

An Overview of Your Phone

The Cisco IP Phone 7911G is a full-feature telephone that provides voice communication over the same data network that your computer uses, allowing you to place and receive calls, put calls on hold, transfer calls, make conference calls, and so on.

In addition to basic call-handling features, your Cisco IP Phone 7911G can provide specialized or advanced telephony features that extend your call-handling capabilities. Depending on configuration, your phone supports:





- Access to network data, XML applications, and web-based services.
- Online customizing of phone features and services from your User Options web pages.

Understanding Buttons and Hardware

You can use this figure below to identify the buttons and hardware on your phone.








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	Item	Description	For more information, see...
1	Phone screen	Displays phone menus and call activity including caller ID, call duration, and call state.	“Understanding Applications Menus” section on page 18 and “Understanding Line and Call Icons” section on page 19.
2	Cisco IP Phone series	Indicates your Cisco IP Phone model series.	—
3	Softkey buttons	Each activates a softkey option displayed on your phone screen.	“Softkey Definitions” section on page 1.
4	Navigation button 	Allows you to scroll through menu items and highlight items. When the phone is on-hook, displays your Speed Dials.	“Understanding Applications Menus” section on page 18 and “Speed Dialing” section on page 29.
5	Applications Menu button 	Displays the Applications menu that provides access to a voice messaging system, phone logs and directories, settings, and services.	“Understanding Applications Menus” section on page 18.
6	Hold button 	Places the active call on hold, resumes a call on hold, and switches between an active call and a call on hold.	“Using Hold and Resume” section on page 23.
7	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.	“Basic Call Handling” section on page 20.
8	Volume button 	Controls the handset, headset, speaker, and ringer volume.	“Using a Handset, Headset, and Speaker” section on page 38.
9	Handset with light strip	The light strip on the handset indicates an incoming call or new voice message.	“Accessing Voice Messages” section on page 45.
10	Footstand	Allows the phone to stand at a convenient angle on a desk or table.	—





Understanding Applications Menus

Use the Applications menus to access phone features.

If you want to...	Then...
Access the Applications menus	Press  to display a list of Applications: Messages, Directory, Settings, and Services.
Scroll through a list or menu	Press  .
Select a menu item	Press  to highlight a menu item, then press Select . You can also press the number on the keypad that corresponds to the number for the menu item.
Go back one level in a menu	Press Exit . (Note that if you press Exit from the top-level of a menu, the menu will close.)
Close a menu (and return to the Applications menu)	Press Exit one or more times until the menu closes, or press  .
Exit the Applications menu	Press  or Exit .



Note

After you press , the LED turns green and stays lit while you are using the Applications menus. If you depart from an application without pressing  or **Exit** (for example, to answer a new call), the phone screen display may change but the  button stays green. If you press  again, the application that you were using resumes at the point when it was interrupted.









Understanding Lines vs. Calls

To avoid confusion about lines and calls, refer to these descriptions:

- **Lines**—Each line corresponds to a phone number (or extension) that others can use to call you. Your phone can support one line.
- **Calls**—Each line can support multiple calls. By default, your phone supports up to six connected calls, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

Understanding Line and Call Icons

Your phone displays icons to help you determine the call and line state (on-hook, on hold, ringing, connected, and so on).

Icon	Call or line state	Description
	On-hook line	No call activity on this line.
	Off-hook line	You are dialing a number or an outgoing call is ringing.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on your line.
	Call on hold	You have put this call on hold. See the “Using Hold and Resume” section on page 23.
	Remote-in-use	Another phone that shares your line has a connected call. See the “Understanding Shared Lines” section on page 31.
	Authenticated call	See the “Making and Receiving Secure Calls” section on page 35.
	Encrypted call	See the “Making and Receiving Secure Calls” section on page 35.

Understanding Feature Availability

Depending on your phone system configuration, features included in this Phone Guide might not be available to you or might work differently on your phone. Contact your support desk or system administrator for information about feature operation or availability.

Basic Call Handling

You can perform basic call-handling tasks using a range of features and services. Feature availability can vary; see your system administrator for more information.

Placing a Call—Basic Options

Here are some easy ways to place a call on your Cisco IP Phone.





If you want to...	Then...	For more information, see...
Place a call	Pick up the handset and dial the number.	“An Overview of Your Phone” section on page 16.
Dial on-hook (with dial tone)	Press NewCall and dial the number.	—
Redial a number	Press Redial .	—
Place a call when another call is active	<ol style="list-style-type: none">1. Press Hold.2. Press New Call.3. Enter a number.	“Using Hold and Resume” section on page 23.
Dial from a call log	<ol style="list-style-type: none">1. Press Call Log and select Directories > Missed Calls, Received Calls, or Placed Calls.2. Scroll to the number and press Dial.	“Using Call Logs” section on page 42.

Tips

- You can dial on-hook without a dial tone (pre-dial). To pre-dial, enter a number, then go off-hook by lifting the handset and press **Dial**.
- When you pre-dial, your phone tries to anticipate the number you are dialing by displaying matching numbers (if available) from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, scroll to it, press **Dial**, and go off-hook.
- If you make a mistake while dialing, press << to erase digits.

Placing a Call—Additional Options

You can place calls using special features and services that might be available on your phone. See your system administrator for more information about these additional options.

If you want to...	Then...	For more information, see...
Speed dial a number	Do one of the following: <ul style="list-style-type: none"> • Press , choose a speed-dial number, and press Dial. • Press  and select Directories > Speed Dials. Select a number and press Dial. • Use the Abbreviated Dial feature. • Use the Fast Dial feature. 	“Speed Dialing” section on page 29.
Dial from a corporate directory on your phone	<ol style="list-style-type: none"> 1. Press  and select Directories > Corporate Directory (name can vary). 2. Enter a name and press Search. 3. Highlight a listing and go off-hook. 	“Using Call Logs” section on page 42.
Dial from a corporate directory on your personal computer using Cisco WebDialer	<ol style="list-style-type: none"> 1. Open a web browser and go to a WebDialer-enabled corporate directory. 2. Click the number that you want to dial. 	
Use Cisco CallBack to receive notification when a busy or ringing extension is available	<ol style="list-style-type: none"> 1. Press CallBack while listening to the busy tone or ring sound. 2. Hang up. Your phone alerts you when the line is free. 3. Place the call again. 	Your system administrator.
Make a priority (precedence) call	Enter the Multilevel Precedence and Preemption (MLPP) access number, then enter a phone number.	“Prioritizing Critical Calls” section on page 36.
Dial from a Personal Address Book (PAB) entry	<ol style="list-style-type: none"> 1. Press  and select Directories > Personal Directory to log in. 2. Choose Personal Address Book and search for a listing. 	

If you want to...	Then...	For more information, see...
Place a call using a billing or tracking code	<ol style="list-style-type: none"> 1. Dial a number. 2. After the tone, enter a client matter code (CMC) or a forced authorization code (FAC). 	Your system administrator.
Place a call using your Cisco Extension Mobility profile	Log in to the Extension Mobility service on a phone.	“Using Cisco Extension Mobility” section on page 37.

Answering a Call

You can answer a call by simply lifting the handset, or you can use other options if they are available on your phone.

If you want to...	Then...	For more information, see...
Switch from a connected call to answer a new call	Press Answer .	“Using Hold and Resume” section on page 23.
Answer a call using call waiting	Press Answer .	“Using Hold and Resume” section on page 23.
Send a call directly to your voice messaging system	Press iDivert .	“Accessing Voice Messages” section on page 45.
Auto-connect calls	Use AutoAnswer.	“Using AutoAnswer” section on page 39.
Retrieve a parked call on another phone	Use Call Park or Directed Call Park.	“Storing and Retrieving Parked Calls” section on page 33.
Use your phone to answer a call that is ringing elsewhere	Use Call Pickup.	“Picking Up a Redirected Call on Your Phone” section on page 30.
Answer a priority call	Hang up the current call and press Answer .	“Prioritizing Critical Calls” section on page 36.



Ending a Call

To end a call, simply hang up. Here are some more details.



If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle. Or press EndCall .
Hang up while monitoring a call (using the speaker)	Press EndCall .
Hang up one call, but preserve another call on the same line	Press EndCall . If necessary, remove the call from hold first.

Using Hold and Resume

Only one call can be active at any given time; all other connected calls must be placed on hold.


If you want to...	Then...
Put a call on hold	<ol style="list-style-type: none"> 1. Make sure the call you want to put on hold is highlighted. 2. Press .
Remove a call from hold	<ol style="list-style-type: none"> 1. Make sure the appropriate call is highlighted. 2. Press .

Tips

- Engaging the Hold feature typically generates music or a beeping tone.
- A held call is indicated by the call-on-hold icon: . When a held call is highlighted, the Hold button  becomes lit (red). When a call that is not held is highlighted, and there are other held calls on the line, the Hold button changes to blinking (red).

Switching Between Multiple Calls

You can switch between multiple calls on your phone.

If you want to...	Then...
Switch between connected calls	<ol style="list-style-type: none"> 1. Make sure the call that you want to switch to is highlighted. 2. Press . Any active call is placed on hold and the selected call is resumed.
Switch from a connected call to answer a ringing call	Press Answer . Any active call is placed on hold.

Viewing Multiple Calls

Understanding how multiple calls are displayed on your phone can help you organize your call-handling efforts.

Your phone displays calls as follows for the highlighted line:


- Calls with the highest precedence and longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example, calls that you have interacted with are grouped near the top, and calls on hold are grouped last.

Transferring Calls

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.


If you want to...	Then...
Transfer a call without talking to the transfer recipient	<ol style="list-style-type: none"> 1. From an active call, press Transfer. 2. Enter the target number. 3. Press Transfer again to complete the transfer or EndCall to cancel. <p>Note If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up.</p>
Talk to the transfer recipient before transferring a call (consult transfer)	<ol style="list-style-type: none"> 1. From an active call, press Transfer. 2. Enter the target number. 3. Wait for the transfer recipient to answer. 4. Press Transfer again to complete the transfer or EndCall to cancel. <p>Note If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up.</p>
Transfer two current calls to each other (direct transfer) without staying on the line	<ol style="list-style-type: none"> 1. Scroll to highlight any call on the line. 2. Press Select. 3. Repeat this process for the second call. 4. With one of the selected calls highlighted, press DirTrfr. (To display DirTrfr, you might need to press more.) <p>The two calls connect to each other and drop you from the call.</p> <p>Note If you want to stay on the line with the callers, use Join instead.</p>
Redirect a call to your voice messaging system	Press iDivert . The call is automatically transferred to your voice message greeting. You can use iDivert with a call that is active, ringing, or on hold.

Tips

- If on-hook transfer is enabled on your phone, you can either hang up to complete the call, or press **Transfer** and then hang up.
- If on-hook transfer is *not* enabled on your phone, hanging up without pressing **Transfer** again places the call on hold.
- You cannot use **Transfer** to redirect a call on hold. Press  again to remove the call from hold before transferring it.

Forwarding All Calls to Another Number

You can use Call Forward All to redirect incoming calls from your phone to another number.

If you want to...	Then...
Set up call forwarding on your line	Press CFwdALL and enter a target phone number.
Cancel call forwarding on your line	Press CFwdALL .
Verify that call forwarding is enabled on your line	Look for: <ul style="list-style-type: none"> • Alternating call forwarding icons  displayed next to your phone number. • The call forward target number in the status line.
Set up or cancel call forwarding remotely	<ol style="list-style-type: none"> 1. Log in to your User Options web pages. 2. Choose Forward all calls... 3. Choose your phone number. 4. Choose to redirect calls to voice messaging or to another number.

Tips

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- You can forward your calls to a traditional analog phone or to another IP phone, although your system administrator might restrict the call forwarding feature to numbers within your company.
- Call forwarding is phone line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.
- Your system administrator can change call forwarding conditions for your phone line.

Making Conference Calls

Your Cisco IP Phone allows you to join three or more people into one telephone conversation, creating a conference call.

Understanding Types of Conference Calls

There are two types of conference calls: Standard and Meet-Me.

Standard Conference Calls

You can create a standard conference in different ways, depending on your needs and the softkeys available on your phone:

- **Confrn**—Use this softkey to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.
- **Join**—Use this softkey to establish a standard conference by joining several calls already in progress on one line.
- **cBarge**—Use this softkey to add yourself to an existing call on a shared line and to turn the call into a standard conference call. This feature is available only on phones that use shared lines.

See the “Starting and Joining a Standard Conference” section on page 27 for additional instructions.


Meet-Me Conference Calls

You can create a Meet-Me conference by calling the Meet-Me phone number at a specified time.

See the “Starting or Joining a Meet-Me Conference Call” section on page 28 for additional instructions.

Starting and Joining a Standard Conference

A standard conference allows at least three participants to talk on a single call.

If you want to...	Then...
<ul style="list-style-type: none"> • Create a conference by calling participants • Add new participants to an existing conference 	<ol style="list-style-type: none"> 1. From a connected call, press Confrn. (You may need to press the more softkey to see Confrn.) 2. Enter the participant's phone number. 3. Wait for the call to connect. 4. Press Confrn again to add the participant to your call. 5. Repeat to add additional participants.
Create a conference by joining two or more existing calls	<ol style="list-style-type: none"> 1. Make sure that you have two or more calls on a single line. 2. Highlight a call that you want to add to the conference. 3. Press Select. The selected call displays this icon . 4. Repeat this process for each call that you want to add. 5. From one of the selected calls, press Join. (You may need to press the more softkey to see Join.) <p>Note The active call is automatically selected.</p>
Participate in a conference	Answer the phone when it rings.
Create a conference by barging a called on shared line	Highlight a call on a shared line and press cBarge . (You may need to press the more softkey to display cBarge .) See the "Using a Shared Line" section on page 31.
View a list of conference participants	<ol style="list-style-type: none"> 1. Highlight an active conference. 2. Press ConfList. Participants are listed in the order in which they join the conference with the most recent additions at the top.
Get an updated list of participants	While viewing the conference list, press Update .
See who started the conference	While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.
Drop the last party added to the conference	Press RmLstC . You can remove participants only if you initiated the conference call.

If you want to...	Then...
Remove any conference participant	<ol style="list-style-type: none"> 1. Highlight the participant's name. 2. Press Remove. <p>You can remove participants only if you initiated the conference.</p>
End your participation in a conference	Hang up or press EndCall .

Tips

- Calls must be on the same line before you can add them to a conference using **Confrn** or **Join**.
- Depending on how your phone is configured, if you leave a conference after creating it, the conference might end. To avoid this, transfer the conference before hanging up.

Starting or Joining a Meet-Me Conference Call

Meet-Me conferencing allows you to start or join a conference by dialing the conference number.

If you want to...	Then...
Start a Meet-Me conference	<ol style="list-style-type: none"> 1. Obtain a Meet-Me phone number from your system administrator. 2. Distribute the number to participants. 3. When you are ready to start the meeting, go off-hook to invoke a dial tone, then press MeetMe. 4. Dial the Meet-Me conference number. <p>Participants can now join the conference by dialing in.</p> <p>Note Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back.</p>
Participate in a Meet-Me conference	<p>Dial the Meet-Me conference number (provided by the conference initiator).</p> <p>Note You will hear a busy tone if you call the conference before the initiator has joined. In this case, try your call again.</p>
End a Meet-Me conference	<p>All participants must hang up.</p> <p>The conference does not automatically end when the conference initiator disconnects.</p>

Advanced Call Handling

Advanced call-handling tasks involve special features that your system administrator might configure for your phone depending on your call-handling needs and work environment.



Speed Dialing

Speed dialing allows you to enter an index number or select a phone screen item to place a call. Depending on configuration, your phone can support several speed-dial features:

- Speed Dials
- Abbreviated Dialing
- Fast Dials



- Note**
- To set up speed-dial numbers and Abbreviated Dial, you must be able to access your User Options web pages. See the “Logging In to the User Options Web Pages” section on page 46.
 - To set up Fast Dials, you must have access to the Personal Directory feature.
 - Alternately, your system administrator can configure speed-dial features for you.

If you want to...	Then...
Use Speed Dials	<ol style="list-style-type: none"> 1. Set up speed-dial numbers. See the “Customizing Your Phone on the Web” section on page 46. 2. To place a call, press , or press  and select Directories > Speed Dials.
Use Abbreviated Dial	<ol style="list-style-type: none"> 1. Set up Abbreviated Dialing codes. See the “Customizing Your Phone on the Web” section on page 46. 2. To place a call, enter the Abbreviated Dialing code and press AbbrDial.
Use Fast Dial	<ol style="list-style-type: none"> 1. Create a Personal Address Book entry and assign a Fast Dial code. See the “Customizing Your Phone on the Web” section on page 46. 2. To place a call, access the Fast Dial service on your phone.

Picking Up a Redirected Call on Your Phone

Call PickUp allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone. You might use Call PickUp if you share call-handling with coworkers.

If you want to...	Then...
Answer a call that is ringing on another extension within your call pickup group	<ol style="list-style-type: none"> 1. Do one of the following: <ul style="list-style-type: none"> • If the PickUp softkey is available, press it. • If the PickUp softkey is not available, go off-hook to display it, then press PickUp. <p>If your phone supports auto-pickup, you are now connected to the call.</p> 2. If the call rings, press Answer to connect to the call.
Answer a call that is ringing on another extension outside of your group	<ol style="list-style-type: none"> 1. Do one of the following: <ul style="list-style-type: none"> • If the GPickUp softkey is available, press it. • If the GPickUp softkey is not available, go off-hook to display it, then press GPickUp. 2. Enter the group pickup code. If your phone supports auto-pickup, you are now connected to the call. 3. If the call rings, press Answer to connect to the call.
Answer a call that is ringing on another extension in your group or in an associated group	<ol style="list-style-type: none"> 1. Do one of the following: <ul style="list-style-type: none"> • If the OPickUp softkey is available, press it. • If the OPickUp softkey is not available, go off-hook to display it, then press OPickUp. <p>If your phone supports auto-pickup, you are now connected to the call.</p> 2. If the call rings, press Answer to connect to the call.

Tips

- Depending on how your phone is configured, you might receive an audio and/or visual alert about a call to your pickup group.
- Pressing **PickUp** and **GPickUp** connects you to the call that has been ringing for the longest time.
- Pressing **OPickUp** connects you to the call in the pickup group with the highest priority.


Using a Shared Line

Your system administrator might ask you to use a shared line if you:

- Have multiple phones and want one phone number
- Share call-handling tasks with coworkers
- Handle calls on behalf of a manager

Understanding Shared Lines

Remote-in-Use Icon

The remote-in-use icon  appears when another phone that shares your line has a connected call. You can place and receive calls as usual on the shared line, even when the remote-in-use icon appears.

Sharing Call Information and Barging

Phones that share a line each display information about calls that are placed and received on the shared line. This information might include caller ID and call duration. (See the Privacy section for exceptions.)

When call information is visible in this way, you and coworkers who share a line can add yourselves to calls using either **Barge** or **cBarge**. See the “Adding Yourself to a Shared-Line Call” section on page 32.

Privacy


If you do not want coworkers who share your line to see information about your calls, enable the Privacy feature. Doing so also prevents coworkers from barging your calls. See the “Preventing Others from Viewing or Barging a Shared-Line Call” section on page 33.



Note The maximum number of calls that a shared line supports can vary by phone.

Adding Yourself to a Shared-Line Call

Depending on how your phone is configured, you can add yourself to a call on a shared line using either Barge or cBarge.



If you want to...	Then...
See if the shared line is in use	Look for the remote-in-use icon  .
Add yourself to a call on a shared line using the Barge softkey	<ol style="list-style-type: none"> 1. Highlight a remote-in-use call. 2. Press Barge. (You may need to press the more softkey to display Barge.) Other parties hear a beep tone announcing your presence.
Add yourself to a call on a shared line using the cBarge softkey	<ol style="list-style-type: none"> 1. Highlight a remote-in-use call. 2. Press cBarge. (You may need to press the more softkey to display cBarge.) Other parties hear a tone and brief audio interruption, and call information changes on the phone screen.
Add new conference participants to a call that you have barged	Barge the call using cBarge , if available. Unlike Barge , cBarge converts the call into a standard conference call, allowing you to add new participants. See the “Making Conference Calls” section on page 26.
Leave a barged call	Hang up. If you hang up after using Barge , the remaining parties hear a disconnect tone and the original call continues. If you hang up after using cBarge , the call remains a conference call (provided at least three participants remain on the line).

Tips

- If a phone that is using the shared line has Privacy enabled, call information and barge softkeys will not appear on the other phones that share the line.
- You will be disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.

Preventing Others from Viewing or Barging a Shared-Line Call

If you share a phone line, you can use the Privacy feature to prevent others who share the line from viewing or barging (adding themselves to) your calls.

If you want to...	Then...
Prevent others from viewing or barging calls on a shared line	<ol style="list-style-type: none"> 1. Press more > Private. 2. To verify that Privacy is on, look for the feature-enabled icon  next to “Private” on the phone screen.
Allow others to view or barge calls on a shared line	<ol style="list-style-type: none"> 1. Press more > Private. 2. To verify that Privacy is off, look for the feature-disabled icon  next to “Private” on the phone screen.

Tips

- If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.
- The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines and Privacy is enabled, coworkers will not be able to view or barge calls on any of your shared lines.
- When you place a call on hold, caller ID information (calling name and number) is displayed on the shared line appearance even when Privacy is enabled. Your system administrator can restrict the display of caller ID information for held calls when Privacy is enabled. However, in this case, you can only retrieve the call from the phone used to place the call on hold.

Storing and Retrieving Parked Calls

You can park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco CallManager system (for example, a phone at a coworker’s desk or in a conference room).

You can park a call using these methods:

- **Call Park**—Use the **Park** softkey to store the call. Your phone displays the call park number where the system stored your call. You must record this number and then use the same number to retrieve the call.
- **Directed Call Park**—Use the **Transfer** softkey to direct the call to a specific directed call park number that you dial or speed dial. To retrieve the call from a directed call park number, you must dial the park retrieval prefix and then dial or speed dial the same directed call park number.

If you want to...	Then...
Store an active call using Call Park	<ol style="list-style-type: none"> 1. During a call, press Park. (You may need to press the more softkey to see Park.) 2. Record the call park number displayed on your phone screen. 3. Hang up.
Retrieve a parked call	Enter the call park number from any Cisco IP Phone in your network to connect to the call.
Direct and store an active call at a directed call park number	<ol style="list-style-type: none"> 1. During a call, press Transfer. 2. Select a speed-dial number assigned to a directed call park number or dial the number. 3. Press Transfer again to finish storing the number.
Retrieve a parked call from a directed call park number	From any phone in your network, enter the park retrieval prefix and dial the directed call park number or, after entering the park retrieval prefix, select the speed-dial for the directed call park number to connect to the call.



Note You have a limited amount of time to retrieve a parked call before it reverts to ringing at the original number. See your system administrator for details.

Logging Out of Hunt Groups

If your organization receives a large number of incoming calls, you might be a member of a hunt group. A hunt group includes a series of directory numbers that share the incoming call load. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

When you are away from your phone, you can prevent hunt group calls from ringing your phone by logging out of hunt groups.

If you want to...	Then...
Log out of hunt groups to temporarily block hunt group calls	Press HLog . Your phone screen displays, “Logged out of Hunt Group.”
Log in to receive hunt group calls	Press HLog .



If you...	Then...
Want to accept a higher-priority call	Answer the call as usual. If necessary, end an active call first.
Hear a continuous tone interrupting your call	You or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through.

Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.

Using Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco IP Phone as your own. Once you log in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator must configure EM for you.

If you want to...	Then...
Log in to EM	<ol style="list-style-type: none"> 1. Press  and choose Services > EM Service (name can vary). 2. Enter your user ID and PIN (provided by your system administrator). 3. If prompted, select a device profile.
Log out of EM	<ol style="list-style-type: none"> 1. Press  and choose Services > EM Service (name can vary). 2. When prompted to log out, press Yes.

Tips

- EM automatically logs you out after a certain amount of time. This time limit is established by your system administrator.
- Changes that you make to your EM profile (from the User Options web pages) take effect the next time that you log in to EM on a phone.
- Settings that are controlled on the phone only are not maintained in your EM profile.

Using a Handset, Headset, and Speaker

The Cisco IP Phone 7911G provides a speaker for hands-free listening. You can use the speaker only to listen to a call. To talk on a call, you must pick up the handset.

If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it to go on-hook.
Listen to the call on the speaker	Press Monitor and then hang up the handset. You will be able to hear the call but you will not be able to talk on the call.
Turn off the speaker and use the handset	Lift the handset, or press MonOff .
Turn off the speaker and hang up	Press EndCall .
Use a headset	Disconnect the handset and connect a headset to the Handset port.
Adjust the volume level for a call	Press the up or down Volume button during a call or after invoking a dial tone. This action adjusts the volume for the handset, speaker, or headset, depending on which device is in use. Press Save to preserve the volume level for future calls.



Note If your system administrator has disabled the speaker on your phone, the **Monitor** and **MonOff** softkeys will not be available to you. You must lift the handset to place and monitor calls.

Obtaining a Headset

For information about purchasing headsets, see the “Headset Information” section on page 14. Depending on headset manufacturer’s recommendations, an external amplifier may be required. Refer to headset manufacturer’s product documentation for more information.

Using AutoAnswer

When AutoAnswer is enabled, your phone answers incoming calls automatically after a few rings. Your system administrator can configure AutoAnswer to use the speaker to answer calls. However, you can only monitor the call using the speaker. To speak to the caller, you must pick up the handset.

Using Phone Settings

You can personalize your Cisco IP Phone by adjusting the ring tone, background image, and other settings.

Customizing Rings and Message Indicators

You can customize how your phone indicates an incoming call and a new voice message. You can also adjust the ringer volume for your phone.


If you want to...	Then...
Change the ring tone	<ol style="list-style-type: none">1. Press Ⓜ and select Settings > User Preferences > Rings.2. Select a ring tone and press Play to hear a sample.3. Press Save to set the ring tone, or press Cancel.
Change the ring pattern (flash-only, ring once, beep-only, etc.)	Log in to your User Options web pages. (See the “Logging In to the User Options Web Pages” section on page 46.) Note Before you can access this setting, your system administrator might need to enable it for you.
Adjust the volume level for the phone ringer	Press the Volume button while the handset is in the cradle. The new ringer volume is saved automatically.
Change the way that the voice message light on your handset works	<ol style="list-style-type: none">1. Log in to your User Options web pages. (See the “Logging In to the User Options Web Pages” section on page 46.)2. Choose Change the Message Waiting Lamp policy... Note Typically, the default system policy is to indicate a new voice message by displaying a steady light on the handset light strip.

Customizing the Phone Screen

You can adjust the characteristics of the phone screen.



If you want to...	Then...
Change the background image	<ol style="list-style-type: none"><li data-bbox="586 569 1403 632">1. Press ⓘ and choose Settings > User Preferences > Background Images.<li data-bbox="586 638 1403 674">2. Scroll through available images and press Select to choose an image.<li data-bbox="586 680 1403 716">3. Press Preview to see a larger view of the background image.<li data-bbox="586 722 1403 758">4. Press Exit to return to the selection menu.<li data-bbox="586 764 1403 800">5. Press Save to accept the new image, or press Cancel.

Using Call Logs and Directories

This section describes how you can use call logs and directories. To access both features, press  and select **Directories**.

Using Call Logs

Your phone maintains logs of your missed, placed, and received calls.

If you want to...	Then...
View your call logs	Press  , and choose Directories > Missed Calls, Placed Calls, or Received Calls . Each stores up to 100 records. To view a truncated listing, highlight it and press EditDial .
Erase your call logs	Press  , choose Directories , and press Clear . Doing so erases all records in all logs.

If you want to...	Then...
Dial from a call log (while not on another call)	<ol style="list-style-type: none"> 1. Press ☎ and choose Directories > Missed Calls, Placed Calls, or Received Calls. 2. Highlight a call record from the log. 3. If you need to edit the displayed number, press EditDial followed by << or >>. To delete the number, press EditDial followed by Delete. (You may need to press the more softkey to display Delete.) 4. Go off-hook to place the call.
Dial from a call log (while connected to another call)	<ol style="list-style-type: none"> 1. Press ☎, and choose Directories > Missed Calls, Placed Calls, or Received Calls. 2. Highlight a call record from the log. 3. If you need to edit the displayed number, press EditDial followed by << or >>. To delete the number, press EditDial followed by Delete. (You may need to press the more softkey to display Delete.) 4. Press Dial. 5. Choose one of the following to handle the original call: <ul style="list-style-type: none"> • Hold—Puts the first call on hold. • Transfer—Transfers the first party to the second and drops you from the call. (Press Transfer again after dialing to complete the action.) • Confrn—Creates a conference call with all parties, including you. (Press Confrn again after dialing to complete the action.) • End Call—Disconnects the first call and dials the second.



Directory Dialing

Depending on configuration, your phone can provide corporate and personal directory features:

- **Corporate Directory**—A directory of corporate contacts that is set up and maintained by your system administrator.
- **Personal Directory**—If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and User Options web pages. Personal Directory comprises the Personal Address Book (PAB) and Fast Dials.
 - PAB is a directory of your personal contacts.
 - Fast Dials allows you to assign codes to PAB entries for quick dialing.
 - For more information, see “Customizing Your Phone on the Web” section on page 46.

Using Corporate Directory on Your Phone

You can use a corporate directory to place calls to coworkers.


If you want to...	Then...
Dial from a corporate directory (while not on another call)	<ol style="list-style-type: none"><li data-bbox="493 537 1339 600">1. Press , and choose Directories > Corporate Directory (exact name can vary).<li data-bbox="493 611 1279 642">2. Use your keypad to enter a full or partial name and press Search.<li data-bbox="493 653 1013 684">3. To dial, select the listing, and go off-hook.
Dial from a corporate directory (while connected to another call)	<ol style="list-style-type: none"><li data-bbox="493 695 1339 758">1. Press , and choose Directories > Corporate Directory (exact name can vary).<li data-bbox="493 768 1284 800">2. Use your keypad to enter a full or partial name, and press Search.<li data-bbox="493 810 899 842">3. Scroll to a listing and press Dial.<li data-bbox="493 852 1339 1094">4. Choose one of the following to handle the original call:<ul style="list-style-type: none"><li data-bbox="501 894 906 926">• Hold—Puts the first call on hold.<li data-bbox="501 936 1339 999">• Transfer—Transfers the first party to the second and drops you from the call. (Press Transfer again after dialing to complete the action.)<li data-bbox="501 1010 1339 1073">• Confrn—Creates a conference call with all parties, including you. (Press Confrn again after dialing to complete the action.)<li data-bbox="501 1083 1175 1094">• End Call—Disconnects the first call and dials the second.

Tip

Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.




- Your system administrator can provide you the user ID and PIN that you need to log in to Personal Directory.

Accessing Voice Messages

To access voice messages, press , and select **Messages**.



Note Your company determines the voice message service that your phone system uses. For the most accurate and detailed information, refer to the documentation that came with your voice message service.

If you want to...	Then...
Set up and personalize your voice message service	Do one of the following: <ul style="list-style-type: none"> • Press Msgs and follow the voice instructions. • Press , select Messages, and follow the voice instructions.
See if you have a new voice message	Look for: <ul style="list-style-type: none"> • A steady red light on your handset. (This indicator can vary. See the “Customizing Rings and Message Indicators” section on page 40.) • A message waiting icon  on your phone screen.
Listen to your voice messages or access the voice messages menu	Do one of the following: <ul style="list-style-type: none"> • Press Msgs and follow the voice instructions. • Press , select Messages, and follow the voice instructions.
Send a call to your voice message system	Press iDivert . The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers hear your voice message greeting and can leave you a message.