

Reference Guide for the Cisco 7911 Series Phones

Cisco Model 7911

Volume Control:

Tap bar to Increase/Decrease volume.

Independently Controls the Volume of what you hear, not what you say while using:

- Handset and Headset (*adjust while off-hook*)
- Speaker volume (*adjust while off-hook*)
- Ringer volume (*adjust while on-hook*)

Handset Light Strip:

Light up to indicates an incoming call or new voicemail message (*Optional*)

Display:

When idle, display shows date & time, 7-digit extension number, name, status icons and call information.

Soft Keys:

Use to activate an option that appears in the display.

Navigation Pad:

Use to scroll through menus and highlight items. When phone is idle, it displays Speed Dials.

Applications Menu Button:

(Button labeled with a white Global sign)
Provides access to:

1. Messages (voicemail)
2. Directories and Phone logs
3. Settings
4. Services
5. Help

Speaker/Monitor:

Used for dialing with handset in cradle, or to monitor a call. Lift handset to speak to party.
(*Not a two-way Speaker Phone*)

Hold Button:

(Button labeled with a white octagon shape)
Button Lights up when call is on hold.



<u>Display Icon</u>	<u>Description</u>
	Phone On-hook, no activity
	Phone Off-hook, making/receiving a call
	Connected Call
	Incoming Call, line is ringing
	Call On-Hold (paused)
	Call Forward is Enabled

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<u>How To</u>	<u>Directions</u>	<u>Notes</u>
<u>INTERNAL CALL (On-Net)</u>	Lift handset, Dial Phone Number (See Notes)*	* Pending Location: 7 or 10 Digits may be required – See your System Administrator.
<u>EXTERNAL CALL (Off-Net)</u>	Lift handset, Dial Phone Number . Local calls: Dial Phone Number (See Notes)* Long distance: 1 + Area Code + 7-digits.	<u>NO Access Code Required.</u> * Pending Location: 7 or 10 Digits may be required – See your System Administrator.
<u>Place a Call</u>	<u>Use One of the Following Methods:</u> A. Lifting the Handset , and dialing a number. B. Pressing the “ New Call ” Soft Key button, and dialing number, lift handset to speak to called party. C. While on an existing call, a 2 nd call can be made by, pressing the “ Hold ” Soft Key Button, then press “ New Call ” Soft Key button, enter a number. D. Pre-dialing: With handset in the cradle, dial digits, and then press the “ Dial ” Soft Key button to dial. (“<<” Soft Key button can be used to back up and correct digits before dialing).	 <i>When Pre-dialing, after the first digit is dialed, the display will show several numbers that were recently dialed, to select one, use the Navigation Pad to highlight the desired number, then press “Dial” Soft Key button.</i>
<u>Use your Soft Key Buttons</u>	Available features appear across the bottom of your display. To use these features, press the corresponding Soft key Button directly below the feature you wish to use. The display is dynamic and will change according to what you are doing.	<i>There may be other features available, to see available features; press the Soft Key button below “More”.</i>
<u>Redial</u>	Press Redial soft key button	
<u>Hold / Resume</u> <u>Multiple Call Handling</u>	Press the “ Hold ” Soft Key. The Hold button will light (in Red) and the display will show an icon indicating the call is on hold/paused. To Resume: Press the Lit “ Hold ” Button <u>To switch between multiple calls on Hold:</u> Use the Navigation Pad to highlight the appropriate call, and then press the “ Hold ” button. <i>The first call is automatically placed on hold and you are connected to the highlighted call. Icons will change next to each call.</i>	To disconnect a call before returning to another held call, press “ End Call ” Soft key button (call is disconnected), then use the Navigation Pad to highlight desired call, then press “ Hold ” button to reconnect.

<p><u>Transfer</u></p>	<ol style="list-style-type: none"> 1. While connected to call, press the “Transfer” Soft Key. <i>Call is automatically placed on-hold, a new line is automatically activated and dial-tone will be heard</i> 2. Dial the number you want to transfer the call to. 3. When the phone rings on the other end, either <ol style="list-style-type: none"> a. <u>Supervise the Transfer (preferred):</u> Announce the call and press “Transfer” Soft Key Button to connect the two callers. b. <u>Unsupervised Transfer:</u> Press “Transfer” Soft Key Button to connect the call and complete the transfer. 	<p><u>To Cancel a Transfer:</u></p> <p>Press: When the 2nd party either does not want the call, doesn’t answer or a busy signal is heard; press the “End Call” Soft key to disconnect the 2nd call. Then, use the Navigation Pad to highlight the original call, press the “Hold” button to reconnect to the original call.</p>
<p><u>Conference Call</u></p>	<ol style="list-style-type: none"> 1. While connected to a call, press the “Confrn” Soft key. <i>The call is automatically placed on-hold, a new line is automatically activated and dial-tone is heard</i> 2. Dial Number of 2nd party – Wait for 2nd call to connect. 3. Press “Confrn” to add the party to the conference call. <p><i>Repeat steps to conference up to 6 parties (including yourself).</i></p> <p><u>To Remove a Member of the Conference Call:</u></p> <ol style="list-style-type: none"> 1. While connected to the conference call, press the Soft Key “ConfList”, the display will then show a Conference List which lists conference participants. 2. Use the Navigation Pad to Highlight the participant to be removed 3. Press the “Remove” Soft Key. <i>The call is disconnected and from the ongoing conference.</i> 	<p><i>To find the “Confrn” button in the Soft Keys, you may need to press the “More” Soft Key to see the next layer of Soft key button choices.</i></p> <p><i>Only the initiator of the Conference call can remove a conference call participant.</i></p>
<p><u>Join</u></p>	<ol style="list-style-type: none"> 1. From an active call, use the Navigation Pad to highlight the call that you want to include in the conference 2. Press the “Join” Soft key to connect the two calls together. 3. Repeat this step for each call that you want to add. 	<p><i>You may have to press the “More” Soft Key Button to see “Join”</i></p> <p><i>“Join” allows you to connect 2 existing calls on one line together.</i></p>

<p><u>Call Forward</u></p>	<p><u>To Activate Call Forward:</u> Press “CFwdALL” Soft key Button, and then enter a target phone number.</p> <p><u>To Cancel:</u> Press “CFwdAll” Soft Key Button.</p> <p><u>To Call Forward all calls to Voicemail (Optional):</u></p> <ol style="list-style-type: none"> 1. Press “CFwdALL” Soft key Button 2. Press the “Messages” Button <i>Display status: “Forwarded to Voicemail”</i> <p><u>To Cancel Call Forward to Voicemail:</u> Press “CFwdALL” Soft key Button</p>	<p><i>The Call Forward Icon will appear above the Primary Phone number.</i></p> <p><i>The call forward target number (or Voicemail) will appear in the status line.</i></p>
<p><u>Pick Up</u></p>	<p>Lift handset; press the “PickUp” Soft Key Button, you are connected to the call.</p>	<p><i>Answers a call ringing to an extension is within your pre-programmed pick-up group.</i></p> <p><i>See your System Administrator for PickUp Group Information.</i></p>
<p><u>Applications</u></p>	<p><u>To Access the Applications Menu:</u></p> <p>Press the “Applications” Button, to access menu:</p> <p>Applications:</p> <ul style="list-style-type: none"> 1 Messages - Access Voice Mail 2 Directories - Missed, Received, Placed Calls, Personal Directory/Fast Dials, Corporate Directory, Speed Dials 3 Settings - User Preferences 4 Services - <i>Optional</i> 5 Help – Offers Button & Feature Help <p>Use the Navigation Pad to highlight the desired menu item, then press “Select” Soft key to enter that menu.</p> <p><u>To Exit Applications Menu:</u> Press “Exit” Soft Key</p>	<p><i>Applications Menu Notes:</i></p> <p><i>Each Call Log stores up to 100 entries.</i></p> <p><i>Corporate Directory</i> – <i>View & Dial the names and numbers of users on the same system.</i></p> <p><i>User Preferences</i> – <i>Use to access phone settings (such as Ring types and contrast)</i></p> <p><i>See your System Administrator for your User ID & Pin for access to the Personal Directory.</i></p>

Questions: www.its.ny.gov/telecommunications or (518) 486 – 4000 Option 1