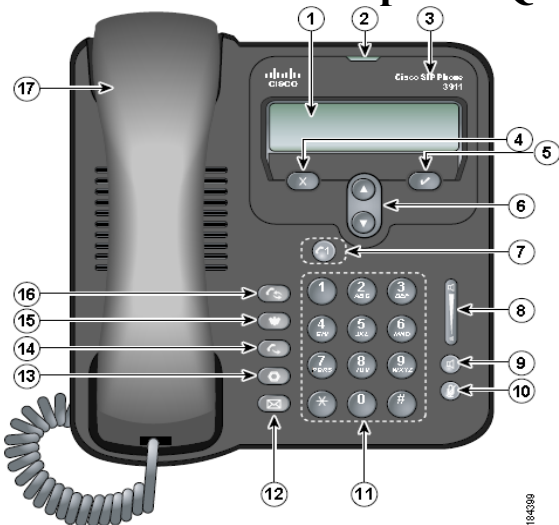


# Cisco 3911 IP Telephone Quick Reference Guide



- |                              |                       |
|------------------------------|-----------------------|
| 1. Phone Screen              | 10. Mute Button       |
| 2. Message waiting indicator | 11. Keypad            |
| 3. Phone Model               | 12. Messages Button   |
| 4. Cancel Button             | 13. Hold Button       |
| 5. OK Button                 | 14. Transfer Button   |
| 6. Navigation Button         | 15. Conference Button |
| 7. Line Button               | 16. Redial Button     |
| 8. Volume Button             | 17. Handset           |
| 9. Speaker Button            |                       |

## To Answer a Call

- Lift Handset, Press Speaker or Line Button

## To Place a Call

- Lift Handset or Press Speaker Button, Dial extension or 9 + Number

## To Place Call on Hold

- While on a call, Press Hold Button.
- To take off Hold, Press Hold Button. (Make sure call is highlighted.)

## To Transfer a Caller

- Press **Transfer** Button
- Dial number (Announce the call)
- Press **Transfer** Button or Hang up

## To Create a Conference Call (up to 3 participants)

- Press **Conference** Button
- Dial Number and announce conference call
- Press **Conference** Button again

## Call Forward

- Press **OK** Button
- Choose Settings > Preferences > CFwdALL.
- Enter target number

To Cancel:

- Choose Settings > Preferences > CFwdALL.

## Speed Dialing

- Press **Ok** Button, **Directories > Speed Dials**
- Select an empty speed dial
- **Edit** and enter target number and name

## To dial a number from Speed Dial:

- Press Navigation Button and choose Speed Dial Or Press OK Button, Directories > Speed Dials.

## Change Phone Settings

- Press **OK** Button
- Choose Settings > User Preferences > Contrast
- Press Navigation Button Up or Down.

## To Set Up Mailbox

- Press Messages Button
- Enter Default Password (112233) followed by #
- Follow voice prompts to record Name and Greeting
- Change Password

## To Access Voicemail

- Press Messages Button
- Enter Password

### During Message

- Restart
- Save
- Delete
- Slow Playback
- Change Volume
- Fast Playback
- Rewind (5 Sec)
- Pause/Resume
- Fast Forward (5 Sec)

### After Message

- Replay
- Save
- Delete
- Reply
- Forward Message
- Save as New
- Rewind (5 Sec)
- Play Summary

## To Leave a Message in Voicemail

- Press #, Dial extension
- To by-pass Greeting, Press #.

## To Skip a Message in Voicemail

- Press "#" to skip a message in your Voice-mail

## To transfer a caller directly into Voicemail

- Press **Transf** softkey
- Dial #, then extension number
- Press **Transf** softkey or hang up

## To Access Your Mailbox remotely

- Dial your Direct Dial Number, when greeting starts, press #, enter your ID (Ext number) followed by # and Password followed by #. Or Dial the Back-Door Number (366-8590) and enter ID and Password.

## Additional Information:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cuipph/3911/6\\_0/english/user/guide/3911UG.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/3911/6_0/english/user/guide/3911UG.pdf)