



CISCO IP PHONE 7911G (REVISED: 9/12/08)



1	LCD screen	Displays features such as the time, date, your phone number, caller ID, call status, and soft key tabs.
2	Cisco IP Phone series type	Indicates the Cisco IP Phone Series to which your phone belongs.
3	Soft keys	Enable you to engage any of the functions displayed on the corresponding LCD screen tabs. Soft keys point to feature options displayed along the bottom of your LCD screen. Soft key functions change depending on the status of your phone (for example, if the phone is active or idle).
4	Navigation button	Enables you to scroll through text and select features displayed on the LCD screen. Also provides access to speed dial numbers when there are no text or features to scroll through.
5	Menu button	Displays a menu that provides access to a voice messaging system, phone logs and directories, settings, and services.

6	Hold button	Places the active call on hold, resumes a call on hold, and switches between an active call and an incoming call or an active call and a call on hold.
7	Keypad	Works exactly like the keypad on a traditional telephone.
8	Volume button	Increases or decreases volume for the handset and speaker. Also controls the ringer volume (if on-hook).
9	Handset	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice messages (depending on your message system).
10	Footstand	Allows the phone to stand at a convenient angle on a desk or table.

USING THE MENU AND HOLD BUTTONS

Your Cisco IP Phone has two feature buttons:

Menu Button

Menu button Displays a menu that provides access to a voice messaging system, access to various directories (including call history and speed dials), access to settings (including contrast, ring type, configuration, and status), and access to services (if set up by your system administrator). For more information, see the ["Using the Cisco IP Phone Menus" section](#).

Hold Button

Hold button puts an active call on hold or resumes a call on hold. See the ["Putting a Call on Hold" section](#) for more information.



OVERVIEW

The Cisco 7911G IP telephone provides easy access to a wide range of business features.

SOFT KEYS

Features are available based upon the state of your phone.

To Place a Call

Internal

- Lift Handset or press the New Call soft key
- Dial Extension

External

- Lift Handset, or press the New Call soft key
- Local – Dial 8 + Number
- Long Distance – Dial 8 + 1 + Number

Last Number Redial

- Press the REDIAL soft key

Call Hold

To Place a Call on Hold

- From an existing conversation, press the HOLD button. A red light will come on the HOLD button.

To Retrieve a call from Hold

- Press the HOLD button again
- You are now connected to the call and the red light will go off

To place a second call while connected to your first caller

- Place your current call on HOLD by pressing your HOLD button
- Press the New Call soft key and dial your number
- When finished press the ENDCALL soft key and retrieve call from HOLD

To Answer a Call Waiting

You will hear a call waiting tone and see caller ID in your display when another call is coming into your extension. To answer:

- Press the ANSWER soft key, the original caller is placed on hold
- To reconnect with the original call, use your Navigation key to select the call and press your HOLD key
- You can toggle between the two calls by selecting and using the HOLD key to retrieve the call

To Transfer a Call

- During a call, press the TRANSFER soft key
- Dial the number
- Announce the call
- Press the TRANSFER soft key to complete the transfer, hang up

OR

- If the person you attempt to transfer the call to is not available, press the END CALL soft key to disconnect from that call and the HOLD button to return the original caller.

Conference Call (maximum of 7)

- While a call is in progress, press the MORE soft key and then press the CONFRN soft key. Dial the extension or outside number.
- After the party answers, press the CONFRN soft key to bring the parties together

To add additional parties

- Repeat the above steps
- To reconnect to the Conference when a called party isn't joining
- If the person you attempt to bring into the conference is not available, press the END CALL soft key and then the HOLD button to return to the conference call

Meet-Me Conference

To establish a Meet Me conference

- Press the MORE soft key until you see the MEET-ME feature
- Press the MEET-ME soft key



- Dial the MEET-ME conference number (xxx)

To Join a Meet-Me Conference

- Dial the MEET-ME conference number (xxx)
- You are now connected to the conference

Call Forward

- When your phone is idle, press the CFWDALL soft key
- Enter the number, OR press MESSAGE key for sending calls directly to Voicemail
- To Cancel
- Press the CFWDALL soft key

Pick Up

If your group is set up in software

- When a phone is ringing within your group
- Press the MORE soft key until you see PICK UP, then select the feature
- The call will begin ringing on your phone with the caller Id of the person the call was for
- To accept the call, press the ANSWER soft key
- You are now connected

Call Park

To Park a Call (xxx)

- On an existing call, press the MORE soft key and then the PARK soft key, the call is automatically placed into a park position, note the position displayed
- Hang Up

To Retrieve a Parked Call

- Dial the park position to which the call was parked, you are now connected

Monitor Soft Key

This feature will allow you to open your one-way speaker while on hold.

- While connected to the call and listening to the on hold music, press the MONITOR soft key
- You can hang up the handset
- When the caller comes back on the line press the MONOFF soft key and pick up the handset to talk

MENU BUTTON

The MENU button is used to access features on your phone. Here are the features available to you:

Messages

- Press the MENU button
- Press the number 1 or the SELECT soft key to call voicemail

Directories

To view Missed, Received or Placed calls:

- Press the MENU button
- Scroll to Directories and SELECT
- Scroll to the directory that you would like to view
- Press the SELECT soft key
- To place a call to one of the phone numbers from within the directory, press the DIAL soft key if it's an internal number or press the EDIT DIAL soft key, press the 9 on the dialing pad, then press the DIAL soft key if it's an external number
- You can delete a specific number from your directory by highlighting the number and pressing the DELETE soft key

Speed Dial

You have 4 speed dials you can program using your User page. Once programmed, you can access them from your telephone.

- Press the MENU button
- Scroll to Directories and Select
- Scroll to Speed Dial and Select

Directory Services

Use your Directory services to access the Corporate Directory for local employees on the Cisco system and the Enterprise Directory for other offices not on the new system.

- Press the MENU button
- Scroll to Directory Services and Select
- Choose 1 for Corporate Directory
- Choose 2 for Enterprise Directory



Services

Options like fast dials are available to you and can be accessed through your Services menu.

- Press the MENU button
- Scroll to SERVICES and select
- Scroll to the service you want and select it

Settings

You can set the following features on our phone through the settings menu:

Ring Type

- Press the MENU button
- Scroll to SETTINGS
- Scroll to Ring Type
- Use the scroll key to select a ring type
- Press the PLAY soft key to hear the ring type
- Press the SELECT soft key to save the ring type

LCD Contrast

- Press the MENU button
- Press the 1 on the dialing pad or scroll to Contrast and Select
- Use the UP and DOWN soft keys to change the contrast
- Press the OK soft key to save the setting

Ring Volume

- With your phone idle, press the volume key to hear the current ring volume
- Press either the up or down volume key to change the ring volume
- When the ring times out, the setting will be saved

VOICEMAIL SETUP AND ACCESS

Enroll

To enroll with voicemail (first use)

- Press the Messages button.
- Enter the first time enrollment password = **(DIAL YOUR 4-DIGIT EXTENSION NOW)**.

- Follow prompts to:
- Record your name - press # key as soon as you say your name
- Record a greeting
- Set a new password (min 6-15 digits)
- To rerecord your name press 4 then 3 and follow prompts

Logon From Your Phone

To logon to voicemail from your phone

- Press the Messages button.
- Enter your password, press the # key

Logon From Another Inside Phone

To log on to voicemail from another inside phone

- Press the Messages button.
- Press the * key when voice mail answers
- Enter your ID (extension), then press # key.
- Enter your password, then press the # key.

Logon From Outside Phone

To log on to voicemail from outside-

- Dial the external voice mail phone number **XXX-XXX-XXXX** or your own 4 digit extension
- Press the # key when voicemail answers
- Enter your ID (extension), then press # key.
- Enter your password, then press the # key.



Transfer a Caller Directly to Voicemail

- While connected to the caller, press the TRANSFER soft key
- Press *
- Enter the person's 4 digit extension you are transferring to
- Press the TRANSFER soft key again, quickly

Leave a Quick Message in an Inbox

- Get dial tone
- Press *
- Enter the person's extension you would like to leave a message for
- Record your message
- Hang up

Basic Controls

During the message:	Key	After the message:	Key
Rewind message	1	Replay	4
Rewind to the beginning	1 1	Forward	6
Pause	2	Delete	7
Fast forward	3	Reply	8
Fast forward to end	3 3	Save	9
Envelope information	5		
Skip message	#		
To cancel or backup	*		
To get help	0		