Cisco IP Phone 7911G for Cisco CallManager 4.2
INCLUDING LICENSE AND WARRANTY

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100
## Cisco IP Phone 7911G for Cisco CallManager 4.2

### Common Phone Tasks

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place a call</td>
<td>Go off-hook before or after dialing a number.</td>
</tr>
<tr>
<td>Redial a number</td>
<td>Press Redial.</td>
</tr>
<tr>
<td>Hold/resume a call</td>
<td>Highlight a call to put on hold or resume from hold, and press .</td>
</tr>
<tr>
<td>Speed dial a number</td>
<td>• Press and select a number to dial.</td>
</tr>
<tr>
<td></td>
<td>• Press and choose Directories &gt; Speed Dials. Select a number to dial.</td>
</tr>
<tr>
<td></td>
<td>• Enter a speed-dial number while on-hook and press AbbrDial.</td>
</tr>
<tr>
<td>Transfer a call to a new number</td>
<td>Press Transfer, enter the number, then hang up (or press Transfer again if your phone does not support on-hook transfer).</td>
</tr>
<tr>
<td>Start a standard conference call</td>
<td>Press more &gt; Confrn and dial the participant. Then press Confrn again.</td>
</tr>
</tbody>
</table>

### Softkey Definitions

<table>
<thead>
<tr>
<th>Softkey</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AbbrDial</td>
<td>Dial using a speed-dial index number</td>
</tr>
<tr>
<td>Answer</td>
<td>Answer a call</td>
</tr>
<tr>
<td>Barge</td>
<td>Add yourself to a call on a shared line</td>
</tr>
<tr>
<td>CallBack</td>
<td>Receive notification when a busy extension becomes available</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancel an action or exit a screen without applying changes</td>
</tr>
<tr>
<td>cBarge</td>
<td>Add yourself to a call on a shared line and establish a conference</td>
</tr>
<tr>
<td>CFwdALL</td>
<td>Setup/cancel call forwarding</td>
</tr>
<tr>
<td>Clear</td>
<td>Delete records or settings</td>
</tr>
<tr>
<td>Close</td>
<td>Close the current window</td>
</tr>
<tr>
<td>Confrn</td>
<td>Create a conference call</td>
</tr>
<tr>
<td>Delete</td>
<td>Remove characters to the right of the cursor when using EditDial</td>
</tr>
<tr>
<td>Details</td>
<td>Opens the Details call record for a multiparty call in the Missed Calls and Received Calls logs</td>
</tr>
<tr>
<td>Dial</td>
<td>Dial a phone number</td>
</tr>
<tr>
<td>DirTrfr</td>
<td>Transfer two calls to each other</td>
</tr>
<tr>
<td>EditDial</td>
<td>Edit a number in a call log</td>
</tr>
<tr>
<td>EndCall</td>
<td>Disconnect the current call</td>
</tr>
<tr>
<td>Erase</td>
<td>Reset settings to their defaults</td>
</tr>
<tr>
<td>Exit</td>
<td>Return to the previous screen</td>
</tr>
<tr>
<td>GPickUp</td>
<td>Answer a call ringing in another group</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLog</td>
<td>Prevent hunt group calls from ringing on your phone by logging out of hunt groups</td>
</tr>
<tr>
<td>iDivert</td>
<td>Send a call to your voice messaging system</td>
</tr>
<tr>
<td>Join</td>
<td>Join several calls on a single line to create a conference</td>
</tr>
<tr>
<td>MeetMe</td>
<td>Host a Meet-Me conference call</td>
</tr>
<tr>
<td>Monitor</td>
<td>Listen to a call on the speaker</td>
</tr>
<tr>
<td>MonOff</td>
<td>Disable the Monitor function</td>
</tr>
<tr>
<td>more</td>
<td>Display additional softkeys</td>
</tr>
<tr>
<td>Msgs</td>
<td>Access voice mail system</td>
</tr>
<tr>
<td>NewCall</td>
<td>Make a new call</td>
</tr>
<tr>
<td>OPickUp</td>
<td>Answer a call ringing in an associated group</td>
</tr>
<tr>
<td>Park</td>
<td>Store a call using Call Park</td>
</tr>
<tr>
<td>PickUp</td>
<td>Answer a call in your group</td>
</tr>
<tr>
<td>Private</td>
<td>Prevent others from viewing or barging calls on a shared line</td>
</tr>
<tr>
<td>QRT</td>
<td>Submit call problems to the system administrator</td>
</tr>
<tr>
<td>Redial</td>
<td>Redial the most recently dialed number</td>
</tr>
<tr>
<td>Remove</td>
<td>Remove a conference participant</td>
</tr>
<tr>
<td>RmLstC</td>
<td>Drop the last party added to a conference call</td>
</tr>
<tr>
<td>Search</td>
<td>Search for a directory listing</td>
</tr>
<tr>
<td>Transfer</td>
<td>Transfer a call</td>
</tr>
<tr>
<td>Update</td>
<td>Refresh content</td>
</tr>
<tr>
<td>&lt;&lt;</td>
<td>Delete entered characters</td>
</tr>
<tr>
<td>&gt;&gt;</td>
<td>Move through entered characters</td>
</tr>
</tbody>
</table>

### Phone Screen Icons

#### Call State

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="call_forwarding.png" alt="Call Forwarding" /></td>
<td>Call Forwarding enabled</td>
</tr>
<tr>
<td><img src="call_on_hold.png" alt="Call on Hold" /></td>
<td>Call on hold</td>
</tr>
<tr>
<td><img src="connected_call.png" alt="Connected Call" /></td>
<td>Connected call</td>
</tr>
<tr>
<td><img src="offhook.png" alt="Off-hook" /></td>
<td>Off-hook</td>
</tr>
<tr>
<td><img src="onhook.png" alt="On-hook" /></td>
<td>On-hook</td>
</tr>
<tr>
<td><img src="incoming_call.png" alt="Incoming Call" /></td>
<td>Incoming call</td>
</tr>
<tr>
<td><img src="shared_line.png" alt="Shared Line" /></td>
<td>Shared line in use</td>
</tr>
</tbody>
</table>

#### Secure Calls

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="authenticated_call.png" alt="Authenticated Call" /></td>
<td>Authenticated call</td>
</tr>
<tr>
<td><img src="encrypted_call.png" alt="Encrypted Call" /></td>
<td>Encrypted call</td>
</tr>
</tbody>
</table>

#### Selected Device

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="handset.png" alt="Handset" /></td>
<td>Handset in use</td>
</tr>
<tr>
<td><img src="speaker.png" alt="Speaker" /></td>
<td>Speaker in use (Monitor on)</td>
</tr>
</tbody>
</table>

#### Critical Calls

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="priority_call.png" alt="Priority Call" /></td>
<td>Priority call</td>
</tr>
<tr>
<td><img src="medium_priority_call.png" alt="Medium Priority Call" /></td>
<td>Medium priority call</td>
</tr>
<tr>
<td><img src="high_priority_call.png" alt="High Priority Call" /></td>
<td>High priority call</td>
</tr>
<tr>
<td><img src="highest_priority_call.png" alt="Highest Priority Call" /></td>
<td>Highest priority call</td>
</tr>
</tbody>
</table>

### Other Features

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="speed_dial.png" alt="Speed Dial" /></td>
<td>Speed Dial configured</td>
</tr>
<tr>
<td><img src="message_waiting.png" alt="Message Waiting" /></td>
<td>Message waiting</td>
</tr>
<tr>
<td><img src="option_selected.png" alt="Option Selected" /></td>
<td>Option selected</td>
</tr>
<tr>
<td><img src="feature_enabled.png" alt="Feature Enabled" /></td>
<td>Feature enabled</td>
</tr>
</tbody>
</table>

### Button Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="volume.png" alt="Volume" /></td>
<td>Volume</td>
</tr>
<tr>
<td><img src="navigation.png" alt="Navigation" /></td>
<td>Navigation</td>
</tr>
<tr>
<td><img src="hold.png" alt="Hold" /></td>
<td>Hold</td>
</tr>
<tr>
<td><img src="applications_menu.png" alt="Applications Menu" /></td>
<td>Applications Menu</td>
</tr>
</tbody>
</table>

### Call Logs and Directories

If you want to... | Then...
---|---
Dial from a call log | Press and select Directories > Missed Calls, Placed Calls, or Received Calls. Scroll to the number to call and press Dial.
Dial from a corporate directory | Press and select Directories > Corporate Directory. Enter letters and press Submit. Go off-hook to dial.
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Getting Started

Using this Guide

This guide provides you with an overview of the features available on your phone. You can read it completely for a solid understanding of your phone’s capabilities, or refer to the table below for pointers to commonly-used sections.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review safety information</td>
<td>See the “Safety and Performance Information” section on page 3.</td>
</tr>
<tr>
<td>Connect your phone</td>
<td>See the “Connecting Your Phone” section on page 13.</td>
</tr>
<tr>
<td>Use your phone after it is installed</td>
<td>Start with the “An Overview of Your Phone” section on page 16.</td>
</tr>
<tr>
<td>Learn about the phone buttons</td>
<td>See the “Understanding Buttons and Hardware” section on page 16.</td>
</tr>
<tr>
<td>Make calls</td>
<td>See the “Placing a Call—Basic Options” section on page 20.</td>
</tr>
<tr>
<td>Put calls on hold</td>
<td>See the “Using Hold and Resume” section on page 23.</td>
</tr>
<tr>
<td>Transfer calls</td>
<td>See the “Transferring Calls” section on page 24.</td>
</tr>
<tr>
<td>Make conference calls</td>
<td>See the “Making Conference Calls” section on page 26.</td>
</tr>
<tr>
<td>Set up speed dialing</td>
<td>See the “Speed Dialing” section on page 29.</td>
</tr>
<tr>
<td>Share a phone number</td>
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</tr>
<tr>
<td>Use the speaker on the phone</td>
<td>See the “Using a Handset, Headset, and Speaker” section on page 38.</td>
</tr>
<tr>
<td>Change the ring volume or tone</td>
<td>See the “Using Phone Settings” section on page 40.</td>
</tr>
<tr>
<td>View your missed calls</td>
<td>See the “Using Call Logs and Directories” section on page 42.</td>
</tr>
<tr>
<td>Listen to your voice messages</td>
<td>See the “Accessing Voice Messages” section on page 45.</td>
</tr>
<tr>
<td>See softkey and icon definitions</td>
<td>Refer to the Quick Reference Card in the front of this guide.</td>
</tr>
</tbody>
</table>
Finding Additional Information

You can access the most current Cisco documentation on the World Wide Web at this URL:
http://www.cisco.com/univercd/home/home.htm
You can access the Cisco website at this URL:
http://www.cisco.com/
International Cisco websites can be accessed from this URL:

More Information about Customizing Your Phone on the Web

Your Cisco IP Phone is a network device that can share information with other network devices in your company, including your computer. You can use your Cisco CallManager User Options web pages to establish and customize phone services and to control phone features and settings from your computer. This Guide provides a brief overview of these capabilities. For complete instructions, refer to Customizing Your Cisco IP Phone on the Web at the following URL:
Safety and Performance Information

Read the following safety notices before installing or using your Cisco IP Phone:

**Warning**

**IMPORTANT SAFETY INSTRUCTIONS**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device.

Statement 1071

**SAVE THESE INSTRUCTIONS**
Attention

IMPORTANTES INFORMATIONS DE SÉCURITÉ


CONSERVEZ CES INFORMATIONS

Warnung

WICHTIGE SICHERHEITSHINWEISE


BEWAHREN SIE DIESE HINWEISE GUT AUF.

Avvertenza

IMPORTANTI ISTRUZIONI SULLA SICUREZZA

Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di intervenire su qualsiasi apparecchiatura, occorre essere al corrente dei pericoli relativi ai circuiti elettrici e conoscere le procedure standard per la prevenzione di incidenti. Utilizzare il numero di istruzione presente alla fine di ciascuna avvertenza per individuare le traduzioni delle avvertenze riportate in questo documento.

CONSERVARE QUESTE ISTRUZIONI
Figyelem

FONTOS BIZTONSÁGI ELOÍRÁSOK

Ez a figyelmezteto jel veszélyre utal. Sérülésveszélyt rejtó helyzetben van. Mielőtt bármely berendezésen munkát végezte, legyen figyelemmel az elektromos áramkörök okozta kockázatokra, és ismerkedjen meg a szokásos balesetvédelmi eljárásokkal. A kiadványban szereplő figyelmeztetések fordítása a készülékhez mellékelt biztonsági figyelmeztetések között található; a fordítás az egyes figyelmeztetések végén látható szám alapján kereshető meg.

ORIZZE MEG EZEKET AZ UTASÍTÁSOKAT!

Предупреждение

ВАЖНЫЕ ИНСТРУКЦИИ ПО СОБЛЮДЕНИЮ ТЕХНИКИ БЕЗОПАСНОСТИ

Этот символ предупреждения обозначает опасность. То есть имеет место ситуация, в которой следует опасаться телесных повреждений. Перед эксплуатацией оборудования выясните, каким опасностям может подвергаться пользователь при использовании электрических цепей, и ознакомьтесь с правилами техники безопасности для предотвращения возможных несчастных случаев. Воспользуйтесь номером заявления, приведенным в конце каждого предупреждения, чтобы найти его переведенный вариант в переводе предупреждений по безопасности, прилагаемом к данному устройству.

СОХРАНИТЕ ЭТИ ИНСТРУКЦИИ

警告

重要的安全性说明

此警告符号代表危险。您正处于可能受到严重伤害的工作环境中。在您使用设备开始工作之前，必须充分意识到触电的危险，并熟练掌握防止事故发生的标准工作程序。请根据每项警告结尾提供的声明号码来找到此设备的安全性警告说明的翻译文本。

请保存这些安全性说明
Getting Started

Aviso INSTRUÇÕES IMPORTANTES DE SEGURANÇA

Este símbolo de aviso significa perigo. Você se encontra em uma situação em que há risco de lesões corporais. Antes de trabalhar com qualquer equipamento, esteja ciente dos riscos que envolvem os circuitos elétricos e familiarize-se com as práticas padrão de prevenção de acidentes. Use o número da declaração fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham o dispositivo.

GUARDE ESTAS INSTRUÇÕES

Advarsel VIGTIGE SIKKERHEDSANVISNINGER


GEM DISSE ANVISNINGER
Upozorenje

VAŽNE SIGURNOSE NAPOMENE

Ovaj simbol upozorenja predstavlja opasnost. Nalazite se u situaciji koja može prouzročiti tjelesne ozljede. Prije rada s bilo kojim uređajem, morate razumjeti opasnosti vezane uz električne sklopane, te biti upoznati sa standardnim načinima izbjegavanja nesreća. U prevedenim sigurnosnim upozorenjima, priloženima uz uređaj, možete prema broju koji se nalazi uz pojedino upozorenje pronaći i njegov prijevod.

SAČUVAJTE OVE UPUTE

Upozornění

DŮLEŽITÉ BEZPEČNOSTNÍ POKyny

Tento upozorňující symbol označuje nebezpečí. Jste v situaci, která by mohla způsobit nebezpečí úrazu. Před prací na jakémkoliv vybavení si uvědomte nebezpečí související s elektrickými obvyky a seznámte se se standardními opatřeními pro předcházení úrazům. Podle čísla na konci každého upozornění vyhledejte jeho překlad v přeložených bezpečnostních upozorněních, která jsou přiložena k zařízení.

USCHOVEJTE TYTO POKyny

Προειδοποίηση

ΣΗΜΑΝΤΙΚΕΣ ΟΔΗΓΙΕΣ ΑΣΦΑΛΕΙΑΣ

Αυτό το προειδοποιητικό σύμβολο σημαίνει κίνδυνο. Βρίσκεστε σε κατάσταση που μπορεί να προκαλέσει τραυματισμό. Πριν εργαστείτε σε οποιοδήποτε έξωτικο, να έχετε υπόψη σας τους κινδύνους που σχετίζονται με τα ηλεκτρικά κυκλώματα και να έχετε εξοικειωθεί με τις συνήθεις πρακτικές για την αποφυγή ατυχημάτων. Χρησιμοποιήστε τον αριθμό δήλωσης που παρέχεται στο τέλος κάθε προειδοποίησης, για να εντοπίσετε τη μετάφρασή της στις μεταφρασμένες προειδοποιήσεις ασφαλείας που συνοδεύουν τη συσκευή.

ΦΥΛΑΞΤΕ ΑΥΤΕΣ ΤΙΣ ΟΔΗΓΙΕΣ
Getting Started

هوואות בציילות השובות

שמור ההוראות אלה

Opomena ВАЖНИ БЕЗБЕДНОСНИ НАПАТСТВИЈА

Символот за предупредување значи опасност. Се наоѓате во ситуација што може да предизвика телесни повреди. Пред да работите со опремата, бидете свесни за ризикот што постои кај електричните кота и треба да ги познавате стандардните постапки за спречување на несреќни случаи. Искривете го бројот на изживата што се наоѓа на крајот на секое предупредување за да го најдете неговиот период во преведените безбедносни предупредувања што се испорачани со уредот.

ЧУВАЈТЕ ГИ ОВИЕ НАПАТСТВИЈА
Warning: Read the installation instructions before you connect the system to its power source.

Warning: Ultimate disposal of this product should be handled according to all national laws and regulations.

Warning: Do not work on the system or connect or disconnect cables during periods of lightning activity.
**Warning**

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to telephone network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports use RJ-45 connectors. Use caution when connecting cables.

**Caution**

Inline power circuits provide current through the communication cable. Use the Cisco provided cable or a minimum 24 AWG communication cable.

### Using an External Power Supply

The following warnings apply when you use the external power supply with the Cisco IP Phone:

**Warning**

This product relies on the building's installation for short-circuit (over current) protection. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. (240 VAC, 10A international) is used on the phase conductors (all current-carrying conductors).

**Warning**

The device is designed to work with TN power systems.

**Warning**

The plug-socket combination must be accessible at all times because it serves as the main disconnecting device.

**Warning**

The power supply must be placed indoors.

**Caution**

Use only a Cisco specified power supply with this product.

### Power Outage

Your accessibility to emergency service through the phone is dependent on the phone being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before using the Service or Emergency Calling Service dialing.
Using External Devices

The following information applies when you use external devices with the Cisco IP Phone:
Cisco recommends the use of good quality external devices (headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of the following actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.

Caution

In European Union countries, use only headsets that are fully compliant with the EMC Directive [89/336/EC].

Accessibility Features

A list of accessibility features is available upon request.
Connecting Your Phone

Your system administrator will likely connect your new Cisco IP Phone to the corporate IP telephony network. If that is not the case, refer to the graphic and table below to connect your phone.

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Network port (10/100 SW)</td>
</tr>
<tr>
<td>2</td>
<td>Access port (10/100 PC)</td>
</tr>
<tr>
<td>3</td>
<td>Handset port</td>
</tr>
<tr>
<td>4</td>
<td>DC adapter port (DC48V)</td>
</tr>
<tr>
<td>5</td>
<td>AC-to-DC power supply</td>
</tr>
<tr>
<td>6</td>
<td>AC power cord</td>
</tr>
</tbody>
</table>
**Adjusting the Handset Rest**

When you connect your phone, you might want to adjust the handset rest to ensure that the receiver will not slip out of the cradle. See the table below for instructions.

1. Set the handset aside and pull the square plastic tab from the handset rest.
2. Rotate the tab 180 degrees.
3. Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.

**Registering with TAPS**

After your phone is connected to the network, your system administrator might ask you to auto-register your phone using the Tool for Auto-Registered Phones Support (TAPS). TAPS might be used either for a new phone or to replace an existing phone.

To register with TAPS, pick up the handset, enter the TAPS extension provided by your system administrator, and follow the voice prompts. You might need to enter your entire extension, including the area code. After your phone displays a confirmation message, hang up. The phone will restart.

**Headset Information**

To use a headset, make sure the handset is disconnected, then connect the headset to the Handset port on the back of your phone.

Depending on headset manufacturer’s recommendations, an external amplifier may be required. Refer to headset manufacturer’s product documentation for more information.
Although Cisco Systems performs some internal testing of third-party headsets for use with the Cisco IP Phones, Cisco does not certify or support products from headset or handset vendors. Because of the inherent environmental and hardware inconsistencies in the locations where Cisco IP Phones are deployed, there is not a single “best” solution that is optimal for all environments. Cisco recommends that customers test the headsets that work best in their environment before deploying a large number of units in their network.

In some instances, the mechanics or electronics of various headsets can cause remote parties to hear an echo of their own voice when they speak to Cisco IP Phone users.

Cisco Systems recommends the use of good quality external devices (headsets) that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of these devices and their proximity to other devices such as cell phones and two-way radios, some audio noise may still occur. See the “Using External Devices” section on page 12 for more information.

The primary reason that support of a headset would be inappropriate for the Cisco IP Phone is the potential for an audible hum. This hum can either be heard by the remote party or by both the remote party and you, the Cisco IP Phone user. Some potential humming or buzzing sounds can be caused by a range of outside sources, for example, electric lights, being near electric motors, large PC monitors. In some cases, a hum experienced by a user may be reduced or eliminated by using a local power cube. See the “Using an External Power Supply” section on page 11 for more information.

Audio Quality Subjective to the User

Beyond the physical, mechanical and technical performance, the audio portion of a headset must sound good to you (the user) and to the party on the far end. Sound is subjective and Cisco cannot guarantee the performance of any headsets or handsets, but some of the headsets and handsets on the sites listed below have been reported to perform well with Cisco IP Phones.

Nevertheless, it is ultimately still the customer’s responsibility to test this equipment in their own environment to determine suitable performance.

For information about headsets, see:
http://www.vxicorp.com/cisco
http://www.plantronics.com/cisco
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.
<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>For more information, see...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Phone screen</td>
<td>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.</td>
</tr>
<tr>
<td>2</td>
<td>Cisco IP Phone series</td>
<td>Indicates your Cisco IP Phone model series. —</td>
</tr>
<tr>
<td>3</td>
<td>Softkey buttons</td>
<td>Each activates a softkey option displayed on your phone screen. “Softkey Definitions” section on page 1.</td>
</tr>
<tr>
<td>4</td>
<td>Navigation button</td>
<td>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.</td>
</tr>
<tr>
<td>5</td>
<td>Applications Menu button</td>
<td>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.</td>
</tr>
<tr>
<td>6</td>
<td>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. “Using Hold and Resume” section on page 23.</td>
</tr>
<tr>
<td>7</td>
<td>Keypad</td>
<td>Allows you to dial phone numbers, enter letters, and choose menu items. “Basic Call Handling” section on page 20.</td>
</tr>
<tr>
<td>8</td>
<td>Volume button</td>
<td>Controls the handset, headset, speaker, and ringer volume. “Using a Handset, Headset, and Speaker” section on page 38.</td>
</tr>
<tr>
<td>9</td>
<td>Handset with light strip</td>
<td>The light strip on the handset indicates an incoming call or new voice message. “Accessing Voice Messages” section on page 45.</td>
</tr>
<tr>
<td>10</td>
<td>Footstand</td>
<td>Allows the phone to stand at a convenient angle on a desk or table. —</td>
</tr>
</tbody>
</table>
**Understanding Applications Menus**

Use the Applications menus to access phone features.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access the Applications menus</td>
<td>Press to display a list of Applications: Messages, Directory, Settings, and Services.</td>
</tr>
<tr>
<td>Scroll through a list or menu</td>
<td>Press .</td>
</tr>
<tr>
<td>Select a menu item</td>
<td>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.</td>
</tr>
<tr>
<td>Go back one level in a menu</td>
<td>Press Exit. (Note that if you press Exit from the top-level of a menu, the menu will close.)</td>
</tr>
<tr>
<td>Close a menu (and return to the Applications menu)</td>
<td>Press Exit one or more times until the menu closes, or press .</td>
</tr>
<tr>
<td>Exit the Applications menu</td>
<td>Press or Exit.</td>
</tr>
</tbody>
</table>

**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).

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

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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
<th>For more information, see...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place a call</td>
<td>Pick up the handset and dial the number.</td>
<td>“An Overview of Your Phone” section on page 16.</td>
</tr>
<tr>
<td>Dial on-hook (with dial tone)</td>
<td>Press New Call and dial the number.</td>
<td>—</td>
</tr>
<tr>
<td>Redial a number</td>
<td>Press Redial.</td>
<td>—</td>
</tr>
<tr>
<td>Place a call when another call is active</td>
<td>1. Press . 2. Press New Call. 3. Enter a number.</td>
<td>“Using Hold and Resume” section on page 23.</td>
</tr>
<tr>
<td>Dial from a call log</td>
<td>1. Press and select Directories &gt; Missed Calls, Received Calls, or Placed Calls. 2. Scroll to the number and press Dial.</td>
<td>“Using Call Logs” section on page 42.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
<th>For more information, see...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed dial a number</td>
<td>Do one of the following:</td>
<td>“Speed Dialing” section on page 29.</td>
</tr>
<tr>
<td></td>
<td>• Press Speed Dial, choose a speed-dial number, and press Dial.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Press  and select Directories &gt; Speed Dials. Select a number and press Dial.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Use the Abbreviated Dial feature.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Use the Fast Dial feature.</td>
<td></td>
</tr>
<tr>
<td>Dial from a corporate directory on your phone</td>
<td>1. Press  and select Directories &gt; Corporate Directory (name can vary).</td>
<td>“Using Call Logs” section on page 42.</td>
</tr>
<tr>
<td></td>
<td>2. Enter a name and press Search.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Highlight a listing and go off-hook.</td>
<td></td>
</tr>
<tr>
<td>Dial from a corporate directory on your personal computer using Cisco WebDialer</td>
<td>1. Open a web browser and go to a WebDialer-enabled corporate directory.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Click the number that you want to dial.</td>
<td></td>
</tr>
<tr>
<td>Use Cisco CallBack to receive notification when a busy or ringing extension is available</td>
<td>1. Press CallBack while listening to the busy tone or ring sound.</td>
<td>Your system administrator.</td>
</tr>
<tr>
<td></td>
<td>2. Hang up. Your phone alerts you when the line is free.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Place the call again.</td>
<td></td>
</tr>
<tr>
<td>Make a priority (precedence) call</td>
<td>Enter the Multilevel Precedence and Preemption (MLPP) access number, then enter a phone number.</td>
<td>“Prioritizing Critical Calls” section on page 36.</td>
</tr>
<tr>
<td>Dial from a Personal Address Book (PAB) entry</td>
<td>1. Press  and select Directories &gt; Personal Directory to log in.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Choose Personal Address Book and search for a listing.</td>
<td></td>
</tr>
</tbody>
</table>
If you want to... | Then... | For more information, see...
---|---|---
Place a call using a billing or tracking code | 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.

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

Using Hold and Resume

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Put a call on hold</td>
<td>1. Make sure the call you want to put on hold is highlighted.</td>
</tr>
<tr>
<td></td>
<td>2. Press 📞.</td>
</tr>
<tr>
<td>Remove a call from hold</td>
<td>1. Make sure the appropriate call is highlighted.</td>
</tr>
<tr>
<td></td>
<td>2. Press 📞.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Switch between connected calls</td>
<td>1. Make sure the call that you want to switch to is highlighted.</td>
</tr>
<tr>
<td></td>
<td>2. Press 📞. Any active call is placed on hold and the selected call is resumed.</td>
</tr>
<tr>
<td>Switch from a connected call to answer a ringing call</td>
<td>Press Answer. Any active call is placed on hold.</td>
</tr>
</tbody>
</table>
**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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Transfer a call without talking to the transfer recipient | 1. From an active call, press Transfer.  
2. Enter the target number.  
3. Press Transfer again to complete the transfer or EndCall to cancel.  
*Note* If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up. |
| Talk to the transfer recipient before transferring a call (consult transfer) | 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.  
*Note* If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up. |
| Transfer two current calls to each other (direct transfer) without staying on the line | 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.)  
The two calls connect to each other and drop you from the call.  
*Note* If you want to stay on the line with the callers, use Join instead. |
| 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. |
**Basic Call Handling**

**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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set up call forwarding on your line</td>
<td>Press CFwdALL and enter a target phone number.</td>
</tr>
<tr>
<td>Cancel call forwarding on your line</td>
<td>Press CFwdALL.</td>
</tr>
</tbody>
</table>
| Verify that call forwarding is enabled on your line | Look for:  
  - 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 | 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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Create a conference by</td>
<td>1. From a connected call, press Confrn. (You may need to press the</td>
</tr>
<tr>
<td>calling participants</td>
<td>more softkey to see Confrn.)</td>
</tr>
<tr>
<td>• Add new participants to an</td>
<td>2. Enter the participant’s phone number.</td>
</tr>
<tr>
<td>existing conference</td>
<td>3. Wait for the call to connect.</td>
</tr>
<tr>
<td></td>
<td>4. Press Confrn again to add the participant to your call.</td>
</tr>
<tr>
<td></td>
<td>5. Repeat to add additional participants.</td>
</tr>
</tbody>
</table>

Create a conference by joining two or more existing calls

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.)

Note The active call is automatically selected.

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

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.
### 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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove any conference participant</td>
<td>1. Highlight the participant’s name.</td>
</tr>
<tr>
<td></td>
<td>2. Press Remove.</td>
</tr>
<tr>
<td></td>
<td>You can remove participants only if you initiated the conference.</td>
</tr>
<tr>
<td>End your participation in a conference</td>
<td>Hang up or press EndCall.</td>
</tr>
</tbody>
</table>

### If you want to...          Then...
Start a Meet-Me conference | 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.                                  |
                             |   Participants can now join the conference by dialing in.               |
                             | **Note** Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back. |
Participate in a Meet-Me conference | Dial the Meet-Me conference number (provided by the conference initiator). |
                             | **Note** You will hear a busy tone if you call the conference before the initiator has joined. In this case, try your call again. |
End a Meet-Me conference   | All participants must hang up. The conference does not automatically end when the conference initiator disconnects. |
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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Use Speed Dials    | 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 | 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      | 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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Answer a call that is ringing on another extension within your call pickup group | 1. Do one of the following:  
• If the PickUp softkey is available, press it.  
• If the PickUp softkey is not available, go off-hook to display it, then press PickUp.  
If your phone supports auto-pickup, you are now connected to the call.  
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 | 1. Do one of the following:  
• 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 | 1. Do one of the following:  
• If the OPickUp softkey is available, press it.  
• If the OPickUp softkey is not available, go off-hook to display it, then press OPickUp.  
If your phone supports auto-pickup, you are now connected to the call.  
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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>See if the shared line is in use</td>
<td>Look for the remote-in-use icon 🔄.</td>
</tr>
</tbody>
</table>
| Add yourself to a call on a shared line using the Barge softkey | 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 | 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.
Advanced Call Handling

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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Prevent others from viewing or barging calls on a shared line | 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       | 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.
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.
Tip
Logging out of hunt groups does not prevent non-hunt group calls from ringing your phone.

Making and Receiving Secure Calls
Depending on how your system administrator has configured your phone system, your phone might support making and receiving secure calls.

Your phone is capable of supporting these types of calls:
- **Authenticated call**—The identities of all phones participating in the call have been verified.
- **Encrypted call**—The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco IP network. Encrypted calls are also authenticated.
- **Non-secure call**—At least one of the participating phones or the connection does not support these security features, or the phones cannot be verified.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check the security level of a call</td>
<td>Look for a security icon in the top right corner of the call activity area, next to the call duration timer:</td>
</tr>
<tr>
<td></td>
<td>Authenticated call</td>
</tr>
<tr>
<td></td>
<td>Encrypted call</td>
</tr>
<tr>
<td></td>
<td>Neither security icon appears if the call is non-secure.</td>
</tr>
<tr>
<td>Determine if secure calls can be made in your company</td>
<td>Contact your system administrator.</td>
</tr>
</tbody>
</table>

Note
There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, ask your system administrator.
Tracing Suspicious Calls

If you are receiving suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notify your system administrator about a suspicious or harassing call</td>
<td>Press MCID. Your phone plays a tone and displays the message, “MCID successful.”</td>
</tr>
</tbody>
</table>

Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:
- **Precedence** indicates the priority associated with a call.
- **Preemption** is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.

<table>
<thead>
<tr>
<th>If you...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Want to choose a priority (precedence) level for an outgoing call</td>
<td>Contact your system administrator for a list of corresponding precedence numbers for calls.</td>
</tr>
<tr>
<td>Want to make a priority (precedence) call</td>
<td>Enter the MLPP access number (provided by your system administrator) followed by the phone number.</td>
</tr>
<tr>
<td>Hear a special ring (faster than usual) or special call waiting tone</td>
<td>You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.</td>
</tr>
</tbody>
</table>
| Want to view priority level of a call | Look for an MLPP icon on your phone screen:  
- Priority call  
- Medium priority (immediate) call  
- High priority (flash) call  
- Highest priority (flash override) or Executive Override call  
Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine). |
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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Log in to EM      | 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     | 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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the handset</td>
<td>Lift it to go off-hook; replace it to go on-hook.</td>
</tr>
<tr>
<td>Listen to the call on the speaker</td>
<td>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.</td>
</tr>
<tr>
<td>Turn off the speaker and use the handset</td>
<td>Lift the handset, or press MonOff.</td>
</tr>
<tr>
<td>Turn off the speaker and hang up</td>
<td>Press EndCall.</td>
</tr>
<tr>
<td>Use a headset</td>
<td>Disconnect the handset and connect a headset to the Handset port.</td>
</tr>
<tr>
<td>Adjust the volume level for a call</td>
<td>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.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Change the ring tone                                  | 1. Press \( \text{\#} \) 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 | 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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Change the background image | 1. Press \( \text{Menu} \) and choose Settings > User Preferences > Background Images.  
2. Scroll through available images and press Select to choose an image.  
3. Press Preview to see a larger view of the background image.  
4. Press Exit to return to the selection menu.  
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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>View your call logs</td>
<td>Press 📞, and choose Directories &gt; Missed Calls, Placed Calls, or Received Calls. Each stores up to 100 records. To view a truncated listing, highlight it and press EditDial.</td>
</tr>
<tr>
<td>Erase your call logs</td>
<td>Press 📞, choose Directories, and press Clear. Doing so erases all records in all logs.</td>
</tr>
</tbody>
</table>
Using Call Logs and Directories

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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Dial from a corporate directory (while not on another call) | 1. Press @, and choose Directories > Corporate Directory (exact name can vary).  
2. Use your keypad to enter a full or partial name and press Search.  
3. To dial, select the listing, and go off-hook. |
| Dial from a corporate directory (while connected to another call) | 1. Press @, and choose Directories > Corporate Directory (exact name can vary).  
2. User your keypad to enter a full or partial name, and press Search.  
3. Scroll to a listing and press Dial.  
4. Choose one of the following to handle the original call:  
  • 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.)  
  • Confm—Creates a conference call with all parties, including you. (Press Confm again after dialing to complete the action.)  
  • 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 \(\text{Messages}\), 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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Set up and personalize your voice message service | Do one of the following:  
  - Press \(\text{Messages}\) and follow the voice instructions.  
  - Press \(\text{Messages}\), and follow the voice instructions. |
| See if you have a new voice message | Look for:  
  - A steady red light on your handset. (This indicator can vary. See the “Customizing Rings and Message Indicators” section on page 40.)  
  - An message waiting icon \(\text{\ding{111}}\) on your phone screen. |
| Listen to your voice messages or access the voice messages menu | Do one of the following:  
  - Press \(\text{Messages}\) and follow the voice instructions.  
  - Press \(\text{Messages}\), 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. |
Customizing Your Phone on the Web

Your Cisco IP Phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to log in to your Cisco Unified CallManager User Options web pages, where you can control features, settings, and services for your Cisco IP Phone. For example, you can set up speed-dial numbers from your User Options web pages.

This section describes how to access your User Options web pages and how to subscribe to phone services. For more details about the features you can configure and the phone services to which you can subscribe, refer to Customizing Your Cisco IP Phone on the Web:


Logging In to the User Options Web Pages

Procedure

Step 1  Obtain a User Options URL, user ID, and default password from your system administrator.

Step 2  Open a web browser on your computer and enter the URL (provided by your system administrator) and log on.

Step 3  From the general menu, select your device type (phone model) in the “Select a device” drop-down list.

After you make your selection, a context-sensitive menu appears with options appropriate for your phone.

Tips for Navigating the User Options Pages

- Select your device from the menu page to see all of your options.
- Click Update to apply and save your changes.
- Click Return to the Menu to get back to the context-sensitive menu.
- Click Log Off to exit the User pages.
Subscribing to Phone Services

Before you can access subscription phone services on your phone, you need to subscribe to them by using your computer to access the User Options web pages. See the “Logging In to the User Options Web Pages” section on page 46.

Phone services can include:
- Web-based information, such as stock quotes, movie listings, and weather reports
- Network data, such as corporate calendars and searchable directories
- Phone features, such as the Fast Dial service and a Personal Address Book

Refer to the following table for more information.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then do this after you log in...</th>
</tr>
</thead>
</table>
| Subscribe to a service | 1. From the main menu, choose **Configure your Cisco IP Phone Services**.  
  2. Select a service from the “Available Services” drop-down list and click **Continue**.  
  3. Enter more information upon request (such as a zip code or PIN), then click **Subscribe**. |
| Change or end subscriptions | 1. From the main menu, choose **Configure your Cisco IP Phone Services**.  
  2. Click a service in the “Your Subscribed Services” panel.  
  3. Click **Update** after making changes, or click **Unsubscribe**. |
| Access a service on your phone | Press 📞 and choose **Services** on your phone. |
| Learn how to use phone services | Refer to **Customizing Your Cisco IP Phone on the Web**: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm |
Understanding Additional Configuration Options

Your system administrator can configure your phone to use specific button and softkey templates along with special services and features, if appropriate. This table provides an overview of some configuration options that you might want to discuss with your phone system administrator based on your calling needs or work environment.

Note: You can locate Phone Guides and other documents listed in this table on the web: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

<table>
<thead>
<tr>
<th>If you...</th>
<th>Then...</th>
<th>For more information...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need to handle more calls on your phone line</td>
<td>Ask your system administrator to configure your line to support more calls.</td>
<td>Talk to your system administrator or phone support team.</td>
</tr>
<tr>
<td>Work with (or work as) an administrative assistant</td>
<td>Consider using a shared line.</td>
<td>See the “Using a Shared Line” section on page 31.</td>
</tr>
<tr>
<td>Want to use one extension for several phones</td>
<td>Request a shared line. This allows you to use one extension for your desk phone and lab phone, for example.</td>
<td>See the “Using a Shared Line” section on page 31.</td>
</tr>
</tbody>
</table>
| Share phones or office space with coworkers | Consider using:  
  • Call Park to store and retrieve calls without using the transfer feature.  
  • Call Pickup to answer calls ringing on another phone.  
  • A shared line to view or join co-workers’ calls.  
  • Cisco Extension Mobility to apply your phone number and user profile to a shared Cisco IP Phone. | Ask your system administrator about these features and see the:  
  • “Advanced Call Handling” section on page 29.  
  • “Using a Shared Line” section on page 31.  
  • “Using Cisco Extension Mobility” section on page 37. |
| Want to temporarily apply your phone number and settings to a shared Cisco IP Phone | Ask your system administrator about the Cisco Extension Mobility service. | See the “Using Cisco Extension Mobility” section on page 37. |
Troubleshooting Your Phone

This section provides troubleshooting information for your Cisco IP Phone.

**General Troubleshooting**

This section provides information to help you troubleshoot general problems with your phone. For more information, see your system administrator.

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>You cannot hear a dial tone or complete a call</td>
<td>One or more of the following factors might apply:</td>
</tr>
<tr>
<td></td>
<td>• You must log into the Extension Mobility service.</td>
</tr>
<tr>
<td></td>
<td>• You must enter a client matter code (CMC) or forced authorization code (FAC) after dialing a number.</td>
</tr>
<tr>
<td></td>
<td>• Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.</td>
</tr>
<tr>
<td>The softkey that you want to use does not appear</td>
<td>One or more of the following factors might apply:</td>
</tr>
<tr>
<td></td>
<td>• You must press more to reveal additional softkeys.</td>
</tr>
<tr>
<td></td>
<td>• You must change the line state (for example, go off-hook or have a connected call).</td>
</tr>
<tr>
<td></td>
<td>• Your phone is not configured to support the feature associated with that softkey.</td>
</tr>
<tr>
<td>Join fails</td>
<td>Join requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically.</td>
</tr>
<tr>
<td>Barge fails and results in a fast busy tone</td>
<td>You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone.</td>
</tr>
<tr>
<td>You are disconnected from a call that you joined using Barge</td>
<td>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.</td>
</tr>
<tr>
<td>Cisco CallBack fails</td>
<td>The other party might have call forwarding enabled.</td>
</tr>
</tbody>
</table>
Viewing Phone Administration Data

Your system administrator might ask you to access administration data on your phone for troubleshooting purposes.

<table>
<thead>
<tr>
<th>If you are asked to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access network configuration data</td>
<td>Press  and choose Settings &gt; Network Configuration and select the network configuration item that you want to view.</td>
</tr>
<tr>
<td>Access status data</td>
<td>Press  and choose Settings &gt; Status and select the status item that you want to view.</td>
</tr>
<tr>
<td>Access phone model information</td>
<td>Press  and choose Settings &gt; Model Information.</td>
</tr>
<tr>
<td>Access phone call and voice quality information</td>
<td>Press  and choose Settings &gt; Status &gt; Call Statistics.</td>
</tr>
</tbody>
</table>

Using the Quality Reporting Tool

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. You can press QRT to submit information to your system administrator. Depending on configuration, use the QRT to:

- Immediately report an audio problem on a current call
- Select a general problem from a list of categories and choose reason codes
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2. To read the Cisco Information Packet, follow these steps:
   a. Click the Information Packet Number field, and make sure that the part number 78-5235-03A0 is highlighted.
   b. Select the language in which you would like to read the document.
   c. Click Go.
   d. The Cisco Limited Warranty and Software License page from the Information Packet appears.
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   Note You must have Adobe Acrobat Reader to view and print PDF files. You can download the reader from Adobe's website: http://www.adobe.com

3. To read translated and localized warranty information about your product, follow these steps:
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      78-10747-01C0
   b. Select the language in which you would like to view the document.
   c. Click Go.
      The Cisco warranty page appears.
   d. Read the document online, or click the PDF icon to download and print the document in Adobe Portable Document Format (PDF).

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To Receive a Return Materials Authorization (RMA) Number

Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the information below, and keep it for reference.

<table>
<thead>
<tr>
<th>Company product purchased from</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Company telephone number</td>
<td></td>
</tr>
<tr>
<td>Product model number</td>
<td></td>
</tr>
<tr>
<td>Product serial number</td>
<td></td>
</tr>
<tr>
<td>Maintenance contract number</td>
<td></td>
</tr>
</tbody>
</table>
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