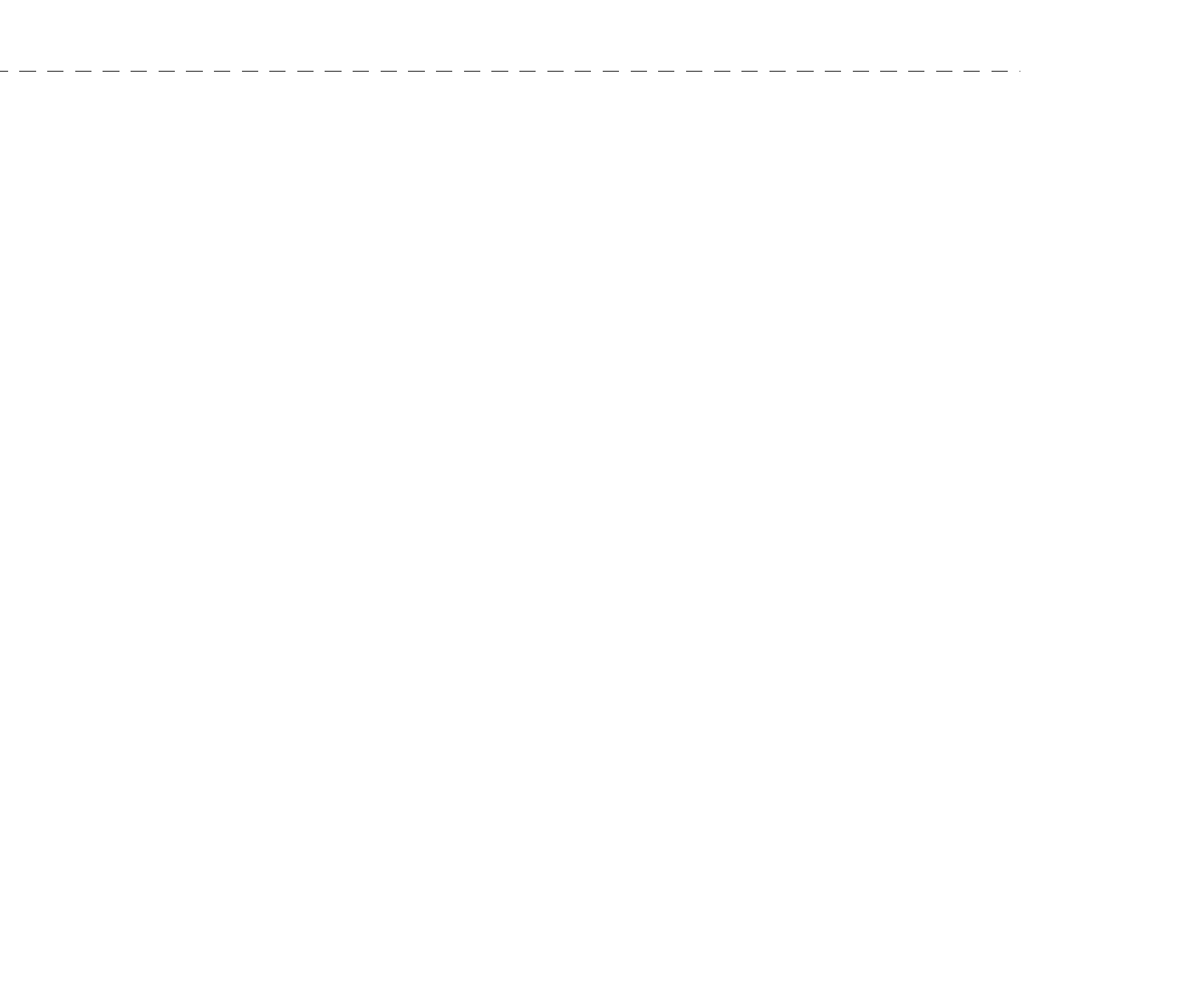


1



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Finding Additional Information

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Connecting Your Phone

The following graphic and table show how to connect the Cisco Unified IP Phone 7911G:

1	Network port (10/100 SW)	4	DC adapter port (DC48V)
2	Access port (10/100 PC)	5	AC-to-DC power supply
3	Handset port	6	AC power cord

Cisco recommends the use of good quality external devices, for example, 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 mobile phones and two-way radios, some

	Description	For more information, see...
1 Phone screen		

Understanding SIP vs. SCCP

Your phone can be configured to work with one of two signaling protocols: SIP (Session Initiation Protocol) or SCCP (Skinny Call Control Protocol)

Placing a Call—Additional Options

If you want to...	Then...	For more information, see...
Make a call from a mobile phone using Mobile Voice Access	<ol style="list-style-type: none"> 1. Obtain your Mobile Voice Access number and End user PIN from your system administrator. 2. Dial your assigned Mobile Voice access number. 3. Enter your mobile phone number (if requested) and PIN. 4. Press 1 to make a call to an enterprise IP phone. 5. Dial a desktop phone number other than your desktop phone number. 	Managing Business Calls Using a Single Phone Number, page 39.
Place a call using Fast Dial	<p>Note Before using this option, your system administrator must configure this feature and assign a service URL to the line button. Contact your system administrator for more information.</p> <ol style="list-style-type: none"> 1. Press the Fast Dial line button. 2. Scroll to or press the index number to find and select an entry. <p>The system dials the specified number.</p>	Configuring Fast Dials on the Web, page 56 and Using Your Personal Address Book on the Web, page 55
Place a call using your PAB	<p>Note Before using this option, your system administrator must configure this feature and assign a service URL to the line button. Contact your system administrator for more information.</p> <ol style="list-style-type: none"> 1. Press the PAB line button. 2. Access the contact and select the number. <p>The system dials the specified number.</p>	Configuring Fast Dials on the Web, page 56 and Using Your Personal Address Book on the Web, page 55


Tips

- If parties on a call hear a beep tone, the call might be monitored or recorded. Ask your system administrator for more information.
- A Call Chaperone user cannot answer an incoming call when the calls are being chaperoned.

Ending a Call

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

Using Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon  appear

Tips

- Engaging the Hold feature typically generates music or a beeping tone.
-

Viewing Multiple Calls

Tips

Using cBarge

You can create a conference by using cBarge to add yourself to a call on a shared line.

Using Meet-Me



- Use Abbreviated
Dialing (Off-hook)
1. Pick up the handset.
 2. Press the **AbbrDial**

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 tasks with coworkers.

Tips

-

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 di

Tips

- When you barge a call, other parties might hear

- [Call Forwarding](#)

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.

If you want to...	Then...
Notify your system administrator about a suspicious or harassing call	Press MCID .

Prioritizing Critical Calls

(SCCP phones only)

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:

- **Priority** 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.

Tips

- EM automatically logs you out after a certain amount of time. Your system administrator establishes this time limit.
- Changes that you make to your EM profile from your Cisco Unified CM User Options web pages

Connect to Mobile Voice Access

1. From any phone, dial your assigned Mobile Voice Access number.
2. Enter the number you are calling from, if prompted, and your PIN.

Turn on Mobile Connect from your mobile phone

1. Dial your assigned Mobile Voice access number.
2. Enter your mobile phone number (if requested) and PIN.
3. Press **2** to enable Mobile Connect.
- 4.

Using the Monitor Feature

The following table shows how you can use the Monitor feature.

Using a Headset

To use a headset, disconnect the handset and connect a headset to the Handset port. For information about purchasing headsets, see [Headset Support, page 7](#).

Using Call Logs and Directories

This section describes how you can use call logs and directories. To access both features, press [\[button\]](#) and select **Directories**

Dial from a call log (while not on another call) 1. Press

Tip

- Delete a PAB entry
1. Search for a listing.
 2. Highlight the listing and press **Delete**.
 3. Press **Edit**.
 4. Press **Delete**.
 5. Choose **OK** to confirm the deletion.
- Edit a PAB entry
1. Search for a listing, press **Select**.
 2. Highlight the listing and press **Select**.
 3. Press **Edit** to modify a name or email address.
 4. If necessary, choose **Phones** to modify a phone number.
 5. Press **Update**.
- Add a new PAB entry
1. Access Personal Directory, then choose **Personal Address Book**.
 2. Access the Search page by choosing **Submit**. (You do not need to input search information first.)
 3. Press **New**.
 4. Use your phone keypad to enter a name and email information.
 5. Choose **Phones** and use the keypad to enter phone numbers. Be sut41 Tuksut45

Tips

Configuring Features and Services on the Web

The topics in this section describe how to configure features and services from your User

Setting Up Speed Dials on the Web

Setting Up Phone Services on the Web

Phone services can include special phone features,

Setting Up Phones and Access

Using Cisco WebDialer

Cisco WebDialer allows you to make calls on your Cisco

redirecting while ringing 17, 30

Fast Dials

configuring from web page [51](#)

using on phone

listening to

