Phone Model

Cisco Unified IP Phone 7911G Overview
<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
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<tbody>
<tr>
<td>1 Phone screen</td>
<td>Displays phone menus and call activity including caller ID, call duration, and call state.</td>
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<td>2 Cisco Unified IP</td>
<td>Indicates your Cisco Unified IP Phone model series.</td>
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<td>3 Phone series</td>
<td>Each activates a softkey option displayed on your phone screen.</td>
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<td>4 Navigation button</td>
<td>Allows you to scroll through menu items and highlight items. When the phone is on-hook, displays your Speed Dials.</td>
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<tr>
<td>5 Applications Menu</td>
<td>Displays the Applications menu that provides access to a voice message system, phone logs and directories, settings, services, and help.</td>
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<tr>
<td>6 button</td>
<td></td>
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<tr>
<td>7 Hold button</td>
<td>Places the active call on hold, resumes a call on hold, and switches between an active call and a call on hold.</td>
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<tr>
<td>8 Keypad</td>
<td>Allows you to dial phone numbers, enter letters, and choose menu items.</td>
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<tr>
<td>9 Volume button</td>
<td>Controls the handset, headset, speaker, and ringer volume.</td>
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<tr>
<td>10 Handset with light</td>
<td>The light strip on the handset indicates an incoming call or new voice message.</td>
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<tr>
<td>strip</td>
<td></td>
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<tr>
<td>10 Footstand</td>
<td>Allows the phone to stand at a convenient angle on a desk or table.</td>
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</table>
Call Operations

Answering Calls
To answer a call
- Lift handset
- To answer a 2nd incoming call on that same line, press Answer softkey (first caller is automatically put on hold).

To switch between two active calls:
- Make sure call you want to switch to is highlighted, then press Hold button. Active call is placed on hold, and selected call is resumed.

Placing Calls
To place a call
- Lift handset and dial number
- To place a new call with already active call, press Hold button then select New Call softkey and dial number.
- Dial 4 digits for internal calls
- Dial 8 + number for external calls
- Dial 8 1 + Long Distance number

Redial
To redial last number
- Press Redial softkey

Hold
To put callers on hold and resume calls
- Highlight a call then press Hold button. Hold LED turns solid red.

To resume calls:
- Press Hold button
Transfer

To send your call to another number

*With a caller on the line:*

- Press the Transfer softkey
- Enter the destination number
- You can speak privately before completing the transfer (optional)
- Press Transfer softkey again to complete the transfer, or you may hang up.

Call Forward All

To redirect incoming calls to another number

- Press the CFwdALL softkey
- Enter the destination number OR
- Press Msgs softkey to send calls to voice message system

*To cancel:*

- Press the CFwdALL key

Conference (ad hoc)

To establish a conference call with up to 6 participants

*With a caller on the line:*

- Press More > Confm softkey (caller is placed on hold)
- Enter participant’s extension number
- Speak privately before joining the parties
- Press More > Confm softkey to join all parties
- Repeat above steps to add additional participants

During the conference call, press the More > ConfList softkey to view or remove participants. The controller is indicated by * and has the ability to remove participants on the call by selecting Remove softkey.
iDivert
To send or redirect calls to voice message system

At the ringing phone:
- Press iDivert softkey

DND (Do Not Disturb)
To turn off only the ringer on your phone for incoming calls.

When phone is on hook:
- Press the DND softkey to turn ringer off

Turn DND off:
- Press the DND softkey again

Call Pickup*
(if applicable)
To answer a call that is ringing on another phone in your group

At the ringing tone on another telephone:
- Lift your handset
- Press Pickup softkey (may need to press More softkey)

Directory
You can use personal and corporate directory to place calls to coworkers.

- Press Applications button and choose Directories > Corporate Directory
- Use your keypad to enter full or partial name
- Press Search softkey
- Select the listing and press Dial softkey

Personal Directory has to be configured via web browser first.
Call Logs

To view your missed, placed and received calls.

- Press Applications button
- Choose Directories > Missed Calls, Placed Calls or Received calls to view.

Speed Dials

To use your speed dials (must be programmed via web browser first)

- When phone is idle, press the up arrow on Navigation bar to see already pre-programmed speed dials
- Select Dial softkey OR
- Select Applications button
- Select Directories > Speed Dials softkey