

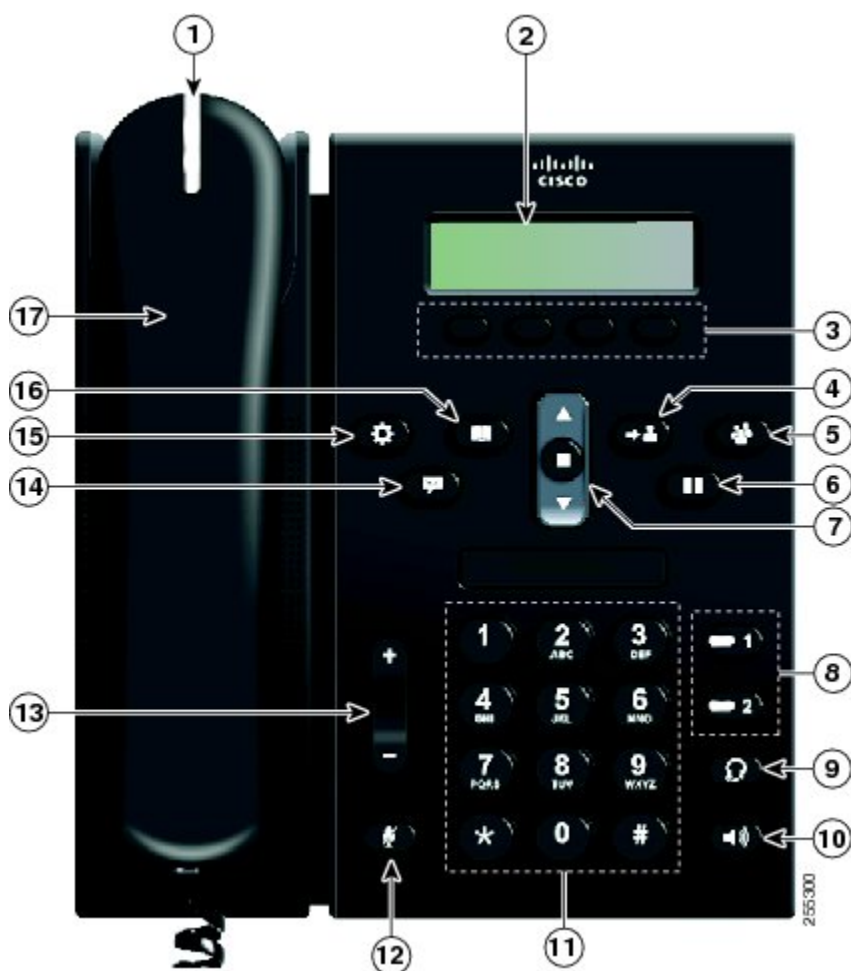




Overview








This guide provides phone operating instructions and feature descriptions for the Cisco IP Phone multiline models 6921, 6941, 6945, and 6961. The Cisco IP Phone 6921 has two lines, the Cisco IP Phone 6941 and 6945 have four lines, and the Cisco IP Phone 6961 has twelve lines.





- [Physical Description of Cisco Unified IP Phone 6921, page 2](#)
- [Physical Description of Cisco Unified IP Phone 6941, page 4](#)
- [Physical Description of Cisco Unified IP Phone 6945, page 9](#)
- [Physical Description of Cisco Unified IP Phone 6961, page 17](#)

Physical Description of Cisco Unified IP Phone 6921









	Name	Description
1	Handset with indicator light	Functions as traditional handset and indicates an incoming call (flashing red) or new voice message (steady red).
2	LCD screen	Displays information such as incoming/outgoing call status, directories, line status, phone configuration options, and soft key tabs. Also, shows dedicated phone line labels.
3	Soft key buttons 	Depending on how your system administrator sets up the phone, enable soft key options displayed on your phone screen.
4	Transfer button 	Transfers active calls to another extension.








	Name	Description
5	Conference button 	Initiates the conference call.
6	Hold button 	Places the call on hold.
7	Navigation Bar and Select (center) button 	The navigation bar allows you to scroll up and down on the LCD screen. Allows you to scroll through menus, highlight items, and display speed dials list if you press down when the phone is on-hook. Display phone numbers from your Placed Calls if you press up when the phone is on-hook.
8	Line buttons 	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial features) • Call features (for example, a Privacy button) Buttons light to indicate status: <ul style="list-style-type: none"> • Green, steady: Active call, answering call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, or DND active • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use or parked • Red, flashing: Remote line on hold
9	Headset button 	Toggles headset on and off. When the headset is on, the button is lit.
10	Speaker button 	Toggles speaker on and off. When the speakerphone is on, the button is lit.
11	Dial pad	Functions as traditional telephone keypad.
12	Mute button 	Toggles mute on and off.

	Name	Description
13	Volume button 	Increases or decreases handset, headset, ringer, or speakerphone volume.
14	Messages button 	Provides access to message (voice mail) system.
15	Application button 	Provides access to phone settings such as call history, user preferences, phone configuration (including administration settings, device configuration, network configuration, and other common configurations), and phone model information.
16	Contacts button 	Provides access to phone directories.
17	Handset	Phone handset.

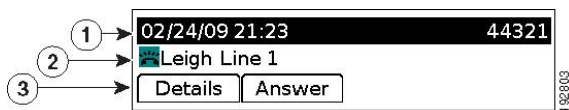
Physical Description of Cisco Unified IP Phone 6941



	Name	Description
1	Handset with indicator light	Functions as traditional handset and indicates an incoming call (flashing red) or new voice message (steady red).
2	LCD screen	Displays information such as incoming/outgoing call status, directories, line status, phone configuration options, and soft key tabs. Also, shows dedicated phone line labels.
3	Line buttons 	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial features) • Call features (for example, a Privacy button) Buttons light to indicate status: <ul style="list-style-type: none"> • Green, steady: Active call, answering call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, or DND active • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use or parked • Red, flashing: Remote line on hold
4	Soft key buttons 	Depending on how your system administrator sets up the phone, enable soft key options displayed on your phone screen.
5	Transfer button 	Transfers active calls to another extension.
6	Conference button 	Initiates the conference call.
7	Hold button 	Places the call on hold.
8	Navigation Bar and Select (center) button 	The navigation bar allows you to scroll up and down on the LCD screen. Allows you to scroll through menus, highlight items, and display speed dials list if you press down when the phone is on-hook. Display phone numbers from your Placed Calls if you press up when the phone is on-hook.

	Name	Description
9	Headset button 	Toggles headset on and off. When the headset is on, the button is lit.
10	Speaker button 	Toggles speaker on and off. When the speakerphone is on, the button is lit.
11	Dial pad	Functions as traditional telephone keypad.
12	Mute button 	Toggles mute on and off.
13	Volume button 	Increases or decreases handset, headset, ringer, or speakerphone volume.
14	Messages button 	Provides access to message (voice mail) system.
15	Application button 	Provides access to phone settings such as call history, user preferences, phone configuration (including administration settings, device configuration, network configuration, and other common configurations), and phone model information.
16	Contacts button 	Provides access to phone directories.
17	Handset	Phone handset.

Phone Screen

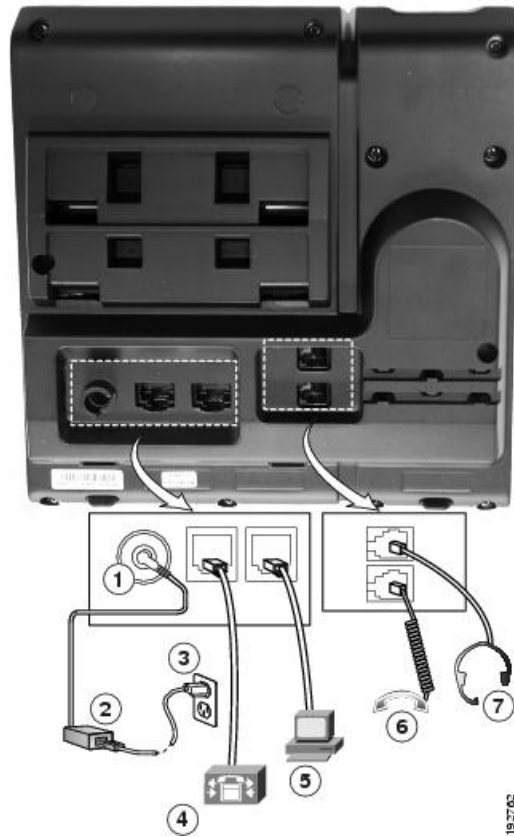


1	Header	Displays date, time, and directory number.
2	Line details and other phone information	Displays details for the active line during a call. If not on a call, displays line text label and other information such as placed calls, speed dials, and phone menu listings.

3	Soft key labels	Displays soft keys for available features or actions.
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Phone Connections

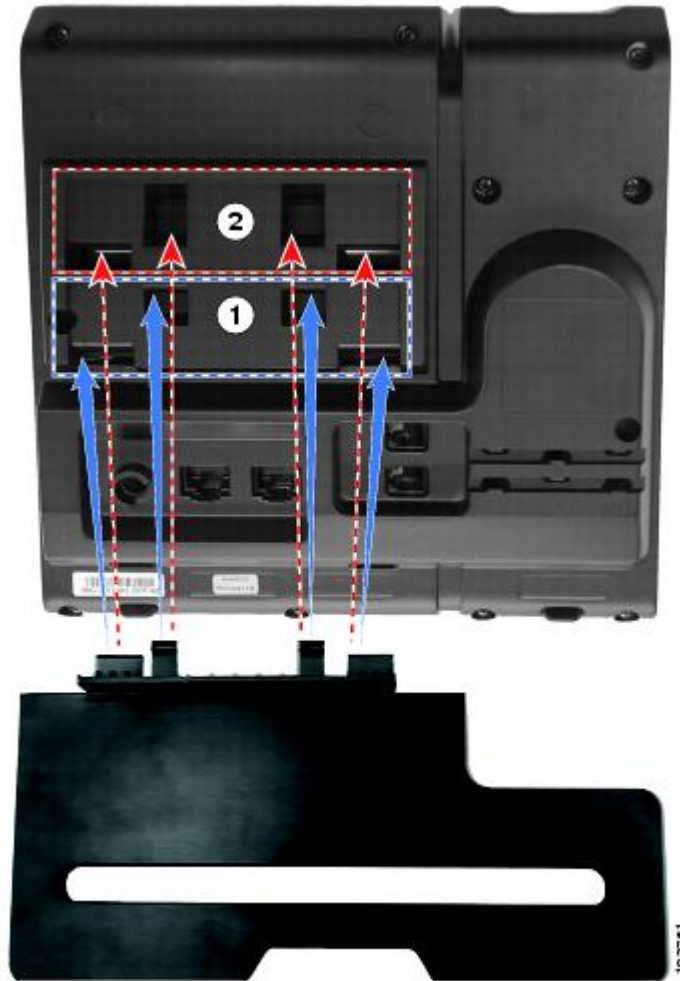
This section shows and describes the connectors on your Cisco Unified IP Phones 6921 and 6941.



1	DC adapter port (DC48V) for phones not provided with inline power
2	AC-to-DC power supply
3	AC power cord
4	Network port (10/100 SW) for connecting to the network
5	Access port (10/100 PC) for connecting your phone to your computer
6	Handset port
7	Analog headset port

Footstand

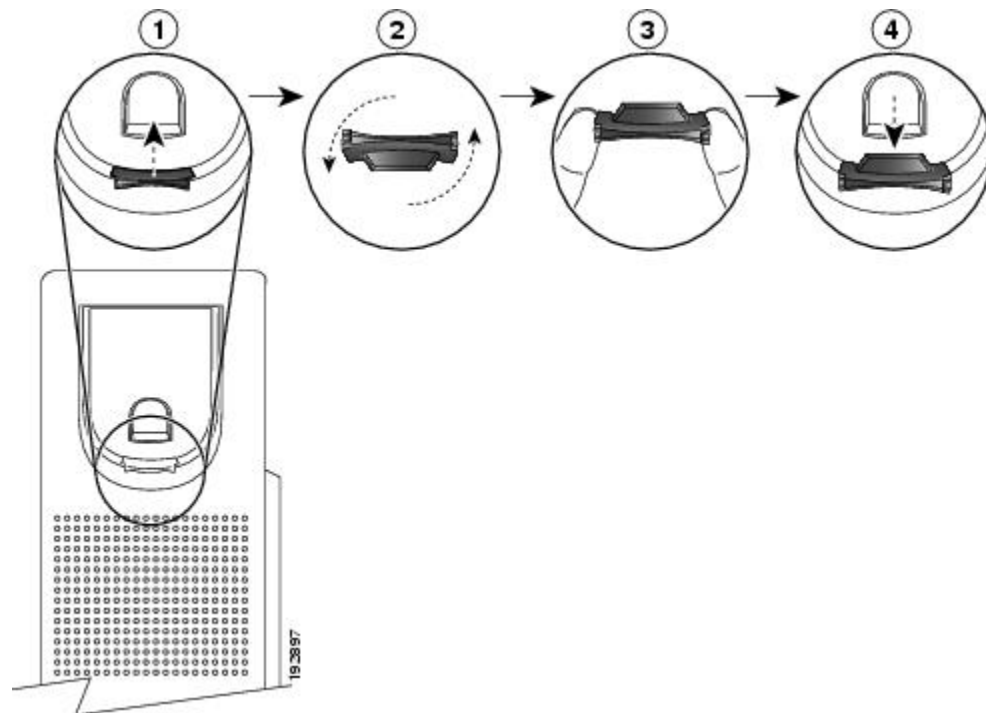
If your phone is placed on a table or desk, the footstand can be connected to the back of the phone for a higher or lower viewing angle, depending on your preference.



1	Footstand slots for a higher viewing angle	2	Footstand slots for a lower viewing angle
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Adjusting the Handset Rest

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













Procedure



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- Step 1** Set the handset aside and pull the square plastic tab from the handset rest.
 - Step 2** Rotate the tab halfway (180 degrees).
 - Step 3** Hold the tab between two fingers, with the small notches (in the corners) facing you.
 - Step 4** Make sure the tab lines up evenly with the slot in the cradle.
 - Step 5** Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.
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Physical Description of Cisco Unified IP Phone 6945

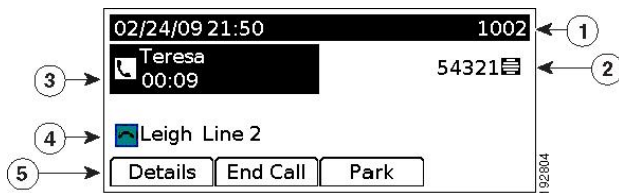


	Name	Description
1	Handset with indicator light	Functions as traditional handset and indicates an incoming call (flashing red) or new voice message (steady red).
2	LCD screen	Displays information such as incoming/outgoing call status, directories, line status, phone configuration options, and soft key tabs. Also, shows dedicated phone line labels.
3	Line buttons	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial features) • Call features (for example, a Privacy button) Buttons light to indicate status: <ul style="list-style-type: none"> • Green, steady: Active call, answering call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, or DND active • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use or parked

	Name	Description
		<ul style="list-style-type: none"> • Red, flashing: Remote line on hold
4	Soft key buttons 	Depending on how your system administrator sets up the phone, enable soft key options displayed on your phone screen.
5	Transfer button 	Transfers active calls to another extension.
6	Conference button 	Initiates a conference call.
7	Hold button 	Places the call on hold.
8	Navigation Pad and Select (center) button 	The navigation pad allows you to scroll up and down on the LCD screen. Allows you to scroll through menus, highlight items, and display speed dials list if you press down when the phone is on-hook. Display phone numbers from your Placed Calls if you press up when the phone is on-hook.
9	Headset button 	Toggles headset on and off. When the headset is on, the button is lit.
10	Speaker button 	Toggles speaker on and off. When the speakerphone is on, the button is lit.
11	Dial pad	Functions as traditional telephone keypad.
12	Mute button 	Toggles mute on and off.
13	Volume button 	Increases or decreases handset, headset, ringer, or speakerphone volume.
14	Messages button 	Provides access to message (voice mail) system.

	Name	Description
15	Application button 	Provides access to phone settings such as call history, user preferences, phone configuration (including administration settings, device configuration, network configuration, and other common configurations), and phone model information.
16	Contacts button 	Provides access to phone directories.
17	Handset	Phone handset.

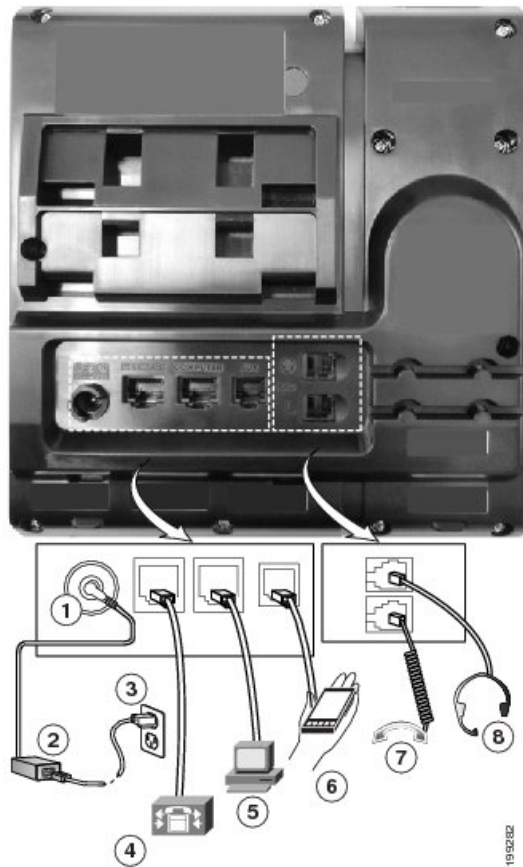
Phone Screen



1	Header	Displays date, time, and directory number.
2	Line text label with icon	Displays text label and icon for phone or intercom line, speed-dial numbers, or services, depending on your configuration.
3	Primary line details and other phone information	During a call, displays details for the primary line. If not on a call, displays line text label and other information such as placed calls, speed dials, and phone menu listings.
4	Secondary line details and other phone information	Displays line label and call details for the secondary line and other phone information such as placed calls, speed dials, and phone menu listings.
5	Soft key labels	Displays soft keys for available features or actions.

Phone Connections

This section shows and describes the connectors on your Cisco Unified IP Phone 6945.



1	DC adapter port (DC48V) for phones not provided with inline power	5	Access port (10/100 PC) for connecting your phone to your computer
2	AC-to-DC power supply (optional)	6	Auxiliary port
3	AC power cord (optional)	7	Handset connection
4	Network port (10/100 SW) for connecting to the network	8	Analog headset connection (optional)

Footstand

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



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

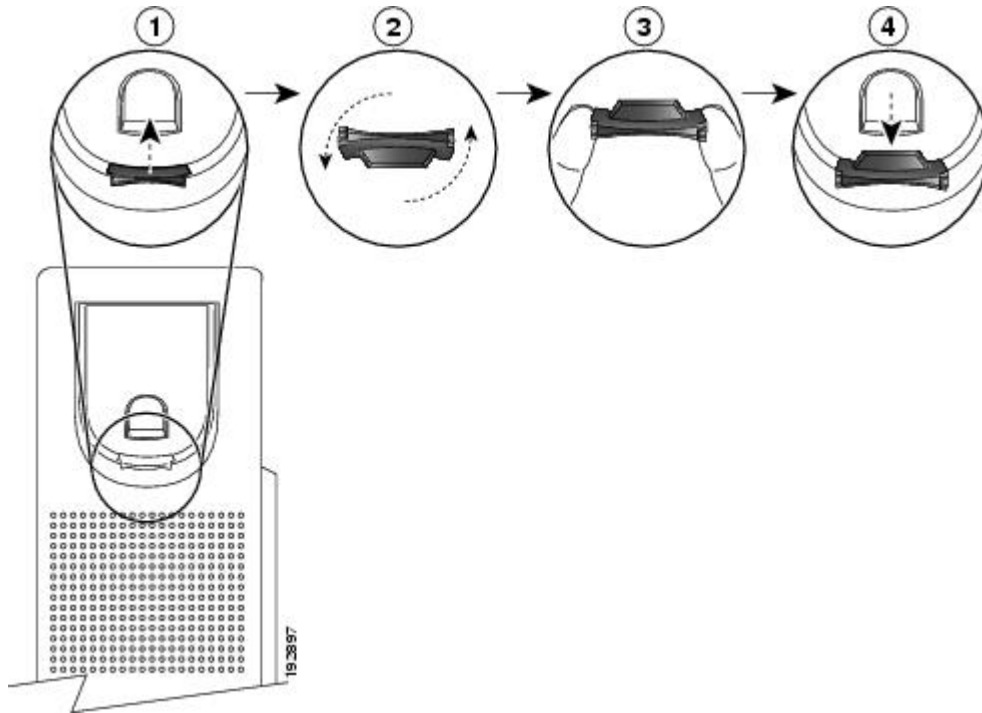


Lower Viewing Angle



Adjusting the Handset Rest

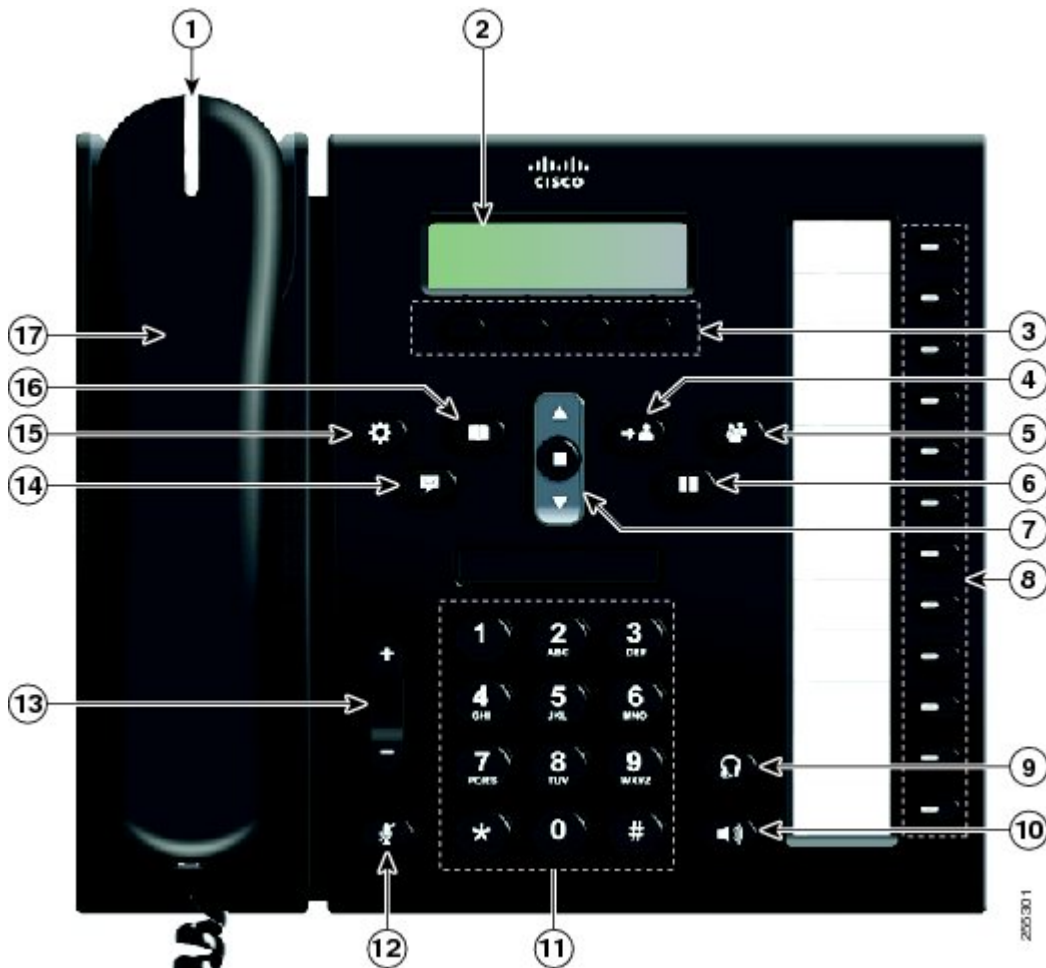
You can adjust the handset rest of a wall-mounted phone so that the receiver does not slip out of the cradle.











Procedure





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- Step 1** Set the handset aside and pull the square plastic tab from the handset rest.
 - Step 2** Rotate the tab halfway (180 degrees).
 - Step 3** Hold the tab between two fingers, with the small notches (in the corners) facing you.
 - Step 4** Make sure the tab lines up evenly with the slot in the cradle.
 - Step 5** Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.
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Physical Description of Cisco Unified IP Phone 6961

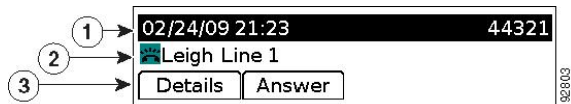


	Name	Description
1	Handset with indicator light	Functions as traditional handset and indicates an incoming call (flashing red) or new voice message (steady red).
2	LCD screen	Displays information such as incoming/outgoing call status, directories, line status, phone configuration options, and soft key tabs. Also, shows dedicated phone line labels.
3	Soft key buttons	Depending on how your system administrator sets up the phone, enable soft key options displayed on your phone screen.

	Name	Description
4	Transfer button 	Transfers active calls to another extension.
5	Conference button 	Initiates the conference call.
6	Hold button 	Places the call on hold.
7	Navigation Bar and Select (center) button 	The navigation bar allows you to scroll up and down on the LCD screen. Allows you to scroll through menus, highlight items, and display speed dials list if you press down when the phone is on-hook. Display phone numbers from your Placed Calls if you press up when the phone is on-hook.
8	Line button 	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial features) • Call features (for example, a Privacy button) Buttons light to indicate status: <ul style="list-style-type: none"> • Green, steady: Active call, answering call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, or DND active • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use or parked • Red, flashing: Remote line on hold
9	Headset button 	Toggles headset on and off. When the headset is on, the button is lit.
10	Speaker button 	Toggles speaker on and off. When the speakerphone is on, the button is lit.
11	Dial pad	Functions as traditional telephone keypad.
12	Mute button 	Toggles mute on and off.

	Name	Description
13	Volume button 	Increases or decreases handset, headset, ringer, or speakerphone volume.
14	Messages button 	Provides access to message (voice mail) system.
15	Application button 	Provides access to phone settings such as call history, user preferences, phone configuration (including administration settings, device configuration, network configuration, and other common configurations), and phone model information.
16	Contacts button 	Provides access to phone directories.
17	Handset	Phone handset.

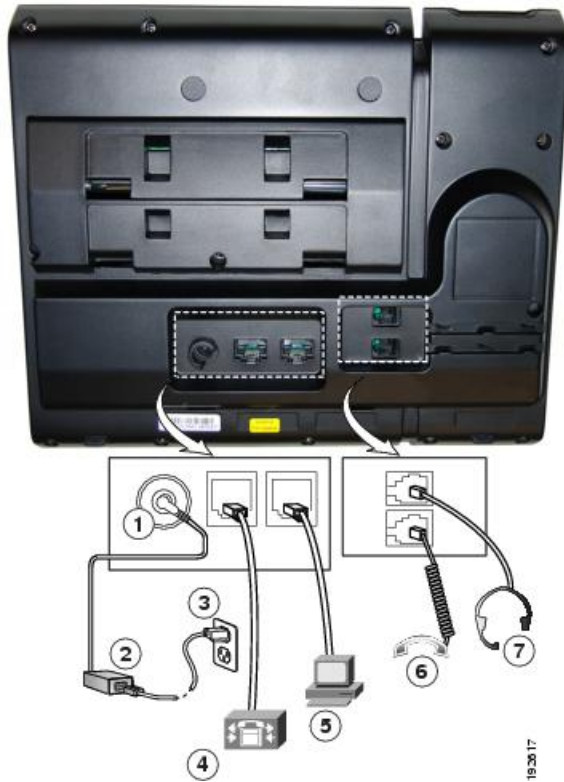
Phone Screen



1	Header	Displays date, time, and directory number.
2	Line details and other phone information	Displays details for the active line during a call. If not on a call, displays line text label and other information such as placed calls, speed dials, and phone menu listings.
3	Soft key labels	Displays soft keys for available features or actions.

Phone Connections

This section shows and describes the connectors on your Cisco Unified IP Phone 6961.



1	DC adapter port (DC48V) for phones not provided with inline power
2	AC-to-DC power supply
3	AC power cord
4	Network port (10/100 SW) for connecting to the network
5	Access port (10/100 PC) for connecting your phone to your computer
6	Handset port
7	Analog headset port

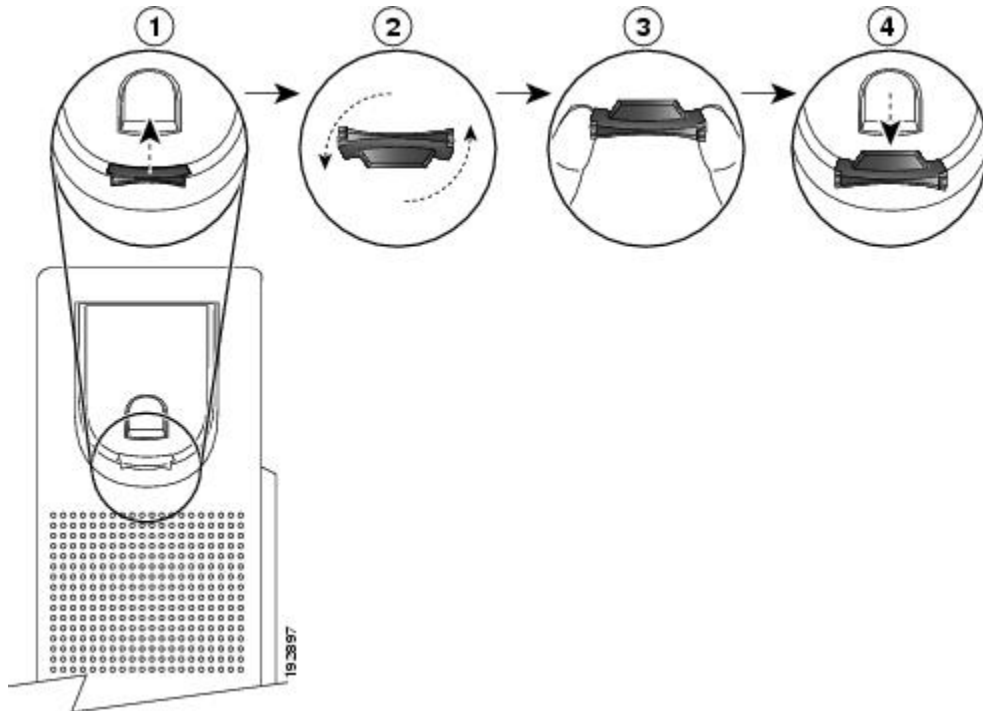
Footstand

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



Adjusting the Handset Rest

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



Procedure

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