# Preface


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## Overview

*Cisco Unified IP Phone 6901 and 6911 Administration Guide for Cisco Unified Communications Manager (SCCP and SIP)* provides the information you need to understand, install, configure, manage, and troubleshoot the phones on a Voice over IP (VoIP) network.

Because of the complexity of an IP telephony network, this guide does not provide complete and detailed information for procedures that you need to perform in Cisco Unified Communications Manager or other network devices.

### Related Topics

Related Documentation, on page ii

## Audience

Network engineers, system administrators, and telecom engineers should review this guide to learn the steps that are required to set up Cisco Unified IP Phones. The tasks described in this document involve configuring network settings that are not intended for phone users. The tasks in this manual require a familiarity with Cisco Unified Communications Manager.

## Organization

This manual is organized as follows:

| Chapter | Description |
|---|---|

| | |
|---|---|
| Cisco Unified IP Phone | Provides a conceptual overview and description of the Cisco UnifiedIPPhone. |
| Cisco Unified IP Phone and Telephony Networks | Describes how the Cisco Unified IP Phone interacts with other key IP telephony components, and provides an overview of the tasks required prior to installation. |
| Cisco Unified IP Phone Installation | Describes how to properly and safely install and configure the Cisco UnifiedIPPhone on your network. |
| Cisco Unified IP Phone Settings | Describes how to configure network settings, verify status, and make global changes to the Cisco UnifiedIPPhone. |
| Features, Templates, Services, and User Setup | Provides an overview of procedures for configuring telephony features, configuring directories, configuring phone button, and adding users to Cisco UnifiedCommunications Manager. |
| Remote Monitoring | Describes the information that you can obtain from the phone's web page to remotely monitor the operation of a phone and to assist with troubleshooting. |
| Troubleshooting and Maintenance | Provides tips for troubleshooting the Cisco Unified IPPhone. |
| Internal Support Web Site | Provides suggestions for setting up a website for providing users with important information about their Cisco Unified IP Phones. |
| International User Support | Provides information about setting up phones in non-English environments. |
| Technical Specifications | Provides technical specifications of the Cisco UnifiedIPPhone. |
| Basic Phone Administration Steps | Provides procedures for basic administration tasks such as adding a user and phone to Cisco Unified Communications Manager and then associating the user to the phone. |
| Cisco Unified IP Phone Wall Mount | Contains instructions for installing the wall mount for the Cisco UnifiedIPPhone. |
| Cisco Unified IP Phone Non-Lockable Wall Mount | Contains instructions for installing the Cisco Unified IP Phone Non-Lockable Wall Mount for the Cisco Unified IP Phone 6911. |
| Feature Support by Protocol | Provides information about feature support for the CiscoUnifiedIPPhone. |

# Related Documentation

Use the following sections to obtain related information.

## Cisco Unified IP Phone 6900 Series Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-6900-series/tsd-products-support-series-home.html

## Cisco Unified Communications Manager Documentation

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release on the product support page.

## Cisco Business Edition 3000 Documentation

See the *Cisco Business Edition 3000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 3000 release. Navigate from the following documentation URL:

https://www.cisco.com/c/en/us/support/unified-communications/business-edition-3000/tsd-products-support-series-home.html

## Cisco Business Edition 5000 Documentation

See the *Cisco Business Edition 5000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 5000 release. Navigate from the following URL:

https://www.cisco.com/c/en/us/support/unified-communications/business-edition-5000/tsd-products-support-series-home.html

## Cisco Business Edition 6000 Documentation

Refer to the *Cisco Business Edition 6000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 6000 release. Navigate from the following URL:

https://www.cisco.com/c/en/us/support/unified-communications/business-edition-6000/tsd-products-support-series-home.html

# Documentation, Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, reviewing security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

# Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

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

# Guide Conventions

This document uses the following conventions:

| Convention | Description |
|---|---|
| **boldface** font | Commands and keywords are in **boldface**. |
| *italic* font | Arguments for which you supply values are in *italics*. |
| [ ] | Elements in square brackets are optional. |
| {x \| y \| z} | Alternative keywords are grouped in braces and separated by vertical bars. |
| [x \| y \| z] | Optional alternative keywords are grouped in brackets and separated by vertical bars. |
| string | A nonquoted set of characters. Do not use quotation marks around the string or the string w include the quotation marks. |
| `screen` font | Terminal sessions and information the system displays are in `screen` font. |
| **`input`** font | Information you must enter is in **`input`** font. |
| *italic screen* font | Arguments for which you supply values are in *italic screen* font. |
| ^ | The symbol ^ represents the key labeled Control - for example, the key combination ^D in a s display means hold down the Control key while you press the D key. |
| < > | Nonprinting characters such as passwords are in angle brackets. |

**Note** Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

**Caution** Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following convention:

**Attention** IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS