



Cisco Unified IP Phone 7911

Place a Call

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press the New Call soft key, dial the number, and then lift the handset.
- If you have selected a number from a directory, press the Dial soft key, and then lift the handset.
- **External call: Dial "9" then number.**

Answer a Call

- Lift handset.
- If you are using a headset, press Headset.
- To use the speakerphone, press Speaker or Answer.

Speakerphone

The 7911 phone has one way audio through the speaker phone. You can hear the caller but the caller cannot hear you. To deactivate the one way audio, pick up the handset.

End a Call

- Hang up.
- To end a speakerphone call, press Speaker or **EndCall** softkey.

Redial a Number

- Lift handset, press Redial.
- To use the speakerphone, press Redial.

Hold a Call

Hold

- Press Hold.

Retrieve

- Press Resume.
- To retrieve multiple calls, use the Navigation button to select the call, then press **Resume**.

Mute a Call

Press **Mute**. To deactivate Mute press Mute again.

Transfer a Call

Blind Transfer

1. Press **Trnsfr**.
2. Dial "transfer to" number.
3. Hang up or press **Trnsfr**.

Consultative Transfer

1. Press **Trnsfr**.
2. Dial "transfer to" number.
3. Wait for answer and announce caller.
4. Press **Trnsfr** to leave call. Press **Resume** to reconnect to caller.

Transfer direct to Voice Mail

1. Press **Trnsfr**
2. Dial ******
3. Dial extension number
4. Press **Trnsfr**

Call Forwarding

All

1. Press **CFwdAll**.
2. Dial "forward to" number.

Voice Mail

1. Press **CFwdAll**.
2. Press "MESSAGES" button
3. Press **EndCall**.

Cancel

- Hang up.
- Press **CFwdAll**.

Call Park

Park a call:

1. Press the "**More**" soft key to see "**Park**"
2. Press "**Park**"
3. Review LCD, Screen will show Park Code (Example: 995X)

Pick up a Parked Call

1. Dial Park Code.

Call From Local Directories

1. Press Directories
2. Scroll to Corporate directory
3. Search using Directory Search.
4. Press **Search** Soft Key
5. Press **Dial**.

Call History

View Call History

1. Press Directories
- Select one of the following: Missed Calls, Received Calls or Placed Calls.
 - Press Clear. Clears all history.

Conference

Ad Hoc Conference Call

1. Enter the participant's phone number
2. During a call, press the **more** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
3. When the call connects, press the **Confrn** soft key again to add the new party to the existing call with the first party.
4. Repeat to add additional participants.

Remove Participants from the Conference Call

1. Press the **more** soft key and then **Conflist**.
2. Highlight the participant's name.
3. Press the **Remove** soft key. You can remove the participant only if you initiated the conference call.

End a Conference Call

To end the conference call, use one of the following methods

- Hang up the handset. Or Press the **EndCall** soft key

Meet-Me Conference Call

1. Obtain a MeetMe phone number from your system administrator.
2. Distribute the number of participants.
3. Obtain a dial tone, then press the **more** soft key, then select **MeetMe** soft key.
4. Dial the Meet-Me conference number.
Participants can now join the conference by dialing in.

To end a Meet-Me Conference, all participants must hang up.