raise or lower the volume. Your administrator can also change your settings.

Item	Accessibility Feature	Description
5	Hearing aid compatible (HAC) handset	Supports these accessibility features: • Hearing-aid compatible. • Magnetic coupling of the hearing aid. • Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA). • Section 508 loudness requirements, which are met by using industry-standard inline handset amplifiers.
6	Acoustic coupled TTY and TDD support (handset)	Cisco IP Phones support these TTY and TDD features: • Acoustic or direct connect TTYs from industry-leading manufacturers. • Real-time text transmission over phone lines. • Hearing and voice carry over phones (HCO/VCO). • VoIP network operating at G.711. For information about setting up TTY, contact your administrator.

Cisco IP Phone 6841 and 6851 Hearing-Impaired Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

To check which phone model you have, press **Applications** ⚙ and select **Status** > **Product information**. The **Product name** field shows your phone model.

Figure 7: Hearing-Impaired Accessibility Features—Cisco IP Phone 6841 Multiplatform Phones Shown

Table 5: Hearing-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	Visual message-waiting indicator (handset)	This lighted strip is visible from all angles. Your phone also provides an audible message-waiting indicator.
2	Visual notification of the phone state	• Toggle the **Mute** and **Speakerphone** buttons on and off to indicate the phone state. • Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit. • Use the **Speakerphone** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.
3	Inline-amplifier support (handset)	Cisco IP Phone handsets support third-party inline amplifiers. You attach an amplifier to the handset and cord and it sits between the handset and the IP phone.
4	Adjustable ringtone, pitch, and volume	• Select **Applications** > **User preferences**. • Adjust the volume level for the phone ring. While the handset is in the cradle and the headset and speakerphone buttons are off, press **Volume** to raise or lower the volume. Your administrator can also change your settings.

Item	Accessibility Feature	Description
5	Hearing aid compatible (HAC) handset	Supports these accessibility features: • Hearing-aid compatible. • Magnetic coupling of the hearing aid. • Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA). • Section 508 loudness requirements, which are met by using industry-standard inline handset amplifiers.
6	Acoustic coupled TTY and TDD support (handset)	Cisco IP Phones support these TTY and TDD features: • Acoustic or direct connect TTYs from industry-leading manufacturers. • Real-time text transmission over phone lines. • Hearing and voice carry over phones (HCO/VCO). • VoIP network operating at G.711. For information about setting up TTY, contact your administrator.

Cisco IP Phone 6821 Multiplatform Phones Vision-Impaired and Blind Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

Figure 8: Cisco IP Phone 6821 Multiplatform Phones

Table 6: Vision-Impaired and Blind Accessibility Features

Item	Accessibility Feature	Description
1	High-contrast visual and audible alert of an incoming call	Alerts you to an incoming call. The light strip flashes during incoming calls and stays lit when a voicemail message is received.
2	Line and feature buttons The line and feature buttons are on the left of the screen.	Use line buttons to start, answer, or switch to a call on a particular line. Features, such as speed dial, line status, privacy, do not disturb (DND), and service URLs, can be assigned to feature buttons. Your administrator sets up programmable feature buttons on your phone. Colors indicate your phone's status: • Green—Line is idle. • Red, steady—Line is active or in use. • Red, flashing—Line is on hold or there is an inbound call. • Amber, steady—Line is unregistered (cannot be used).
3	Back-lit grayscale LCD screen with adjustable contrast	Allows you to adjust your phone screen's contrast.
4	Softkeys These are large buttons just below the LCD.	Provide access to special functions. The functions are displayed on the LCD.
5	Navigation Cluster (includes the Navigation buttons and the **Select** button) The Navigation cluster is located in the center of the phone below the softkeys.	Use the Navigation up and down buttons to move up and down in the phone LCD. The **Select** button is in the center of the Navigation cluster.
6	**Applications** and **Headset** button • These two large buttons are located on either side of the Navigation cluster. • The **Applications** button is on the left. • The **Headset** button is on the right.	Use the **Applications** to access functions on your phone. Use the **Headset** button to toggle the headset on or off.
7	Standard 12-key layout	Allows you to use existing or familiar key positions. Key 5 has a nib.

Item	Accessibility Feature	Description
8	• The **Mute** and **Speakerphone** buttons are located on either side of the volume button. • The **Mute** button is on the left and the **Speakerphone** button is on the right.	Provide audible notification of the phone state: • Toggle the **Mute**, and **Speakerphone** buttons on and off to indicate the phone state. • Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the mute icon flashes on the screen. When you turn on Mute, your phone beeps once; when you turn off Mute, your phone beeps twice. • Use the **Speakerphone** button to toggle the speakerphone on or off.
9	**Volume** key This key is located below the keypad.	Allows you to increase or decrease the ring volume or the sound through the handset, headset, or speakerphone. Press right on the rocker key to increase the volume. Press left on the rocker key to decrease the volume.

Cisco IP Phone 6841 and 6851 Vision-Impaired and Blind Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

To check which phone model you have, press **Applications** ⚙ and select **Status** > **Product information**. The **Product name** field shows your phone model.

Figure 9: Vision-Impaired and Blind Accessibility Features—Cisco IP Phone 6841 Multiplatform Phones Shown

Table 7: Vision-Impaired and Blind Accessibility Features

Item	Accessibility Feature	Description
1	High-contrast visual and audible alert of an incoming call	Alerts you to an incoming call. The handset light strip flashes during incoming calls and stays lit when a voicemail message is received.
2	Line and feature buttons The line and feature buttons are on the left and right sides of the screen.	Use line buttons to start, answer, or switch to a call on a particular line. Features, such as speed dial, line status, privacy, do not disturb (DND), and service URLs, can be assigned to feature buttons. Your administrator sets up programmable feature buttons on your phone. Colors indicate your phone's status: • Green—Line is idle. • Red, steady—Line is active or in use. • Red, flashing—Line is on hold or there is an inbound call. • Amber, steady—Line is unregistered (cannot be used).

Item	Accessibility Feature	Description
3	Back-lit grayscale LCD screen with adjustable contrast	Allows you to adjust your phone screen's contrast.
4	Softkeys • These are large buttons just below the LCD.	Provide access to special functions. The functions are displayed on the LCD.
5	Navigation Cluster (includes the Navigation ring and the **Select** button) • The Navigation cluster is located in the center of the phone.	Use the Navigation ring to move up and down in the phone LCD. The **Select** button is in the center of the Navigation cluster.
6	**Hold** button, **Transfer** button, and **Conference** button • These three large buttons are located to the right of Navigation cluster. • In this group of buttons, the **Hold** button is the single button in the top row. Below the **Hold** button, the **Transfer** button is on the left, and the **Conference** button is on the right.	Allow you to use these functions on your phone.
7	**Messages** button, **Applications** button, and **Contacts** button • These three large buttons are located to the left of the Navigation cluster. • In this group of buttons, the **Messages** button is the single button in the top row. Below the **Messages** button, the **Applications** button is on the left, and the **Contacts** button is on the right.	Allow you to easily access your messages, applications, and contacts.
8	**Volume** key • This key is located to the left of the keypad.	Allows you to increase or decrease the ring volume or the sound through the handset, headset, or speakerphone. Press up on the rocker key to increase the volume. Press down on the rocker key to decrease the volume.
9	Standard 12-key layout	Allows you to use existing or familiar key positions. Key 5 has a nib.

Item	Accessibility Feature	Description
10	• **Headset**, **Speakerphone**, and **Mute** buttons located to the right of the keypad. • The **Speakerphone** button is on the top, the **Headset** button is in the middle, and the **Mute** button is on the bottom.	Provide audible notification of the phone state: • Toggle the **Headset**, **Mute**, and **Speakerphone** buttons on and off to indicate the phone state. • Use the **Headset** button to toggle the headset on or off. When the headset is on, the button is lit. • Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit. When you turn on Mute, your phone beeps once; when you turn off Mute, your phone beeps twice. • Use the **Speakerphone** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.

Cisco IP Phone 6821 Multiplatform Phones Mobility-Impaired Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

Figure 10: Cisco IP Phone 6821 Multiplatform Phones Mobility-Impaired Accessibility Features

Table 8: Mobility-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	Lighted buttons	Allow you to access the following features: • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the speed-dial line status feature) • Web-based services, such as a personal address book • Phone features, such as privacy Indicate your phone's status: • Green—Line is idle. • Red, steady—Line is active or in use. • Red, flashing—Line is on hold or there is an inbound call. • Amber, steady—Line is unregistered (cannot be used).
2	Large button to access **Applications**	Allow you to easily access your phone applications. Additional features are available with the softkeys.
3	Built-in speakerphone	Press the button to turn speakerphone on or off.
4	Tactile-discernible buttons and functions, including a nib on Key 5	Allow you to easily locate your phone's keys. For example, Key 5 has a nib, which you can use to locate other key positions.

Cisco IP Phone 6841 and 6851 Mobility-Impaired Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

To check which phone model you have, press **Applications** ⚙ and select **Status** > **Product information**. The **Product name** field shows your phone model.

Figure 11: Mobility-Impaired Accessibility Features—Cisco IP Phone 6841 Multiplatform Phones Shown

Table 9: Mobility-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	Lighted buttons	Allow you to access the following features: • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the speed-dial line status feature) • Web-based services, such as a personal address book • Phone features, such as privacy Indicate your phone's status: • Green—Line is idle. • Red, steady—Line is active or in use. • Red, flashing—Line is on hold or there is an inbound call. • Amber, steady—Line is unregistered (cannot be used).
2	Large buttons to access **Applications**, **Messages**, **Contacts**, **Hold**, **Transfer**, and **Conference**	Allow you to easily access your phone applications, voice messages, corporate and personal directories, and calling features.
3	Built-in speakerphone	Indicates whether the speakerphone is on or off. When the speakerphone is on, the button is lit.

Item	Accessibility Feature	Description
4	Tactile-discernible buttons and functions, including a nib on Key 5	Allow you to easily locate your phone's keys. For example, Key 5 has a nib, which you can use to locate other key positions.

Third-Party Accessibility Applications

Cisco works closely with partners to provide solutions that complement the accessibility and usability of Cisco products and solutions. There are third-party applications such as real-time captioning on Cisco IP Phones, Text Telephones for the Deaf (TDD/TTY), Real Time Text (RTT), hearing/voice carry over (HCO/VCO), audible caller ID, inline amplifiers for handsets for louder call sound, "busy lights", audio/visual emergency notifications through Cisco IP Phones (supporting users with disabilities), etc.

Here's a link to a presentation about all the accessibility features of Cisco Unified Communications products, and some third party assistive technology which works with it:

http://www.cisco.com/c/dam/en_us/about/responsibility/accessibility/products/Accessibility_Innovation_Cisco_Unified_Communications.pdf

For more information about third-party applications, contact your administrator.

Troubleshooting

You may experience issues related to the following scenarios:

   • Your phone cannot communicate with the call control system.

   • The call control system has communication or internal problems.

   • Your phone has internal problems.

If you experience problems, your administrator can help troubleshoot the root cause of the problem.

Find Information About Your Phone

Your administrator may ask for information about your phone. This information uniquely identifies the phone for troubleshooting purposes.

Procedure

Step 1   Press **Applications** ⚙ .

Step 2   Select **Status** > **Product Information**.

You can view the following information:

Product name— Model number of the Cisco IP Phone.

Serial number— Serial number of the Cisco IP Phone.

MAC address—Hardware address of the Cisco IP Phone.

Software version—Version number of the Cisco IP Phone firmware.

Hardware version—Version number of the Cisco IP Phone hardware.

Certificate—Status of the client certificate, which authenticates the Cisco IP Phone for use in the ITSP network. This field indicates if the client certificate is properly installed in the phone.

Customization—For an RC unit, this field indicates whether the unit has been customized or not. Pending indicates a new RC unit that is ready for provisioning. If the unit has already retrieved its customized profile, this field displays the Customization state as Acquired.

Step 3 Press **Back** to return to the Applications screen.

View the Customization State on the Phone

After the RC download from the EDOS server completes, you can view the customization state of a phone on the screen.

Here are the descriptions of the remote customization states:

- Open—The phone has booted for the first time and is not configured.

- Aborted—Remote Customization is aborted due to other provisioning, for example, DHCP options.

- Pending—The phone can not download the profile from the EDOS server.

- Custom-Pending—The phone has downloaded a redirect URL from the EDOS server.

- Acquired—In the profile downloaded from the EDOS server, there is a redirect URL for provision configuration. If the redirect URL download from the provisioning server is successful, this state is displayed.

- Unavailable—Remote customization has stopped because the EDOS server responded with an empty provisioning file and the HTTP response was `200 OK`.

Procedure

Step 1 Press **Applications** ⚙.
Step 2 Select **Status** > **Product information** > **Customization**.
Step 3 Press **Back**.

View the Network Status

Procedure

Step 1 Press **Applications** ⚙.
Step 2 Select **Status** > **Network Status**.

You can view the following information:

- **Network type**—Indicates the type of Local Area Network (LAN) connection that the phone uses.

• **Network status**—Indicates if the phone is connected to a network.

• **IPv4**—IP address of the phone. You can see information on IP address, VLAN ID, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.

• **IPv6**—IP address of the phone. You can see information on IP address, VLAN ID, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.

• **MAC address**—Unique Media Access Control (MAC) address of the phone.

• **Host name**—Displays the current host name assigned to the phone.

• **Domain**—Displays the network domain name of the phone. Default: cisco.com

• **Switch port link**—Status of the switch port.

• **Switch port config**—Indicates speed and duplex of the network port.

• **PC port config**—Indicates speed and duplex of the PC port.

• **PC port link**—Indicates speed and duplex of the PC port.

View the Phone Status

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Status** > **Phone Status** > **Phone Status**.

You can view the following information:

> • **Elapsed time**—Total time elapsed since the last reboot of the system
>
> • **Tx (Packets)**—Transmitted packets from the phone.
>
> • **Rx (Packets)**—Received packets from the phone.

View the Status Messages on the Phone

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Status** > **Status messages**.

You can view a log of the various phone statuses since provisioning was last done.

Note   Status messages reflect UTC time and are not affected by the timezone settings on the phone.

Step 3   Press **Back**.

View the Line Status

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Status** > **Phone status** > **Line status**.

You can view the status of each line on the phone.

View 802.1X Transaction Status

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Network configuration** > **Ethernet configuration** > **802.1X authentication** > **Transaction status**.

You can view the following information:

  • **Transaction status**

  • **Protocol**

View the Reboot History

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Status** > **Reboot history**.

You can view the details of the date and time whenever the phone has rebooted, no matter why the phone rebooted.

Report All Phone Issues

You can use the Problem Reporting Tool (PRT) to collect and send phone logs, and to report problems to your administrator.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Status** > **Report problem**.
Step 3	Enter the date that you experienced the problem in the **Date of problem** field. The current date appears in this field by default.
Step 4	Enter the time that you experienced the problem in the **Time of problem** field. The current time appears in this field by default.
Step 5	Select **Problem description**.
Step 6	Select a description from the displayed list.
Step 7	Press **Submit**.

Factory Reset the Phone from Phone Web Page

You can restore your phone to its original manufacturer settings from the phone web page. After you reset the phone, you can reconfigure it.

Procedure

Enter the URL in a supported web browser and click **Confirm Factory Reset**

Identify Phone Issues with a URL in the Phone Web Page

When the phone doesn't work or doesn't register, a network error or any misconfiguration might be the cause. To identify the cause, add a specific IP address or a domain name to the phone admin page. Then, try to access so that the phone can ping the destination and display the cause.

Procedure

In a supported web browser, enter a URL that consists of your phone IP address and the destination IP that you want to ping. Enter the URL using the format:

`http:/<Phone IP>/admin/ping?<ping destination>,` where:

<Phone IP> = actual IP address of your phone.

/admin = path to the access admin page of your phone.

<ping destination> = any IP address or domain name that you want to ping.

The ping destination allows only alphanumeric characters, '-', and "_" (underscores). Otherwise the phone shows an error on the web page. If the *<ping destination>* includes spaces, the phone uses only the first part of the address as the pinging destination.

For example, to ping the 192.168.1.1 address:

```
http://<Phone IP>/admin/ping?192.168.1.1
```

Lost Phone Connectivity

Sometimes your phone can lose its connection to the call control system. When this connection is lost, your phone displays a message.

If you are on an active call when the connection is lost, the call continues. However, you do not have access to all normal phone functions because some functions require information from the call control system. Your softkeys might not work as you expect.

When the phone reconnects to the call control system, you'll be able to use your phone normally again.

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 this URL: https://www.cisco.com/go/hwwarranty.

C H A P T E R **2**

Calls

Make Calls

Your phone works just like a regular phone. But we make it easier for you to make calls.

Related Topics

Make a Call to an IM and Presence Contact

Make a Call

Use your phone just like any other phone to make a call.

Procedure

Enter a number and pick up the handset.

Make a Call with the Speakerphone

Use your speakerphone for hands-free calling. Keep in mind that your coworkers might be able to hear your call too.

Procedure

Step 1   Enter a number using the keypad.

Step 2   Press **Speakerphone** .

Make a Call with a Headset

Use your headset for hands-free calling that won't disturb your coworker and gives you some privacy.

Procedure

Step 1   Plug in a headset.

Step 2   Enter a number using the keypad.

Step 3   Press **Headset** .

Redial a Number

You can call the most recently dialed phone number.

Procedure

Step 1   (Optional) Select a line.

Step 2   Press **Redial**.

Step 3   Select the call record from the **Placed calls** list and press **Call**.

You can also access the **Placed calls** list from **Settings** > **Recents** > **Placed calls**.

Make an Emergency Call

Use your phone to make an emergency call, similar to any other call. When you dial the emergency number, your emergency services get your phone number and location so that they can assist you.

✎

Note   If your call disconnects, the emergency services can call you back.

Before you begin

Your phone must be set up to obtain your physical location. Emergency services personnel need your location to find you when you make an emergency call.

Procedure

Enter the emergency number and lift the handset.

Speed Dial

Speed Dial allows you to press a button, enter a preset code, or select a phone screen item to place a call. You can configure the speed dial from the phone screen and also from the phone web page.

You can edit, delete, and validate a speed-dial code.

Related Topics

Phone Web Page

Speed-Dial Numbers

Assign a Speed-Dial Code from the Phone Screen

You can configure a speed-dial index from your phone screen. You can also assign a speed-dial code from the phone web page.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Speed dials**.
Step 3	Scroll to an unassigned speed-dial index.
Step 4	Press **Edit** and do one of the following:
	• Enter the name and number.
	• Select **Option** > **Select from contact** to select a contact from the address book.
Step 5	Press **Save**.

Make a Call with a Speed-Dial Code

Before you begin

Set up speed-dial codes on the phone web page or from your phone screen.

Procedure

Enter the speed-dial code and press **Call**.

Configure a Speed Dial on a Line Key

You can press any idle line key on your phone and set up speed dial on it. The speed-dial icon, the name, and the extension number are displayed on your phone screen next to the line key. You can also verify this change by checking the **Extended Function** field on the web page. After you configure the speed dial on a line key, you can press the line key to modify the speed-dial information and assign a new phone number and name. You can press the line key that has speed-dial configured to speed dial a number.

You can configure your key expansion module line key as a speed dial key and you can press that line key to speed dial a number.Your administrator configures the key expansion module line key as a speed dial key from the phone web page.

Before you begin

Go to the web page and disable the line key that will become the speed dial key.

Procedure

Step 1   Press any idle line key on your phone for at least two seconds.

Step 2   In the **Speed-Dial** window, add the speed-dial name and phone number to call when you press this line key.

Step 3   Click **Save**.

Remove a Speed Dial from a Line Key

You can press a line key on your phone and delete speed dial assigned to it. The speed dial on the line key is removed. Check the phone web page to confirm that the speed dial is removed.

Procedure

Step 1   Press a line key that has a speed dial configured for at least two seconds.

Step 2   Press **Option** > **Delete** in the **Speed-Dial** window on the phone screen.

Use the Line in Focus for Speed-Dial Calls

You can configure a line key to perform a speed dial either with a Voice Profile ID (VID) or without a VID. When both are configured, VID has a higher priority. The call is routed to that line.

If a line key is configured without VID, you can configure a speed-dial key to use the line in focus.

Procedure

Step 1   Configure a speed-dial key without using VID.

Step 2   Change the focus to the line that you prefer.

Step 3   Press the speed-dial key to make a call.

         The call is made with the line in focus.

         If the existing number of calls on the line in focus is equal to the value set in the **Call Appearances Per Line** field in the phone web page, the speed-dial call is made from the next available line.

Use the Line in Focus to Check Speed-Dial Calls

If a line key is configured without VID, you can perform a check to confirm whether the call is made with the line in focus.

Procedure

Step 1   Configure a speed-dial key without using VID.

Step 2   Change the focus to the line that you prefer.

Step 3   Press the speed-dial key to make a call.

         The call is made with the line in focus.

Dial an International Number

You can dial international calls when you prefix the phone number with a plus (+) sign.

Procedure

Step 1   Press and hold **star (*)** for at least 1 second.

         The plus (+) sign is displayed as the first digit in the phone number.

Step 2   Enter the phone number.

Step 3   Press **Call** or wait 10 seconds after the last key press to automatically place the call.

Secure Calls

Your administrator can take steps to protect your calls from tampering by people outside your company. When a lock icon is displayed on your phone during a call, your phone call is secure. Depending upon how your phone is configured, you may have to sign on before you make a call or before a security tone plays over your handset.

Answer Calls

Your Cisco IP Phone works just like a regular phone. But we make it easier for you to answer calls.

Answer a Call

Answer Call Waiting

Procedure

Step 1   (Optional) If you have more than one call waiting, select an incoming call.

Step 2   Press the line button.

Decline a Call

You can send an active or ringing call to your voicemail system or to a preset phone number.

Procedure

Decline a call by performing one of the following actions:

• Press **Decline**.
• If you have multiple incoming calls, highlight the incoming call and press **Decline**.

Silence an Incoming Call

You can silence an incoming call when you are busy and don't want to be disturbed. The phone stops ringing, but you get a visual alert, and, can answer the phone call.

Before you begin

Your administrator configures the **Ignore** softkey on your phone.

Procedure

Silence the incoming call by any of the methods:

- • Press the **Ignore** softkey. When you press this softkey, the softkey disappears from the phone screen, and is restored again during the next incoming call.

- • Press the Volume button down. If you press this button again, the ringer volume decreases.

The ringer volume is restored during the next incoming call.

Turn On Do Not Disturb

Use Do Not Disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions. However, you will always receive paging and emergency calls, even when DND is turned on.

When you enable DND, your incoming calls forward to another number, such as your voicemail, if it is set up.

When DND is turned on, **Do not disturb** is displayed in the top bar of the phone screen.

When you enable DND, by default, it affects all lines on your phone. You can also enable DND on a specific line from the **Preferences** menu.

When a line key has both feature key sync and DND enabled, the DND icon ⊘ is displayed next to the line key label.

Procedure

Step 1   Press **DND** to turn on DND.

             If the **DND** softkey is grayed on the phone screen, contact your administrator.

Step 2   Press **Clr DND** to turn off DND.

Related Topics
   Phone Web Page
   Turn on Do Not Disturb for a Specific Line

Turn On or Turn Off DND Using a Star Code

You can turn on or turn off the do not disturb feature by dialing the respective star codes that are configured for your phone. The administrator enters the star codes in the **DND Act Code** and **DND Deact Code** fields respectively on the phone web page.

Procedure

Step 1   To turn on DND, dial the star code provided by your administrator.

Step 2   To turn off DND, dial the star code provided by your administrator.

Answer a Coworker's Phone (Call Pickup)

If you share call handling tasks with your coworkers, you can answer a call that is ringing on a coworker's phone. First, your administrator has to assign you to at least one call pickup group.

Answer a Call Within Your Group (Pickup)

You can answer a call that rings on another phone within your call pickup group. If multiple calls are available for pickup, you'll answer the call that has been ringing for the longest time.

Procedure

Step 1   (Optional) Press the line button.

Step 2   Press **PickUp** to transfer an incoming call within your pickup group to your phone.

Mute Your Call

While you are on a call, you can mute the audio so that you can hear the other person, but they cannot hear you.

When you mute the Cisco IP Phone 6821 Multiplatform Phones, a mute icon flashes on the screen. When you mute the Cisco IP Phone 6841 and 6851 Multiplatform Phones, the **Mute** button lights red.

Procedure

Step 1   Press **Mute** .

Step 2   Press **Mute** again to turn mute off.

Hold Calls

Put a Call on Hold

You can put an active call on hold and then resume the call when you're ready.

Procedure

Step 1   Press **Hold** ▐▐ or **Hold**.

Step 2   To resume a call from hold, press **Hold** ▐▐ or **Resume**.

Answer a Call Left on Hold for Too Long

Use the:

- Flashing red line button

- Flashing message indicator on the handset

- Visual notification on the phone screen

- Ringing notification on the phone if a hold reminder is configured with phone web page

Procedure

Press **Hold** ▐▐ or **Resume** to resume the held call.

Swap Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

Press the line button for the held call, then press **Resume** to resume that call and place the other call on hold automatically.

Call Park

You can use your phone to park a call. You can then retrieve the call either from your phone or another phone, such as a phone at a coworker's desk or in a conference room.

A parked call is monitored by your network so you won't forget about it. If the call remains parked for too long, you hear an alert. You can then answer, decline to answer, or ignore the call on your original phone. You can also continue retrieving it from another phone.

If you don't answer the call within a certain length of time, it's routed to voicemail or another destination, as set by your administrator.

Place a Call on Hold with Call Park

You can park an active call that you answered on your phone and then use another phone in the call control system to retrieve the call.

You can also park a call on your own phone. If so then you may not hear a recording.

You can park only one call at the call park number.

Before you begin

Your call must be active.

Procedure

Step 1	Press **Park**.
	Your phone plays a recorded message that asks for the number of the parked call.
Step 2	(Optional) If call park configured on a key expansion module, press the call park line key.
Step 3	Enter the number and press **Pound (#)**.
Step 4	(Optional) Communicate the parked number to the person retrieving the call.

Retrieve a Call on Hold with Call Park

You can pick up a parked call from anywhere in your network.

Before you begin

You need the number that was used to park the call.

Procedure

Step 1	Press **Unpark**.
Step 2	(Optional) Press the call pickup configured busy lamp field line key to retrieve a call on hold.
Step 3	(Optional) If configured on a key expansion module, press the call park line key.
Step 4	Enter the number where the call is parked followed by **Pound (#)**.
	You can also enter **Pound (#)** to retrieve the parked call. If you retrieve a call parked on your own phone, you may not need to enter a number.

Forward Calls

You can forward calls from any line on your phone to another number. Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

If a line is enabled with feature key sync and call forward on it, the call forward ⤬ icon is displayed next to the line key label.

There are two ways of forwarding your calls:

> • Forward all calls

> • Forward calls in special situations, such as when the phone is busy or there is no answer.

Verify that your calls are forwarded by looking for the call forwarding ⤲ icon in the line label or on the middle top of the phone screen.

Procedure

Step 1 Press **Forward all** or **Forward**.

> If the **Forward all** softkey is grayed or doesn't display on the screen, contact your administrator.

Step 2 Do any of the following: Enter the target number exactly as you would dial it from your phone, or select an entry from your list of recent calls or contacts.

> • Enter the target number, to which you want to forward incoming calls from this phone line.
> • Press the **Contacts** softkey and select a contact from your contact directories.
> • Press **Redial** and select an entry from the **Placed calls** list.

Step 3 Press **Call** to forward all calls to the specified number.

Related Topics
> Forward a Call in Specific Situations with the Phone Web Page
> Phone Web Page

Forward a Call in Specific Situations with the Phone Web Page

Use the phone web page to set up your phone to forward all calls during specific situations, such as when your phone is busy.

You can also set up call forward from your user preferences.

Procedure

Step 1 On the phone web page, click **User Login** > **Voice** > **User**.

Step 2 Under **Call Forward** section, set the **Cfwd Settings** to **Yes** and enter a phone number for each of the call forwarding services that you want to enable:

> • **Cfwd All Dest**—Forwards all calls.

> • **Cfwd Busy Dest**—Forwards calls only if the line is busy.

> • **Cfwd No Ans Dest**—Forwards calls only if the line is not answered.

> • **Cfwd No Ans Delay**—Assigns a response delay time.
>   If your administrator disables the feature key synchronization (FKS) on your phone, you
>   can enter the value as number of seconds after which call needs to be forwarded.

If your administrator enables feature key synchronization (FKS) on your phone, you can enter the value as number of rings after which call needs to be forwarded.

Step 3   Click **Submit All Changes.**

Related Topics

Phone Web Page Preferences

Phone Web Page

Transfer Calls

You can transfer an active call to another person.

Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This gives you an opportunity to talk privately with the other person before you remove yourself from the call. If you don't want to talk, transfer the call before the other person answers.

You can also swap between both callers to consult with them individually before you remove yourself from the call.

Procedure

Step 1   From a call that is not on hold, press **Transfer** ⊡ or **Transfer**.

Step 2   Enter the other person's phone number and press **Call**.

Step 3   (Optional) Wait until you hear the line ring or until the other person answers the call.

Step 4   Press **Transfer** ⊡ or **Transfer** again.

Consult Before You Complete a Transfer

Before you transfer a call, you can talk to the person that you're transferring the call to.

Before you begin

You have an active call that needs to be transferred.

Procedure

Step 1   From a call that is not on hold, press **Transfer** ⊡ or **Transfer**.

Step 2   Enter the phone number for the party you want to call and press **Call**.

Step 3   When the other person answers, you can talk to them.

Step 4   (Optional) Press the line key to return to the held call.

Step 5   (Optional) Press the line key to return to the transfer target phone number.

Step 6   Press **Transfer** [icon] or **Transfer** again.

Conference Calls and Meetings

You can talk with several people in a single call. You can dial another person and add them to the call. If you have multiple phone lines, you can join two calls across two lines. The conference ends when all participants hang up.

Add Another Person to a Call

Procedure

Step 1   From an active call, press **Conference** [icon] or **Conf**.

Step 2   Enter the phone number for the party you want to add and press **Call**.

Step 3   Press **Conference** or **Conf**.

Conference with a Star Code

Press **Conference** [icon] or **Conf** only once to combine many active calls into a conference and talk to several people in a single call.

Before you begin

Your administrator has added a star code to the **Conference** [icon] or **Conf** from the phone web page.

Procedure

Step 1   Make a call from a line and wait for an answer.

Step 2   Use the same line to call another number and wait for an answer. You can use the same line to call other numbers.

Step 3   Press **Conference** [icon] or **Conf** only once.

All numbers are added to the conference call and you see the star code that represents the conference bridge URL with one of the active calls.

Page a Group of Phones (Multicast Paging)

Your administrator can configure your phone as a part of a paging group. In a paging group, your phone can automatically answer pages from other Multiplatform phones in the phone system. Each paging group has a unique number associated with it. Your administrator gives you the configured paging group numbers. When your phone is paged, you hear three short beeps. The phone establishes one-way audio between you and the phone that called you. You do not have to accept the page.

Procedure

Dial the number of the paging group.

Multiple Lines

If you share phone numbers with other people, you could have multiple lines on your phone. When you have multiple lines, you have more calling features available to you.

Answer the Oldest Call First

You can answer the oldest call available on all your phone lines, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

When working with multiple lines, you typically press the line button for the incoming call you want to answer. If you just want to answer the oldest call regardless of line, press **Answer**.

View All Calls on Your Phone

You can view a list of all your active calls—from all your phone lines—sorted in chronological order, oldest to newest.

The list of all calls is useful if you have multiple lines or if you share lines with other users. The list displays all your calls together.

Shared Lines

You can share a single phone number with one or more of your coworkers. For example, as an administrative assistant, you might be responsible for screening calls for the person that you support.

When you share a phone number, you can use that phone line just like you would any other line, but you should be aware of these special characteristics about shared lines:

   • The shared phone number appears on all phones that share the number.

   • If your coworker answers the call, the shared line button and the session button are solid red on your phone.

- If you put a call on hold, your line button is solid red and the session button pulses red. Your coworker's line button is also solid red and the session button pulses red.

Add Yourself to a Call on a Shared Line

You or your coworker can join a call on the shared line. Your administrator needs to enable the feature on your phone.

If a user with whom you share a line has privacy turned on, you can't see their line settings and you can't add yourself to their call.

Procedure

Step 1	Press the line button for the shared line.
Step 2	Press **Barge**, **BargeSilent**, or **BargeSlnt**.

Record a Call

When you're on an active call, you can record it. You might hear a notification tone as you record the call.

During a recording, you see different icons in different recording state. You see the icons on the Calls screen and also on the line key on which you are recording a call.

Table 10: Recording Icons

Icon	Meaning
⦿	Recording in progress
◉	Recording paused

Before you begin

Your administrator enables your phone with call recording.

Procedure

Step 1	Press **Record** while on an active call.
Step 2	(Optional) While recording is in progress, press **PauseRec** or **Pause** to pause the recording.
Step 3	(Optional) Press **ResumeRec** or **Resume** to resume the recording.
Step 4	(Optional) Press **StopRec** or **Stop** to stop the recording.
Step 5	Press **End Call** to end the call.

Call Center Features

Your administrator configures your phone as a call center phone.

Sign In as a Call Center Agent

When you're ready to start your work as a call center agent, you sign into the phone and set your status.

Procedure

Step 1	Press **AgtSgnIn** or **AgtIn**.
Step 2	Press **Agt status**.
Step 3	Highlight the **Available** status.
Step 4	Press **Select**.

Sign Out as a Call Center Agent

When you're ready to end your work as a call center agent, change your status and sign out of the phone. After you sign out, you won't receive more call center calls.

If you're on a call and know that you will sign off as soon as the call completes, change your status to **Wrap-up**.

Procedure

Press **AgtSgnOut** or **AgtOut**.

Change Your Status as a Call Center Agent

From time to time, you may need to take a brief break. To do that, change your status so that calls will not ring on your phone.

Procedure

Step 1	Press **Agt status**.
Step 2	Highlight the **Unavailable** status.
Step 3	Press **Select**.
Step 4	Press **Agt status**.
Step 5	Highlight the **Available** status.
Step 6	Press **Select**.

Step 7   Highlight the **Wrap-up** status.

Step 8   Press **Select**.

Accept a Call Center Call

When you sign into the phone as a call center agent and your phone status is set to available, your phone are ready to accept call center calls. Before you answer a call, you see information about the call.

Procedure

Step 1   When you receive a call, you will see the call information page, press **Back** to exit and then press **Answer** to accept it.

Step 2   Press **Call Info** to see the call details.

Step 3   At the end of the call, press **End call**.

Hold an Agent Call

When you are on a call center call, you can put the caller on hold and return to the call. While the call is held for a long time, you will hear a reminder tone and a ring splash on the phone screen.

Procedure

Step 1   Press **Hold**.

Step 2   When you are ready to return, select the held call and press **Resume**.

Set a Disposition Code While on a Call Center Call

You can assign a disposition code to an active customer call or after you set your status to Wrap-up after a call. Disposition codes are quick labels that you apply to call records to describe a call. It is an easy way to label calls and keep track of customer contact history so that no details about the call are missed.

Before you begin

Your administrator enables your phone to add a disposition code.

Procedure

Step 1   Press **Disp code**.

Step 2   Press **Ok**.

Trace a Call

You can trace an active call and the last incoming call in any agent status.

Before you begin

Your administrator enables your phone to trace a call.

Procedure

From an active call or after a call, press **Trace**.

Escalate a Call to a Supervisor

When you need to escalate a call, you can add your supervisor to a conference call with you and your caller.

Before you begin

Your administrator enables emergency escalation on your phone.

Procedure

Step 1	From an active call, press **Emergency**.
Step 2	In the **Emergency Escalation** window, click **OK**.
	You can enter preferred emergency escalation number, or you can leave it empty if you do not have any supervisor preference. You will not see any emergency escalation number.

C H A P T E R 3

Contacts

Search for a Contact in Multiple Directories

You can search for a contact in multiple directories simultaneously. The phone searches for the contact in the following locations if Broadsoft directories are configured:

   • All Broadsoft directories

      • Enterprise directory

      • Group directory (included in the Enterprise directory)

      • Enterprise Common directory

      • Group Common directory

      • Personal directory

   • The LDAP directory, if it is configured

   • Your personal address book

From the search results, you can view the contact's details, add the contact to your personal address book, and call the contact. You can also edit the number before making the call.

Procedure

Step 1 Do one of the following actions:

   • 6821: Press **Applications** ⚙, and select **Directories**.

• 6841 and 6851: Press **Contacts** 📖.

Step 2   Select **All**.

Step 3   Enter the name of the contact that you want to find.

The phone searches for first or last names that include your search string anywhere in the name.

Step 4   Press **Search**.

The search results show both full and partial name matches.

Step 5   (Optional) To view a contact's details, highlight the contact in the search results, and press **Details**.

Step 6   (Optional) To add a contact to the personal address book on the phone, follow these steps:

a)   While viewing the contact details, press **Option**.

b)   Select **Add Contact**.

c)   Enter the contact details and press **Save**.

Step 7   (Optional) To call a contact, highlight the contact in the search results, and press **Call**.

Step 8   (Optional) To change the number to be dialed and then make a call to a contact, follow these steps:

a)   Highlight the contact in the search results, and press **Edit call**.

b)   Edit the number as necessary.

c)   Press **Call**.

Corporate Directory

You can look up a coworker's number from your phone, which makes it easier to give them a call. Your administrator sets up and maintains the directory.

Your phone supports three types of corporate directories—Lightweight Directory Access Protocol (LDAP) Directory, Broadsoft Directory, and a Cisco XML Directory.

Dial a Contact in the Corporate Directory

Procedure

Step 1   Do one of the following actions.

• 6821: Press **Applications** ⚙, and select **Directories**.

• 6841 and 6851: Press **Contacts** 📖.

Step 2   Select the directory name that you have defined.

Step 3   Select a search criteria.

Step 4   Enter your search criteria and press **Submit**.

Step 5   Select the contact and press **Call**.

Broadsoft Directory

You can search and view your personal, group, and enterprise contacts in your Broadsoft Directory, which makes it easier to give them a call. Your administrator configures the Broadsoft Directory in your phone. This application feature uses BroadSoft's Extended Services Interface (XSI).

Search for a Contact in Your BroadSoft Directory

Before you begin

Your administrator set the **Directory Type** as Enterprise, Group, or Personal on the phone administration web page.

Procedure

Step 1   Do one of the following actions.

- 6821: Press **Applications** ⚙, and select **Directories**.
- 6841 and 6851: Press **Contacts** ▯.

Step 2   Select **BroadSoft directory**.

Step 3   Select a search criteria.

- In BroadSoft Enterprise or Group directory, you can search a contact by Last Name, First Name, User ID, Number, Extension, Department, or Email address.

- In BroadSoft Personal directory, you can search a contact by Name or Number.

Step 4   Enter your search criteria, and press **Submit**.

LDAP Directory

The Cisco IP Phone supports Lightweight Directory Access Protocol (LDAP) v3. You can search for a specified LDAP directory for a name, phone number, or both. LDAP-based directories, such as Microsoft Active Directory 2003 and OpenLDAP-based databases, are supported.

Search for a Contact in Your LDAP Directory

Procedure

Step 1   Do one of the following actions.

- 6821: Press **Applications** ⚙, and select **Directories**.

• 6841 and 6851: Press **Contacts** ⊞.

Step 2   Select **LDAP directory**.

Step 3   Enter your search criteria.
           You can search by first name and last name of a contact.

Step 4   Press **Submit**.

Instant Message and Presence Contacts

Instant message and presence (IM&P) contacts display their presence information. You can see if the person is available, busy, or unavailable, or if the person does not want to be disturbed.

You use the UC-One Communicator to manage your lists of contacts. Your phone gets your lists of contacts from the UC-One Communicator server.

When you use the phone, the phone sends status information to the UC-One Communicator.

Presence

Your company may use the "UC-One Communicator" service and integrate it with the phone. You can use this service to display the status of your contacts.

On the phone, your status is displayed on the status line of the phone. You see one of the following:

• Available

• Away

• Do Not Disturb

• Offline

For more information on the "UC-One Communicator" service, see the Broadsoft documentation.

Make a Call to an IM and Presence Contact

When you call someone on your IM&P contacts, their presence state is displayed in your call history.

Procedure

Step 1   Do one of the following actions.

• 6821: Press **Applications** ⚙, and select **Directories**.

• 6841 and 6851: Press **Contacts** ⊞.

Step 2   Select **IM&P**.

Step 3   Select a directory.

Step 4   Select an entry.

The entry shows the status of your contact.

Step 5   (Optional) Press **Detail** to view the contact details and press **Back** to return to the contacts list.

Step 6   Press **Call**.

Change Your Presence State

Because the phone is always available, you need to set your presence manually on the phone.

Procedure

Step 1   Do one of the following actions.

- 6821: Press **Applications** ⚙, and select **Directories**.
- 6841 and 6851: Press **Contacts** 📖.

Step 2   Press **Presence**.

Step 3   Select your presence from the list.

- Available—You can take a call.
- Away—You have stepped away from the phone for a short time.
- Do not disturb—You don't want to take a call.
- Offline—You are not available to take calls. Typically, you use this presence when you leave the phone for long periods of time.

Personal Address Book

Add a New Contact to Your Personal Address Book

Procedure

Step 1   Do one of the following actions.

- 6821: Press **Applications** ⚙, and select **Directories**.
- 6841 and 6851: Press **Contacts** 📖.

Step 2   Select **Personal address book**.

Step 3   Press **Add** or you can press the **Select** button.

Step 4   Enter a name and at least one phone number.

Step 5   Select a custom ringtone for the contact.

Step 6   Press **Save** to add the entry to your personal directory.

Add a New Contact to Your Personal Address Book with Phone Web Page

Procedure

Step 1   On the phone web page, select **User Login** > **Personal Directory**.

Step 2   Click **Add to Personal Directory**.

Step 3   Add last name, first name, and number.

Step 4   Click **Submit All Changes**.

Search for a Contact in Your Personal Address Book

Procedure

Step 1   Do one of the following actions.

> • 6821: Press **Applications** ⚙, and select **Directories**.
> • 6841 and 6851: Press **Contacts** ▥.

Step 2   Select **Personal address book**.

Step 3   Select **Option** > **Search**.

Step 4   Enter the address entry to search for, and press **Submit**.

              You can only search by name (case insensitive). Search by number is not supported.

Call a Contact in Your Personal Address Book

Procedure

Step 1   Do one of the following actions.

> • 6821: Press **Applications** ⚙, and select **Directories**.
> • 6841 and 6851: Press **Contacts** ▥.

Step 2   Select **Personal address book** and search for an entry.

Step 3   Select the personal address book entry that you want to dial.

Step 4   Press **Call**.

Edit a Contact in Your Personal Address Book

Procedure

Step 1   Do one of the following actions.

> • 6821: Press **Applications** ⚙, and select **Directories**.
> • 6841 and 6851: Press **Contacts** 📖.

Step 2   Select **Personal address book** and search for an entry.

Step 3   Select the entry you want to change.

Step 4   Modify the entry information.

Step 5   Press **Save** to modify a phone number.

Remove a Contact from Your Personal Address Book

Procedure

Step 1   Do one of the following actions.

> • 6821: Press **Applications** ⚙, and select **Directories**.
> • 6841 and 6851: Press **Contacts** 📖.

Step 2   Select **Personal address book**.

Step 3   Select **Search address entry**.

Step 4   Select the address entry and press **Option** > **Delete** to delete the entry.

Reverse Name Lookup for Incoming/Outgoing Calls

Reverse name lookup searches for the name of a number in an incoming, outgoing, conference, or transfer call. The reverse name lookup acts when the phone cannot find a name using the service provider directory, Call History, or your contacts. Reverse name lookup needs a valid LDAP Directory or XML Directory configuration.

The reverse name lookup searches the phone's external directories. When a search succeeds, the name is placed in the call session and in the call history. For simultaneous, multiple phone calls, reverse name lookup searches for a name to match the first call number. When the second call connects or is placed on hold, reverse name lookup searches for a name to match the second call.

Reverse name lookup is enabled by default.

Reverse name lookup searches the directories in the following order:

1. Phone contacts

2. Call History

3. LDAP Directory

4. XML Directory

C H A P T E R 4

Recent Calls

Recent Calls List

Use the Recents list to see the 180 most recent individual calls and call groups.

If your Recents list reaches the maximum size, the next new entry overwrites the oldest entry in the list.

View Your Recent Calls

Check to see who's called you recently.

✎

Note Each line has missed call badging. You can view the number of missed calls per line on the phone screen. The maximum missed call badge is 99. When you view either the All calls or Missed calls list on the phone screen for a particular line, the missed call badge for the selected line gets cleared.

The missed call badge and the actual number of missed calls may be different due to a display limit of 180 calls for the Recents list. This limit consists of outgoing calls, missed calls, and incoming calls. Also, there can be some old missed calls that get added to the count for the missed call badge. This can get overwritten in the Recents list.

Procedure

Step 1 Select a line to view.

Step 2   Press **Applications** ⚙.

Step 3   Select **Recents**.

Step 4   Choose to view all recent calls, or to view a certain kind of recent call.

> • All Calls
> • Missed Calls
> • Received Calls
> • Placed Calls
> • Display recents from

To view calls in the **Display recents from** option, see View Calls Logs from BroadWorks XSI Server

View Calls Logs from BroadWorks XSI Server

You can view a separate list for the BroadWorks XSI server call logs and for the local call logs, depending on your selection.

Before you begin

Your administrator adds the **Display recents from** menu on your phone.

Procedure

Step 1   Select a line to view.

Step 2   Press **Applications** ⚙.

Step 3   Select **Recents**.

Step 4   Select **Display recents from** and choose one of the options.

> • **Server**: Displays call logs stored on and transferred from the server.
> • **Phone**: Displays call logs stored on the phone.

Step 5   Click **Set**.

You can view all calls, missed calls, received calls, and placed calls list.

Return a Recent Call

Procedure

Step 1   Press **Recents**.

Step 2   Select the call record that you want to dial.

Step 3   (Optional) Press **Edit call** to edit the call record.

Step 4   Press the required line button or press **Call** to place the call.

Clear the Recent Calls List

Procedure

Step 1   Select a line to view.

Step 2   Press **Applications** ⚙ .

Step 3   Select **Recents**.

Step 4   Select a list that you want to delete.

> • All Calls
> • Missed Calls
> • Received Calls
> • Placed Calls
> • Display recents from

Step 5   Press **Option** and select **Delete all**.

Step 6   Press **OK**.

Create a Contact from a Recents Record

Procedure

Step 1   Display a Recents record.

Step 2   Press **Option**.

Step 3   Press **Add contact**.

Delete a Call Record

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Recents**.

Step 3   Choose to view all recent calls, or to view a certain kind of recent call.

        • All Calls
        • Missed Calls
        • Received Calls
        • Placed Calls
        • Display recents from

Step 4   Highlight the individual record or call group that you want to delete.

Step 5   Press **Option**.

Step 6   Select **Delete entry**.

Step 7   Press **OK**.

Delete All Call Records

You can delete all call history records on your phone.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Recents**.

Step 3   Select **All calls**.

Step 4   Press **Option** and select **Delete all**.

Step 5   Press **OK**.

C H A P T E R 5

Voicemail

Your Voicemail Account

You can access your voice messages directly from your phone. But your administrator must set up your voicemail account, and may also set up your phone to access the voicemail system.

The **Messages** [icon] button or the **Messages** softkey on your phone acts as a speed dial into the voicemail system.

When you aren't at your desk, you can call your voicemail system to access your voicemail. Your administrator can give you the voicemail system phone number.

Because each voicemail system is different, we can't tell you how to use your voicemail system. For information about your voicemail commands, see the voicemail system user documentation or contact your administrator.

Set up Voicemail on Your Phone

If your administrator has not set up your voicemail phone number on your phone, you can set it up yourself.

Procedure

Step 1   Press **Applications** [icon].

Step 2   Select **User preferences** > **Call preferences**.

Step 3   Enter your voicemail phone number in **Voice mail**.

Step 4   Press **Set**.

Check for New Voice Messages

To find out if you have new voicemail messages, look for one of these signs:

   • The light strip on your handset is solid red.

   • The number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.

   • An exclamation mark (!) indicates urgent voicemail messages.

You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Access Voicemail

Procedure

Step 1   Press **Messages** ⬛ or **Messages**.

Step 2   Follow the voice prompts.

Access Audio Voicemail

Depending upon how your administrator has set up your phone, you can retrieve your voicemail without viewing a list of messages. This option is useful if you prefer a list of voicemail messages, but you occasionally access your messages without the visual prompts.

Procedure

Step 1   In the screen, press the **Audio** softkey.

Step 2   When prompted, enter your voicemail credentials.

C H A P T E R 6

Settings

Settings Overview

You can customize your phone in a number of ways:

- From the menus on the phone, accessed from the **Applications** ⚙ button. The common settings menus are:

  - User preferences

  - Device administration

- From the phone web page.

User Preferences Menu

You can customize many settings for your phone from the **User preferences** menu. The menu groups settings according to functions.

Call Preferences

The **User preferences** > **Call preferences** menu allows you to set the way your phone handles calls.

Forward Calls in Specific Situations from Your Phone

You can set up your phone so that calls are forwarded during specific situations, such as when your phone is busy.

Before you begin

Call forwarding must be enabled on your phone before you can forward your calls in specific situations.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences**.

Step 3   Select **On** for **Call forwarding** to enable call forwarding.

Step 4   Enter a phone number for each of the call forwarding services that you want to enable:

- **Forward all number**—Forwards all incoming calls to a target phone number.
- (6821)**Forward busy**—Forwards all incoming calls to a target phone number when the primary line is active.
- (6841 and 6851)**Forward busy number**—Forwards all incoming calls to a target phone number when the primary line is active.
- (6821)**Forward no answer**—Forwards an incoming call that is not answered.
- (6841 and 6851)**Forward no answer number** - Forwards an incoming call that is not answered.
- **Fwd no answer delay -** Assigns a response delay time.

  If your administrator disables the feature key synchronization (FKS) on your phone,

  you can enter the value as number of seconds after which call needs to be forwarded.

  If your administrator enables feature key synchronization (FKS) on your phone, you

  can enter the value as number of rings after which call needs to be forwarded.

Step 5   Press **Set**.

Set up Voicemail on Your Phone

If your administrator has not set up your voicemail phone number on your phone, you can set it up yourself.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences**.

Step 3   Enter your voicemail phone number in **Voice mail**.

Step 4   Press **Set**.

Block Caller ID

You can block your caller identification to prevent your name and phone number from being displayed on the receiver's screen when you make a call. This feature helps you to maintain privacy.

Before you begin

Your administrator enables Block CID feature on your phone.

Your administrator enables Block CID feature on the XSI BroadWorks server.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences**.

Step 3   Select **Block caller ID**.

Step 4   Press **Select** to toggle caller ID blocking on or off.

             If your administrator enables the block caller ID feature on the XSI Broadwords server, your phone retrieves the value from the server and you see the value that your administrator sets on the server. You can then modify the value from the **Block caller ID** menu on the phone.

Step 5   Press **Set** to save the change.

Block an Anonymous Call

You can block an incoming call that does not have caller information.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences** > **Block anonymous call**.

Step 3   Select **On** to block the call that does not have caller information, or select **Off** to allow the call.

Step 4   Press **Set** to save the setting.

Turn on Do Not Disturb for a Specific Line

Set do not disturb (DND) to silence your phone and suppress incoming call notifications when you need to avoid distractions. You can suppress all incoming call notifications or you can suppress a specific caller notification.

Procedure

Step 1   Select a phone line using the Navigation cluster.

Step 2   Press **Applications** ⚙.

Step 3   Select **User preferences** > **Call preferences** > **Do not disturb**.

             Note   If the **Do not disturb** menu doesn't display on the screen, contact your administrator.

Step 4   Select **On** to turn on DND or select **Off** to turn off DND.

Step 5   Press **Set** to save the setting.

Control the Call Waiting Tone

When you are talking with someone and get another call, you can set the phone to give a call waiting tone.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences** > **Call waiting**.

Step 3   Press **On** you want the call waiting tone, or press **Off** if you don't want the call waiting tone.

Step 4   Select **Set** to apply the changes.

Secure a Call

You can encrypt calls to protect them from eavesdroppers. You can set up the secure call feature on all outbound calls or for a specific call.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences** > **Secure call**.

Step 3   Select **On** to enable secure call feature or select **Off** to disable the secure call feature.

Step 4   Press **Set** to save the setting.

Set Up an Auto Answer Page

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences** > **Auto answer page**.

Step 3   Select **On** to enable the Auto answer page or select **Off** to disable Auto answer page.

Step 4   Press **Set** to save the changes.

Enable the Missed Call Shortcut

When you turn on the Missed call shortcut, you can use **Call rtn** softkey to call the person whose call you missed.

Procedure

Step 1	Press **Applications** [⚙].
Step 2	Select **User preferences** > **Call preferences** > **Missed call shortcut**.
Step 3	Press **On** if you want to the shortcut, or press **Off** if you don't want the shortcut.
Step 4	Select **Set** to apply the changes.

Add Multiple Locations for a BroadWorks XSI User

You can add multiple locations to your phone extension. This allows an incoming call to seamlessly be moved from your phone to other mobile phones or desk phones that are added to your extension.

Before you begin

Your administrator has enabled the Anywhere feature on the extension.

Procedure

Step 1	Press **Applications** [⚙].
Step 2	Select **User preferences** > **Call preferences**.
Step 3	Select **Anywhere**.
Step 4	(Optional) Select a line if BroadWorks Anywhere is configured on multiple lines.
Step 5	Add contact number and name in the **Locations** screen.
	Maximum length of a name that you can enter is 25. You can also keep the **Name** field empty.
	Maximum length of a number that you can enter is 20.
Step 6	Enable or disable the location.
Step 7	Press **Save** to add the locations to the **Locations** list.

Audio Preferences

The **User preferences** > **Audio preferences** menu allows you to customize ringtones and how you prefer to answer calls.

Specify an Audio Device for a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, you can use only one headset at time.

When you connect multiple headsets to the phone, you can choose the audio device to use for a call. Your choice applies when you place or answer a call with a line key or the corresponding softkey.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **User preferences** > **Audio preferences** > **Preferred audio device**.
Step 3	Press **Select** to choose one of the options: • **None**—Selects the last used audio device. • **Speaker**—Selects the speakerphone as the audio device. • **Headset**—Selects a headset as the audio device.
Step 4	Press **Set** to save the selection.

Change the Ringtone

You can set a ringtone for an incoming call.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **User preferences** > **Ringtone** > **Ext (n) - Ring tone**, where n= extension number.
Step 3	Scroll through the list of ringtones and press **Play** to hear a sample.
Step 4	Press **Select** and then **Set** to save a selection.

Screen Preferences

The **User preferences** > **Screen preferences** menu allows you to set your phone screen display options.

Change the Screen Saver

You can enable your phone screen saver, and specify its appearance and the amount of time for the phone to be idle before the screen saver appears.

Procedure

Step 1	Press **Applications** ⚙.

Step 2   Select **User preferences** > **Screen preferences** > **Screen saver**.

Step 3   Select **On** to turn on screen saver and select **Off** to turn it off.

Step 4   Select **Screen saver settings** to choose the settings:

• **Screen saver type**—Choose one of the following options:

o **Clock**—Displays a rounded clock with the wallpaper in the background.

o **Download Picture**—Displays a picture pushed from the phone web page.

o **Logo**: Displays a logo as the phone screensaver. This image is added in the Logo URL field of the phone web page.

• **Trigger interval**—Enter the number of seconds that the phone remains idle before the screen saver turns on.

• **Refresh interval**—Enter the number of seconds before the screen saver should refresh (if, for example, you chose a rotation of pictures).

Step 5   Press **Set**.

Set the Backlight Timer

You can adjust the length of time that the phone screen is bright before it automatically dims.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Screen preferences** > **Backlight timer**.

Step 3   Press **Select** to scroll through the list and select a duration for which the backlight remains on:

• 10 seconds

• 20 seconds

• 30 seconds

• Always On

• Off

Step 4   Press **Set** to apply the selection.

Adjust the Phone Screen Contrast

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Screen preferences** > **Contrast level**.

Step 3   Press the Navigation cluster up or down to increase or decrease the brightness.

Step 4   Press **Save**.

Set the Phone Wallpaper

You can select the wallpaper (background) for the phone screen.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Screen preferences** > **Wallpaper**.

Step 3   Press **Select** to scroll through the list and select a wallpaper.

Step 4   Press **Set** to apply the selection.

Attendant Console Preferences

The **User preferences** > **Attendant console preferences** menu allows you to customize how calls display.

Change the Display Mode

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Attendant console preferences** > **Display mode**.

The following options are available:

   • **Name**

   • **Ext**

   • **Both**

Step 3   Choose the display mode and press **Set**.

Device Administration Settings

You can set some other preferences from the phone in the **Device administration** menu.

Change the Time Format

You can change the current time format that the phone screen displays.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Device administration** > **Date/Time** > **Time format**.

               To set daylight savings, select **Device administration** > **Date/Time** > **Daylight savings**.
               Select **On** to turn on the daylight savings and select **Off** to turn it off.

Step 3   (Optional) Select **Device administration** > **Date/Time** > **Time zone**.

Step 4   Select a time format and press **Set** to apply the changes.

Change the Date Format

You can change the date format that you want to see on your phone screen.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Device administration** > **Date/Time** > **Date format**.

Step 3   Select a date format and press **Set** to apply the changes.

Set Language

Depending upon how your phone is configured, you may be able to change the language used by your phone.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Device administration** > **Language**.

Step 3   Select a language from the list of available languages.

Step 4   Select **Save**.

Set up Power Save

You can put your phone into power save mode when your phone is idle. If your phone is not idle, you can't turn power save on and you see a message on the screen.

✎

Note   The Cisco IP Phone 6821 Multiplatform Phones does not support power save.

When your phone is in power save mode, the screen is not lit and the **Select** button is lit.
You press the **Select** button to wake up the phone.

Procedure

Step 1   Press **Applications** ⚙.
Step 2   Select **Device administration** > **Power save**.
Step 3   Select **OK**.

Set Password

Reset your phone password regularly to maintain network security. Keep all passwords in a safe place to avoid theft.

Before you begin

You must have your existing password.

Procedure

Step 1   Press **Applications** ⚙.
Step 2   Select **Device administration** > **Set password**.
Step 3   Enter your current password in the Old password field.
Step 4   Enter your new password in the New password and the Reenter new password fields.
Step 5   Select **Save**.

Set up the Profile Account

You need to enter the authentication credentials to resynchronize your phone with the provisioning profile when prompted with the **Profile account setup** screen.

If you missed the **Profile account setup** screen, you can also access it from the phone menu or the **Setup** softkey if available.

If the phone fails to sign in, contact your administrator.

Before you begin

Your administrator specifies the profile authentication type on your phone and provides you with the authentication credentials.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Device administration** > **Profile account setup**. Your username and password are automatically filled. These fields are blank if your username and password were not added before.
Step 3	Press **Sign in** to save your username and password. **Note** If any of the **Username** field or the **Password** field is empty, the phone displays a grey **Sign in** softkey and you can't press the softkey.
Step 4	(Optional) Enter a new username and password if you want to login with another set of credentials.

Phone Web Page Preferences

You can customize some settings from the phone web pages.

Related Topics
Phone Web Page
Forward a Call in Specific Situations with the Phone Web Page

Assign a Ring Tone with the Phone Web Page

Procedure

Step 1	On the phone web page, select **User Login** > **Voice** > **Ext(n)**, where **(n)** is the number of an extension. In **Call Feature Settings** area, choose a ringtone from the **Default Ring** drop-down list.
Step 2	If you don't want to specify a ringtone for the phone line, choose **No ring**. Your phone doesn't ring when receiving an incoming call.

Step 3   Click **Submit All Changes**.

Turn on DND from the Phone Web Page

Procedure

Step 1   On the phone web page, select **User Login** > **Voice** > **User**.

Step 2   Under **Supplementary Services**, set **DND Settings** to **Yes**.

You can turn on DND on for all lines if your administrator hasn't enabled feature key sync (FKS).

Step 3   Click **Submit All Changes**.

Configure the Screen Saver with the Phone Web Page

You can configure a screen saver for the phone. When the phone is idle for a specified time, it enters screen saver mode.

Any button press returns the phone to normal mode.

Procedure

Step 1   On the phone web page, select **Voice** > **User**.

Step 2   In the **Screen** section, set up the fields as described in the following table.

Parameter	Description
Screen Saver Enable	Select **Yes** to enable a screen saver on the phone. When the phone is idle for a specified time, it enters screen saver mode. Default: No
Screen Saver Type	Types of screen saver. Options you can choose: **Clock**—Displays a digital clock on a plain background. **Download Picture**—Displays a picture pushed from the phone webpage. **Logo**: Displays a logo on the phone screen. Add a logo image in the **Logo URL** field.

Parameter	Description
Screen Saver Wait	Amount of idle time before screen saver displays. Enter the number of seconds of idle time to elapse before the screen saver starts. Default: 300
Picture Download URL	URL locating the (.png) file to display on the phone screen background. If you select picture as as screensaver type, this image displays as a screensaver on the phone screen. When you enter an incorrect URL to download a new wallpaper, the phone fails to upgrade to the newer wallpaper and displays the existing downloaded wallpaper. If the phone does not have any wallpaper downloaded earlier, it displays a gray screen.
Logo URL	Enter a URL or path for the location where the logo image is saved. If you select logo as as screensaver type, this image displays as a screensaver on the phone screen.

Step 3 Click **Submit All Changes**.

Adjust the Backlight Timer from Phone Web Page

Procedure

Step 1 On the phone web page, select **User Login** > **Advanced** > **Voice** > **User**.

Step 2 Under **Screen**, select a duration for the **Back Light Timer** parameter.

Step 3 In the **LCD Contrast** field, enter a number for the desired brightness.

Add a Logo as a Phone Background

To add a logo icon as your phone screen background, add it from phone web page.

Procedure

Step 1 On the phone web page, select **User Login** > **Voice** > **User**.

Step 2 In the **Screen** section, select **Logo** from the **Phone Background** field and in the **Logo URL** field enter a URL or path for the location where the logo image is saved.

Step 3 Click **Submit All Changes**.

After the logo is added in the phone background, if you select **Default** from the **Phone Background** list and save the changes, the logo icon on the phone screen will disappear.

Restart Your Phone

You may have to reboot your phone for a software upgrade or other changes to take effect. Your settings or other customizations do not change.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Device administration** > **Restart**.

Step 3   Select **OK** to confirm that you want to reboot your phone.

C H A P T E R 7

Accessories

Supported Accessories

The Cisco IP Phone 6800 Series Multiplatform Phones supports both Cisco and third-party accessories.

Table 11: Accessory Support for the Cisco IP Phone 6800 Series Multiplatform Phones

Accessory	Type	6821	6841	6851
Cisco Accessories				
Cisco IP Phone 6800 Key Expansion Module	Add-on module	Not supported	Not supported	Supported Supports one key expansion module
Cisco IP Phone 6800 Wall Mount Kit	Add-on module	Not supported	Supported	Supported
Third-Party Accessories				
Headsets	Analog	Supported	Supported	Supported
	Analog Wideband	Supported	Supported	Supported
Microphone	External	Not supported	Not supported	Not supported
Speakers	External	Not supported	Not supported	Not supported

Headsets

Check with the headset manufacturer to confirm whether you can use it with your Cisco phone.

If you plug a headset into the phone during an active call, the audio path automatically changes to the headset.

Standard Headsets

You can use a standard headset with your desk phone. Standard headsets plug into the back of the phone with an RJ-type connecter.

Connect a Standard Headset

Procedure

Plug the headset into the headset jack on the back of the phone and press the cable into the cable channel.

The headset jack is beside the handset jack.

E-Hookswitch Headset

Electronic Hookswitch headsets use a base station and a wireless headset. The base station plugs into your phone headset jack. After installing the headset, your administrator enables it on the phone web page.

The Cisco IP Phone 6851 Multiplatform Phones supports Electronic Hookswitch headsets. The Cisco IP Phone 6821 and 6841 Multiplatform Phones do not support these headsets.

Cisco 6800 Series Key Expansion Module Setup Overview

The Cisco IP Phone 6800 Key Expansion Module add extra programmable buttons to the phone. The programmable buttons can be set up as speed-dial buttons, or phone feature buttons.

The Cisco IP Phone 6851 Multiplatform Phone supports only one key expansion module. The key expansion module provides 14 lines or programmable buttons, and two pages. Each page contains 14 lines or buttons.

Key Expansion Module Buttons and Hardware
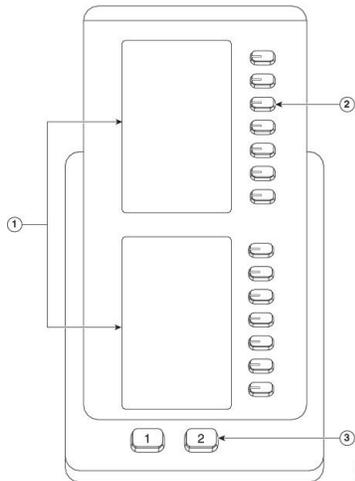
The following table describes the features of the key expansion module.

1	LCD screens—Displays the phone number, name, and icon. Icons indicate the line status and the phone service assigned on that line.
2	Lighted buttons—14 buttons. Each button corresponds to one line (same as on the phone). The lights beneath each button indicate the state of the corresponding line as follows: • light off—Button is not configured. • green steady—Line is configured correctly, registered successfully, and is in idle state. • red steady—Line is in use and has an active call on it or has one parked call. • amber steady/blinking—A configuration error occurred when this feature was being set up.
3	Page buttons—2 buttons. The button for page 1 is labeled as **1** and the button for page 2 is labeled as **2**. The lights in each button indicate the state of the page as follows: • green steady—Page is in view. • light off—Page is not in view. • amber steady—Page is not in view but has one or more alerting calls on the page.

Find Information about the Key Expansion Module of Your Phone

Your administrator may ask for information about the key expansion module that is added to your phone. This information uniquely identifies the key expansion module for troubleshooting purposes.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Status** > **Accessories**.
Step 3	Select **Attendant Console Unit1** .
Step 4	Press **Detail**.

In the **Accessories details** screen you see the details:

- **Name**: Displays the name assigned to the key expansion module.

- **Unit enabled**: Displays Yes or No if the connected key expansion module is enabled or disabled respectively.

- **Unit online**: Displays Yes or No if the connected key expansion module is online or offline respectively.

- **Hardware version**: Displays the hardware version of the key expansion module.

- **Software version**: Displays the software version installed in the key expansion module.

- **VID**: Indicates the extension on the calling phone from which the outbound call is sent.

- **Serial number**: Displays the serial number of the key expansion module.

- **Product name**: Displays the name that you assigned to the key expansion module.

- **Description**: Displays a description for the key expansion module. For example, Cisco IP Phone 6800 Key Expansion Module.

Adjust the Contrast of the Key Expansion Module

You can adjust the key expansion module screen contrast to make the screen easier to read.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **User Preferences** > **Attendant console preferences**.
Step 3	Select **Contrast level**.
Step 4	Press the Navigation cluster up to increase the contrast, or down to reduce the contrast.
Step 5	Press **Save** to save the contrast level.

Change the Display Mode of the Key Expansion Module from the Phone

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User Preferences** > **Attendant console preferences**.

Step 3   Select **Display mode**.

Step 4   Press the **Select** button of the Navigation cluster to choose a display mode.

The options are:

- **Both**
- **Name**
- **Ext**

Step 5   Press **Save** to save the display mode.

C H A P T E R 8

Product Safety and Security

Safety and Performance Information

Power Outage

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, service or emergency calling service dialing does not function until power is restored. If a power failure or disruption occurs, you may need to reset or reconfigure the equipment before you can use service or emergency calling service dialing.

External Devices

We recommend that you use good-quality external devices that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals. External devices include headsets, cables, and connectors.

Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, we recommend that you take one or more of these actions:

   • Move the external device away from the source of the RF or AF signals.

   • Route the external device cables away from the source of the RF or AF signals.

   • Use shielded cables for the external device, or use cables with a better shield and connector.

   • Shorten the length of the external device cable.

   • Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of external devices, cables, and connectors.

⚠

Caution   In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Ways to Provide Power to Your Phone

You can provide power to your desk phone in one of two ways:

- • Use the power adapter that comes with your phone.

- • If your network supports Power over Ethernet (PoE), you can plug your phone into the network. Plug an Ethernet cable into the Ethernet phone port ⊞ and into the network.

If you are not sure whether your network supports PoE, check with your administrator.

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone voice 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

UL Warning

The LAN/Ethernet cable or other cables attached to the device should not be extended outside of the building.

Compliance Statements

Compliance Statements for the European Union

CE Marking

The following CE mark is affixed to the equipment and packaging.

CE   EU Authorized Representative:
Edgard Vangeel
Cisco Systems Belgium
De Kleetlaan 6A
B 1831 Diegem
Belgium

Compliance Statements for Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Avis de Conformité Canadien

Ce dispositif est conforme aux normes CNR exemptes de licence d'Industrie Canada. Le fonctionnement de ce dispositif est autorisé sous réserve des deux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

Compliance Statements for New Zealand

Permit to Connect (PTC) General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

✓ TELEPERMIT	✓ TELEPERMIT	✓ TELEPERMIT
Telepermit Holder: Cisco Systems (NZ) Ltd Product: Cisco CP-6821 IP Telephone	Telepermit Holder: Cisco Systems (NZ) Ltd Product: Cisco CP-6841 IP Telephone	Telepermit Holder: Cisco Systems (NZ) Ltd Product: Cisco CP-6851 IP Telephone
PTC 220 / 18 / 041	PTC 220 / 17 / 039	PTC 220 / 17 / 040

Compliance Information for Japan

VCCI Compliance for Class B Equipment

Japan JATE Compliance CP-6821, CP-6841, CP-6851

"5.2/5.3GHz is limited to indoor use only in Japan"

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.19 Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Part 15.21 Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must be at least 20 cm from the user and must not be collocated or operating in conjunction with any other antenna or transmitter.

FCC Receivers and Class B Digital Statement

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

    • Reorient or relocate the receiving antenna

    • Increase the separation between the equipment or devices

    • Connect the equipment to an outlet other than the receiver's

    • Consult a dealer or an experienced radio/TV technician for assistance

Cisco Product Security Overview

This product contains cryptographic features and is subject to U.S. and local country laws that govern 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 can be found at https://www.bis.doc.gov/policiesandregulations/ear/index.htm.

Important Online Information

End User License Agreement

The End User License Agreement (EULA) is located here: https://www.cisco.com/go/eula

Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/6800-series/RCSI/RCSI-0338-book.pdf