Cisco IP Phone 7911

To transfer a call

Announce to the caller you are going to transfer their call
1. Press the Transfer button. The call will go on hold.
2. Dial the extension you wish to transfer to
3. Announce the call. (To return to the caller, if there is no answer, or the extension you require is busy. Press End Call and then press button which is flashing red).
4. Press the Transfer button
5. Replace the receiver

To make an inquiry call

Whilst you are having a telephone conversation
1. Press button. The 1st person you were talking to will be put on hold.
2. Press Transfer
3. Dial the required extension number and speak to your colleague
4. To return to the caller once your colleague has answered your inquiry, or if there is no answer, or the extension you require is busy. If your colleague does not hang up, press End Call and then press button which is flashing red.

To put a call on hold

Announce to the caller you are going to them on hold
1. Press button
2. To retrieve the call press the button which is flashing red.
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To Pick Up a call

1. Lift the receiver
2. Press More
3. Press PickUp

Directories

1. Press 📚
2. Use up and down navigation buttons to highlight Directories and then press Select
3. Use up and down navigation buttons to highlight Missed Calls, Received Calls or Placed Calls and then press Select
4. Use up and down navigation buttons to highlight the relevant call and the press Dial or EditDial
5. Press Exit until the screen returns to the default screen

Please note: For Missed Calls and Received Calls you must prefix the external call entry you chose to dial (by pressing EditDial) with a 9 or 7 otherwise the first digit the system will dial is 0 which will take you to Interactive Voice Response (IVR) system and then the Imperial College operator. Also, it is not possible to ring telephone numbers which start 44 as these are incoming calls across campuses.

Do Not Disturb [DND]

To Activate the Do Not Disturb (i.e. stop the phone ringing)
1. Press More
2. Press DND
Screen will change and display Do Not Disturb is active

To Deactivate the Do Not Disturb (i.e. allow the phone to ring)
1. Press More
2. Press DND
Screen will change and display “Your current options”

Redial [Redial]

Press Redial to redial the last telephone number you dialed.

Hunt Group Log in/ out [HLog]

If you are part of a HUNT GROUP you can opt to log out if you are going to be away from your desk for a long duration or if when you are closed you expect an out of hours message is to play.

1. Press More
2. Press HLog

When the display says “Your current options” it means you logged into the Hunt Group. If your screen says you “Logged out of Hunt Group” you are not going to receive Hunt Group calls.
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Messages [Msgs]
If you do not have Unified Messaging when you press Msgs nothing will happen. To request Unified Messaging please contact your Telecoms Rep.

To access Unified Messenger
1. Press Msgs
2. The system will then say “You are connect to Microsoft Exchange, “Name” (if you have already set up your voicemail box ) please enter your pin then press the # key”
3. Enter your pin and press the # key
4. The system will then say “You have X new voice message and X new email message. Main menu to listen to your voicemail messages say voicemail …” you just follow the prompts.

To Make a Conference Call
1. Lift the receiver
2. Dial the first conference delegate. If it is an external call remember to prefix your call with a ‘9’.
3. Press More
4. Press Confrn and the first call will go on hold.
5. Dial the second delegate and let them answer.
6. Press Confrn and all calls will be connected
7. Repeat steps 3 to 6 until you have all the delegates in the call

Please note:
- The destination to which you can conference in is limited by the class of service the extension has. The max number is 8

How to change your ring tone
1. Press 🎵
2. Use up and down navigation buttons to highlight Settings and then press Select
3. Press Select now that User Preferences is highlighted
4. Press Select now that Rings is highlighted
5. Press Select now that Default Ring is highlighted
6. Scroll up and down the Select Ringer List using the up and down buttons. Press Play to hear the ringer tune
7. Press Select
8. Press Save
9. Press Exit until you are back at the default screen

How to change you the volume of the handset, headset or ringer
To adjust the handset/ headset volume
1. Lift the receiver
2. Use the black up and down buttons nearest to where you put the handset receiver until the volume is at an acceptable level
3. Press Save

To adjust the ringer volume
Use the black up and down buttons nearest to where you put the handset receiver until the volume is at an acceptable level

For the College Switchboard
dial 0 (externally (020)7 589 5111)
All internal calls for the Imperial College switchboard (by dialing 0) will be answered by the Interactive Voice Response (IVR) system. To get to the operator when the IVR answers, press 0 again or say OPERATOR.

To log a fault
dial 49049 (externally (020)7 59 49049)
Please have the following details ready:
- Extension which has fault
- Socket Reference
- Location of the faulty Extension (i.e. room number, building and campus)
- Alternative Contact number

To place a telecom works/mobile/Blackberry/Billing change order
Please contact your telecom rep.