





Cisco 7911 IP Phone Cheat Sheet

	Name	Description
1	Cisco IP phone model type	Shows the Cisco IP phone model number.
2	LCD screen	Displays information such as line/call status, phone number, and soft key tabs.
3	Soft keys	Engages the functions displayed on the corresponding LCD tabs.
4	Navigation button	Scrolls through text and selects features that are displayed on the LCD screen. Provides shortcut access to the Speed Dial menu when the phone is idle.
		
5	Menu button	Provides access to phone services.
		
6	Hold button	Places an active call on hold. Resumes a held call.
		
7	Keypad	Functions like a traditional telephone keypad.
8	Volume button	Increases or decreases handset volume and on-hook ring volume.
		
9	Handset with indicator light	Functions like a traditional handset.



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Changing the Ringer Type

- Press the **Menu** button
- Select **Settings**
- Select **User Preferences**
- Select **Rings**
- Press the **Select** softkey
- Press the **Scroll** key to view different ring types
- Press **Play** soft key to hear ring types
- Press **Select** and then **Save** soft key to choose ring.

Adjusting the Ringer Volume

- Press the **Volume** key to hear a sample ring
- Press the up or down **Volume** key to adjust volume

Adjusting the Handset Volume

- While on a call, press the up or down volume button
- Press the **Save** softkey

Placing a Call

You can place a call with the Cisco IP Phone 7911 in any of the following ways:

- Lift the handset
- Dial the number using 9 to get an outside line.

iDivert

- When your line rings, you may press the **iDivert** softkey to send the call directly to your voicemail.

Redialing the Last Number Dialed

- Lift the handset
- Press the **Redial** softkey

Muting a Call

While on a call, you can mute the handset which prevents the party to whom you are speaking from hearing.

- Press **Monitor** softkey.
To disengage mute
- Press **MonOff** button again.

Placing a Call on Hold

While on a call, you can place the call on hold, so that the caller cannot hear you and you cannot hear the caller.

- Press the **Hold** button to place a call on hold and press it again to resume the call

Transferring a Call

Transfer allows you to send a call to another extension.

To perform a transfer:

- Press the **Transfer** softkey.
- Dial the number to which you wish to transfer the call
- Listen to ringing (if so desired)
- Announce the caller (if so desired)
- Press **Transfer** soft key again
- Hang up

To perform a transfer directly to voicemail:

- Press the **Transfer** soft key.
 - Dial “*” + the number of the mailbox to which you wish to transfer the call.
 - Press **Transfer** soft key again
 - Hang up
- If the party refuses the call*
- Press the **Resume** soft key to return to the original call.

Conference Calling

Conferencing a call allows up to 4 different people on one phone call.

- To conference answer the call
- Press the **More** soft key.
- Press **ConfRn** soft key
- Dial the number you want to conference (outside line 9) or extension.
- Hit **ConfRn** to bring in all the users.

Call Park

Call Park allows you to place a call on hold and allow anyone in the office to retrieve the call.

- Answer the call.
- Press the **More** soft key.
- Select the **Park** soft key.
- Note where call is parked (i.e. #5)
To retrieve a parked call
- Pick up the handset and type in the parked number (i.e. #20)

Call Pickup

Call pickup allows you to answer phone calls either within your *predefined* pickup group.

- If you hear the phone ringing that you want to answer simply pick up the handset, select **More**, select **PickUp**, then the phone will start ringing on your handset, press **Answer** if you would like to answer the phone call.

Forwarding All Calls

Forward all Calls allow you to redirect all of calls to another phone.

- Press the **CFwdAll** soft key
- Listen for two beeps
- Enter the number to which you want to forward calls
- Look for flashing right arrow to appear in upper-right corner of LCD (confirmation)
- Look for message on LCD with the number your calls are forwarded to

To cancel forwarding of all calls

- Press the **CFwdAll** soft key
- Listen for one beep

Viewing or Dialing Missed Calls

Missed calls option on the Directory menu allows the user to view call history and call back missed calls.

- Press the **Menu** button
- Navigate to the **Directories** option and press the **Select** softkey.

- Navigate to the **Missed Calls** option
- Look at call history on LCD
- Press **EditDial** soft key to prepend the necessary “9” to return call.
- Press **Exit** soft key twice to exit Directory

Making Calls from a Corporate Directory

- Press the **Menu** button.
- Navigate to the **Directory** option and press the **Select** softkey.
- Use the scroll key to select **Corporate Directory**
- Press the **Select** soft key to display the directory
- Use the scroll key to select the search option
- Use the numbers corresponding to the letters on the dialing pad
- Press the **Dial** soft key to dial number

Setting Up Voice Mail

- Press **Messages** softkey
- Default password is “198273”
- Follow the guided instructions.

Accessing Voice Mail

Inside Office – your phone

- Look for message waiting indicator on handset
- Press the **Messages** softkey
- Enter your password followed by the “#”

Inside Office – other phone or Outside Office

- Press the **Messages** softkey (or dial **615-230-3625**)
- Press “*”
- Enter your extension followed by the “#”
- Enter your password followed by the “#”