

## QUICK REFERENCE



### Cisco Unified Communications Manager Express Quick Reference Card for Cisco Unified IP Phone 3911

This quick reference card is intended for Cisco Unified IP phone users who are already familiar with their phones. For more detailed information on your phone and its features, see your user guide.




**Note** Because of differences in phone models and features, not all procedures and soft keys described here apply to all phones.


### Using the Quick Reference

- Complete numbered items in sequence.
  - When there are bulleted items, choose only one.
  - Bolded terms identify soft keys you press.
- 1.



### Place a Call, Basic

1. Select a phone line
2. Press  or .
3. Dial number.

### Place a call using the handset

1. Pick up the handset or press , then dial the number.


### Dial on-hook (with dial tone)

1. Press  or , then dial the number.
2. Use the speakerphone (if already activated) or pick up the handset.


### Redial a number

Press .

### Place a call when another call is active

Press  and dial the number. The other call is placed on hold.


### Dial from a call log

1. Do one of the following:
  - Press the Navigation button and choose Missed Calls, Received Calls, or Placed Calls.
  - Press  and choose Directories > Missed Calls, Received Calls, or Placed Calls.
2. Select a number, then select Dial.


### Answer a Call

Select the line with the incoming call and lifting the handset

### Answer a Call, Speakerphone

1. Press the line button, if not already selected.
2. Press .

### Switch from a connected call to answer a new call on the same line

Press  or the line button.

### Switch from a connected call to answer a new call on the other line

Select the other line.

Answer a priority call

Hang up the current call and press Answer.


### Ending a Call

To end a call, hang up.

### Hang up while using the handset

Return the handset to its cradle.

### Hang up while using the speakerphone


Press .

### Hang up one call, but preserve another call on the same line


Press . If necessary, remove the call from hold first by pressing .

### Hold and Resume

#### Put a call on hold

1. Make sure the call you want to put on hold is highlighted.
2. Press .

#### Remove a call from hold

1. Make sure the appropriate call is highlighted.
2. Press .


A held call is indicated by the call-on-hold icon:



The line button with a held call blinks slowly.


### Mute

#### Toggle Mute on or off


Press .

### Switching Between Multiple Calls


#### Switch between connected calls on one line

1. Make sure the call that you want to switch to is highlighted.
2. Press . Any active call is placed on hold and the selected call is resumed.


#### Switch between connected calls on different lines

1. Select the other line. Any active call is placed on hold.
2. Make sure the call that you want to switch to is highlighted and press .

#### Switch from a connected call to answer a ringing call on the same line

Press  or the line button.


#### Switch from a connected call to answer a ringing call on the other line

1. Press the line button with the incoming call.
2. Press .

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## Transferring Calls




### Transfer a call without talking to the transfer recipient

1. From an active call, press .
2. Enter the target number.
3. Press  again to complete the transfer, or press  to cancel.




**Note** If the transfer is cancelled, press  to resume the call.

### Talk to the transfer recipient before transferring a call (consult transfer)

1. From an active call, press .
2. Enter the target number. Wait for the transfer recipient to answer.
3. Press  again to complete the transfer, or press  to cancel.





**Note** If the transfer is cancelled, press  to resume the call.

### Transfer two current calls to each other (direct transfer) without staying on the line

1. Scroll to highlight any call on the line.
2. Press **Select**.
3. Repeat this process for the second call.
4. With one of the selected calls highlighted, press **DirTrfr**. (To display **DirTrfr**, you might need to press **more**.) The two calls connect to each other and drop you from the call.


If you want to stay on the line with the callers, use **Join** instead.

If on-hook transfer is enabled on your phone, you can either hang up to complete the call, or press  and then hang up.


You cannot transfer a call on hold. Press  again to remove the call from hold before transferring it.

## Forwarding All Calls to Another Number

### Set up call forwarding on your line



1. Press  and choose **Settings > User Preferences > CFwdALL**.
2. Enter the call forward target number.

### Cancel call forwarding on your line


Press  and choose **Settings > User Preferences > CFwdALL**.

## Making Conference Calls

### Create a conference by adding a participant

1. From a connected call, press .
2. Enter the participant's phone number.
3. Wait for the call to connect.
4. Press  again to add the participant to your call.

### Create a conference by joining two or more existing calls

1. Make sure that you have two or more calls on a single line.
2. Highlight a call that you want to add to the conference.
3. Press **Select**. The selected call displays this icon .
4. Repeat this process for each call that you want to add.
5. From one of the selected calls, press **Join**. (You may need to press the **more** softkey to see **Join**.)



**Note** The active call is automatically selected.

### Participate in a conference


Answer the phone when it rings.

## End your participation in a conference

Hang up. If you leave a conference after creating it, the conference ends.


## Speed Dialing

### Set up Speed Dials

1. Press  and choose **Directories > Speed Dials**.
2. Select an empty speed dial (shown as None).
3. Choose **Edit** and enter a speed dial number.
4. Enter a name for the speed dial.

### Use Speed Dials

To place a call, press the **Navigation** button and choose **Speed Dials**.

If you make a mistake entering a number or name, press  to erase digits or letters.


When you are entering numbers and letters, press **#** to switch from numbers to letters, and from uppercase letters to lowercase letters.

## Customizing the Phone

### Adjust the volume level for the phone ringer

Press the **Volume** button while the handset is in the cradle. The new ringer volume is saved automatically.


### Change the contrast on the phone screen

1. Press  and choose **Settings > User Preferences > Contrast**.
2. Press the **Navigation** button to set the contrast.

## Using Call Logs


Your phone maintains logs of your missed, placed, and received calls.

## View your call logs


Press , and choose **Directories > Missed Calls**, **Placed Calls**, or **Received Calls**.

3.

## Accessing Voice Messages


To access voice messages, select the line and press .


### Listen to your voice messages or access the voice messages menu

Press , and follow the voice instructions.

## Using a Handset and Speakerphone

### Use the speakerphone

Press  to toggle speakerphone mode on or off. Switch to the speakerphone (from the handset) during a call.

Press , then hang up the handset.

### Switch to the handset (from a speakerphone) during a call

Lift the handset without pushing any buttons.

## Adjust the volume level for a call

Press the up or down **Volume** button during a call or after invoking a dial tone.

This action adjusts the volume for the handset or speakerphone, depending on which device is in use.