

Cisco Unified IP Phone 7911G User Guide

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91031

	Item	Description
1	Phone screen	Displays phone menus and call activity including caller ID, call duration, and call state.
2	Cisco Unified IP Phone series	Indicates your Cisco Unified IP Phone model series.
3	Softkey buttons	Each activates a softkey option displayed on your phone screen.
4	Navigation button	Allows you to scroll through menu items and highlight items. When the phone is on-hook, displays your Speed Dials.
5	Applications Menu button	Displays the Applications menu that provides access to a voice message system, phone logs and directories, settings, services, and help.
6	Hold button	Places the active call on hold, resumes a call on hold, and switches between an active call and a call on hold.
7	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
8	Volume button	Controls the handset, headset, speaker, and ringer volume.
9	Handset with light strip	The light strip on the handset indicates an incoming call on new voice message.
10	Footstand	Allows the phone to stand at a convenient angle on a desk or table.

Setting Up Voicemail

Note: Before accessing voicemail, you must first log in to the phone.

To set up your voicemail box:

1. Press the Messages button: 
2. Press *
3. At the prompt, if you are an administrator, enter the 7-digit phone number or your user ID.
4. Enter the default password.
5. Follow the prompts to:
 - a. Record a Name: <your name>
 - b. Record the Standard Greeting: <your personalized greeting>
 - c. Reset the password.

Note: You must complete name announcement setup to be found in the voicemail directory.

Checking Messages Remotely

For DCPS: To check voicemail from another desk or from a remote location:

1. Dial 202-671-2161.
2. Press *. At the prompt, enter the 7-digit phone number, then press #.
3. At the prompt, enter the password and press#.

For DC Government: To check voicemail from another desk or from a remote location:

1. Dial 202-671-2399.
2. At the prompt, enter the 10-digit phone number, then press #.
3. At the prompt, enter the password and press#.

Getting Help for Landline Related Problems

Call: 202-715-3733 for:

- Remedy/Trouble Tickets
- Voicemail Password Resets
- Caller ID Name Changes
- Ticket Status
- RTS Order Processing
- Pricing
- Service Verification
- Assistance Issuing RTS Orders
- Expedites/Escalations