Cisco CP-6821-3PW-NA-K9=

Cisco IP Business Phone 6821 User Manual

Model: CP-6821-3PW-NA-K9=

1. INTRODUCTION AND OVERVIEW

The Cisco IP Business Phone 6821 is designed to deliver high-fidelity voice communications, enhancing inter-office communication and contributing to reduced operating costs. This Voice over IP (VoIP) phone is an ideal solution for mid-sized to large enterprises looking to transition from traditional analog or digital phone systems to a modern IP Communications system.

Figure 1: Cisco IP Business Phone 6821

This image displays the Cisco IP Business Phone 6821, showcasing its grayscale display, keypad, and handset. The phone is black and designed for desktop use.

Cisco IP Phone MPP 6800 Series:
Affordable, everyday desktop phones

Figure 2: Cisco IP Phone MPP 6800 Series Overview

2. WHAT'S IN THE BOX

Upon unboxing your Cisco IP Business Phone 6821, please ensure all the following components are present:

- Cisco IP Business Phone 6821 unit (Model: CP-6821-3PW-NA-K9=)
- Handset
- Handset Cord
- Ethernet Cable
- North American Power Adapter
- Quick Start Guide (if included)

3. SETUP INSTRUCTIONS

Follow these steps to set up your Cisco IP Business Phone 6821:

1. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset port on the phone base.
2. **Connect to Network:**
   - **Using Power over Ethernet (PoE):** If your network switch supports IEEE 802.3af PoE (Class 2), connect an Ethernet cable from your network switch directly to the "SW" (Switch) port on the back of the phone. The phone will receive power and network connectivity through this single cable.
   - **Using Power Adapter:** If PoE is not available, connect the North American power adapter to the power port on the back of the phone, then plug the adapter into a standard electrical outlet. Connect an Ethernet cable from your network router or switch to the "SW" (Switch) port on the back of the phone.
3. **Connect to PC (Optional):** If you wish to connect a computer through the phone, connect an Ethernet cable from your computer to the "PC" port on the back of the phone.
4. **Initial Boot-up:** The phone will power on automatically and begin its boot-up sequence. This may take a few minutes as it connects to your network and registers with your VoIP service.
5. **SIP Registration:** The phone supports 2 SIP registrations. Your network administrator will configure the necessary SIP settings for your lines.

4. OPERATING INSTRUCTIONS

This section provides basic instructions for operating your Cisco IP Business Phone 6821.

4.1 Basic Call Functions

- **Making a Call:** Lift the handset or press the speakerphone button. Dial the desired number using the keypad. Press the "Dial" softkey or wait for the call to connect.
- **Answering a Call:** Lift the handset or press the flashing line button or speakerphone button.
- **Ending a Call:** Replace the handset or press the speakerphone button.
- **Redial:** Press the "Redial" softkey to call the last dialed number.
- **Mute:** Press the **Mute** button to mute your microphone during a call. Press again to unmute.
- **Volume Control:** Use the **Volume** buttons (**+** and **-**) to adjust the handset, headset, or speakerphone volume during a call, or the ringer volume when idle.

4.2 Advanced Features

- **Headset Compatibility:** Connect an audio headset through the RJ9 port for hands-free communication.
- **Call Transfer:** During an active call, press the "Transfer" softkey. Dial the number to which you want to transfer the call. Wait for the second party to answer (consulted transfer) or press "Transfer" again to complete the transfer (blind transfer).
- **Conference Calls:** The phone supports 2-way conference calls. During an active call, press the "Conference" softkey. Dial the number of the third party. Once connected, press "Conference" again to join all parties.
- **Voicemail:** Press the **Messages** button (envelope icon) to access your voicemail. Follow the voice prompts.
- **Display Navigation:** The 2.5-inch grayscale display provides scrollable access to calling features and text-based XML applications. Use the navigation cluster (up, down, left, right, select) to move through menus and options.


Figure 3: Business-Grade Audio and Connectivity

An image showing a professional using the phone, emphasizing reliable business-grade audio, Gigabit Ethernet integration for fast data transfer, and low power consumption.
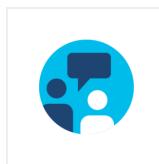
Communication Icon

This icon symbolizes effective communication features of the phone, highlighting its role in facilitating clear and direct conversations.

Call Transfer Icon

This icon indicates the phone's capability for call forwarding or transfer, allowing users to redirect calls efficiently.
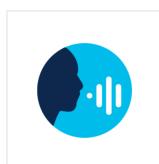
Voice Quality Icon

This icon signifies the high-fidelity voice capabilities of the device, ensuring clear and crisp audio during calls.

5. MAINTENANCE

To ensure the longevity and optimal performance of your Cisco IP Business Phone 6821, follow these simple

maintenance guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to wipe down the phone's exterior. For stubborn smudges, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or aerosol sprays, as these can damage the phone's finish and internal components.
- **Display Care:** The grayscale display is sensitive. Clean it gently with a soft, dry cloth. Do not press hard on the screen.
- **Environment:** Keep the phone in a cool, dry place, away from direct sunlight, excessive heat, and moisture. Avoid placing it near sources of strong electromagnetic fields.
- **Cord Management:** Ensure all cords (handset, Ethernet, power) are not kinked or pinched, which can lead to damage over time.

6. TROUBLESHOOTING

This section provides solutions to common issues you might encounter with your Cisco IP Business Phone 6821.

6.1 Common Issues and Solutions

Problem	Possible Cause	Solution
Phone does not power on.	No power supply or faulty connection.	Ensure the power adapter is securely plugged into the phone and a working electrical outlet. If using PoE, verify the Ethernet cable is connected to a PoE-enabled port on your network switch.
No dial tone or cannot make/receive calls.	Network connectivity issue, SIP registration failure, or incorrect configuration.	- Check Ethernet cable connection. - Verify network status on the phone's display. - Contact your network administrator to confirm SIP registration and configuration settings. - Reboot the phone by disconnecting and reconnecting the power.
Phone requires an activation code and cannot be set up with my VoIP service (e.g., Ringcentral).	The phone may be provisioned for a specific service provider or require a specific activation method.	This phone model might be pre-configured or require specific provisioning from your VoIP service provider. If your service (e.g., Ringcentral) requires an IP address for setup but the phone asks for an activation code, you will need to: - Contact your VoIP service provider (e.g., Ringcentral) for the correct activation code or provisioning instructions specific to this Cisco model. - If the provider cannot supply the code or method, the phone may not be compatible with their standard setup process. Consider purchasing phones directly from your VoIP service provider if they have specific hardware requirements.

Problem	Possible Cause	Solution
Poor audio quality in handset.	Handset connection, network quality, or phone settings.	• Ensure the handset cord is securely connected at both ends. • Check your network connection for stability and bandwidth. • Adjust the volume using the volume buttons. • Test with a different handset or headset if available.

7. SPECIFICATIONS

Key technical specifications for the Cisco IP Business Phone 6821:

Feature	Detail
Model Number	CP-6821-3PW-NA-K9=
Display	2.5-inch Grayscale Display
SIP Registrations	2
Power Options	IEEE 802.3af PoE (Class 2), North American Power Adapter included
Headset Port	RJ9
Color	Black
Material	Plastic
Item Weight	2.33 pounds
Product Dimensions (L x W x H)	12 x 9 x 3 inches
Conference Call Capability	2-way

8. WARRANTY AND SUPPORT

Warranty: The Cisco IP Business Phone 6821 comes with a 1-year limited hardware warranty from the date of purchase. This warranty covers defects in materials and workmanship under normal use.

Support: For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact your Cisco authorized reseller or IT support department. You may also visit the official Cisco support website for additional resources and documentation.

For more information, visit the Cisco Store on Amazon.