

Razorline Cisco 7911 User Manual





Star Code Summary

Feature	Set	Cancel
Abbreviated Dial	75* + Menu	75* + Menu
Anonymous Call Rejection	*77	*87
Call Forward—All Calls	72* + no. + #	73*
Call Forward—Busy	76* no. + #	77*
Call Forward—No Answer	78* + no. + #	79*
Call Forward—Out of Svc.	70* + Menu	71*
Call Forward—Selective	*63 + Menu	*83 + Menu
Call Return	*69	N/A
Call Trace	*57	N/A
Call Waiting	N/A	*70 + no.
Caller ID Block	*67	N/A
Directed Call Pickup	*12 + extension	N/A
Do Not Disturb	*04	*04
Group Call Pickup	*06	N/A
Perm. Caller ID Block Release	N/A	*82 + no.
Priority Call	*61 + Menu	*61 + Menu
Privacy Guard	*88 + Menu	*88 + Menu
Redial	*07	N/A
Selective Call Block	*60 + Menu	*60 + Menu
Speed Dial	74* + Menu	74 + Menu
Voicemail	*09	N/A



Configuring Cisco 7911 for Off- Network Access

Important—Make sure you have a power brick for the telephone.

Erasing Existing Configuration:

Press the Globe Button (to the right of the toggle button)

Use the arrow keys to select Settings

Use the select soft key

Use the arrow keys to select Network Configuration

Use the select soft key

Using the keypad, dial the following keys:

**#

Make sure the lock in the upper right hand corner of the LCD screen is open

Use arrow keys to navigate to line 29 (erase configuration)

Use the yes soft key

Use the save soft key, the phone will reboot.

Setting New Configuration:

Press the Globe Button.

Use the arrow keys to select Settings.

Use the select soft key

Use the arrow keys to select Network Configuration

Use the select soft key, using the keypad, dial the following keys:

**#

Make sure that the lock is the upper right hand corner of the LCD screen is open.

Use the arrow keys to navigate to line 26 (Alternate TFTP)

Use the Yes soft key

DO NOT HIT SAVE AFTER THIS

Use arrow keys to navigate to line 8 (TFTP Server 1)

Use the Edit soft key

Using the keypad, dial the following keys:

204*11*8*140

Use the Validate soft key

Use the Save soft key



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Customer Service/Technical Support

Please call 877-733-1700 or e-mail us at support@razorline.com. Customers have the ability to report trouble 24 hours a day 7 days a week.

Important Razorline Numbers and Web Addresses

New Orleans Main Number: 504-274-1700

Razorline Website: <http://www.razorline.com>

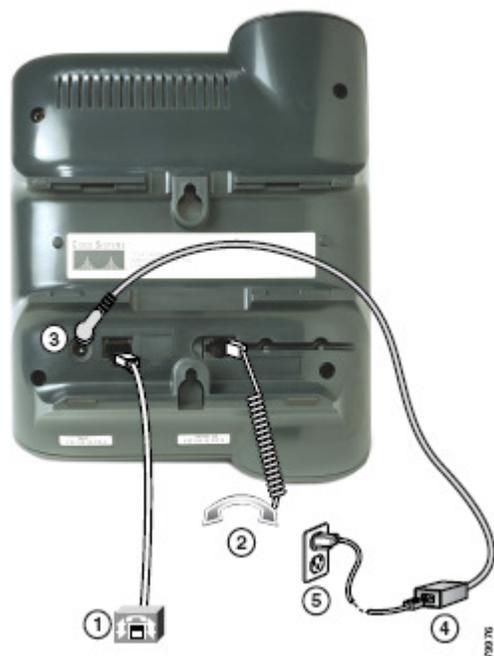
Web Portal Address: <http://webportal.razorline.com>

Web Mail Address: <http://webmail.razorline.com>

Technical Support Email: support@razorline.com



Connecting Your Phone



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



Recording Your Voice Mail Greetings

You can record a different voice mail greeting for each of the conditions that transfers a call to your voice mailbox.

1. When your phone rings and you don't answer it.
(No Answer Greeting)
2. When you have activated the Do Not Disturb feature
3. When you are talking on the phone (Busy Greeting)

Greeting examples:

No Answer:

You have reached the desk of (User). I am not available to answer your call at this time....

Busy Greeting:

You have reached the desk of (User). I am currently on another call.....

Do Not Disturb Greeting:

You have reached the desk of (User). I am in the office, but am not available to take your call.....

Also, used for, I am on vacation from Jan 1st through Jan 6th.....



Voice Mail Menu

- 1—Listen to Inbox messages
- 2—Listen to Saved messages
- 3—Change your password
- 4—Listen to your voice mail greetings
- 5—Record your voicemail greetings
- 6—Access your personal distribution groups
- 7—To compose a message
- 8—To hear or change your customized operator assistance

While Listening to Your Messages

- #—Skip Time/Date stamp prior to message
- 7—Rewind in 5 second increments
- 9—Forward in 5 second increments
- 99—Skip to the end of the message
- 77—Rewind to the beginning of the message
- 8—Pause the play of the message
- 5—Save the message
- 4—Delete the message



Buttons and Hardware



1. Phone Screen
2. Cisco Unified IP Phone Series
3. Soft key buttons
4. Navigation button
5. Applications Menu button
6. Hold
7. Keypad
8. Volume button
9. Handset with light strip



Buttons and Hardware

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 or new voice message.



From your phone:

1. Press the Messages soft key to access voice mail
2. Enter your password
3. If you have a new voice mail, the messages are identified and played. Otherwise, you will be prompted with choices to play your inbox messages, play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
4. Press the corresponding digit on your phone to select the desired voice mail function.

From any other internal phone:

1. Dial 555 (or the code provided by your system administrator) You hear a welcome greeting and are prompted to enter your extension number.
2. Enter your extension number, and you are prompted to enter your password.
3. Enter your password, followed by the # key.
4. Follow the prompts to use the voice mail system.

From any touchtone phone outside your office:

1. Dial the phone number of your office phone.
2. When the voicemail greeting plays, press the * key.
3. You will be prompted to enter your password.
4. Enter your numeric password, followed by the # key.



Note: The other party will not hear key tones as you make entries. If you enter multiple billing codes during a call, only the last billing code will be recorded.

Long Distance Authorization Codes

Authorization codes enable you to override any call restrictions on the phone when you place a call.

To make a call with an authorization code:

- Lift the handset
- Dial your outside access digit
- Press #
- Enter your authorization code
- When you enter the correct code, you will hear a dial tone
- Dial the phone number

Voice Mail

You can access your voice mailbox from several different sources:

Your phone

Any other internal phone

Any touchtone phone outside your office



Adjusting the Phone

To Adjust the Display Contrast

Press the Menu button.

Use the Navigation button to scroll to Settings.

Press Select.

Use the Navigation button to scroll to Contrast.

Press Select.

Press and release the Up and Down soft keys to reach the desired contrast level.

If you want the contrast to be saved, press Save.

Press Exit to exit the Setting menu.

To Adjust the Ringer Volume

To adjust the ringer volume, press and release the up or down VOLUME button while the phone is on hook to adjust the ringer volume. The ringer sounds and a horizontal scale displays on the phone to indicate the volume level. The new setting is saved automatically.

To Adjust the Handset Volume

Pick up the handset or answer a call.

Press and release the up or down VOLUME button to adjust the volume as desired.

To save the volume setting for future calls, press Save.



To Adjust the Speakerphone Volume

Press and release the up or down VOLUME button while the speaker is in use.

Selecting a Ringer Sound

To change the sound of your telephone's ringer, follow these steps:

Press the Menu button.

Use the Navigation button to scroll to Settings.

Press Select.

Use the Navigation button to scroll to Ring Type.

Press Select and a list of ringer options appear.

Use the Navigation button to scroll up and down the ringer options.

Press play to hear the highlighted ringer option.

Press Select to check the checkbox for your choice of ringer.

Press OK to accept and save your ringer choice.

To retain the ringer, press Save.

Press Exit to exit the Setting menu.



Hang up or press the End Call soft key and let the call transfer to the called party's voice mail.

Transfer directly to voice mail

1. Press the more soft key.
2. Press the transfer soft key.
3. Dial 577 (or the code provided by your system administrator), then dial the extension to which you want to transfer.
4. Hang up or press the End Call to complete the transfer to voicemail.

Billing Codes

Billing codes enable you to track calls by associating a billing code with each call.

To enter a billing code for a all using star codes:

- During a call, press *02
- Enter the billing code and then press #

To enter a billing code for a call using the menu:

- Press the More soft key until you see the Billing soft key
- Press the Billing soft key
- Enter the billing code
- Press the More soft key again until you see the Billing soft key
- Press the Billing soft key

Directed Call Pickup

Directed Call Pickup lets you answer another phone from your phone when you hear the other phone ringing. Both phones must be members of the same Directed Call Pickup Group. Your system administrator should tell you if you are in a pickup group and who the members are.

1. Pick up the handset
2. Press the more soft key until you see the Pickup soft key
3. Dial the ringing extension number to answer the phone and begin speaking with the caller

Transfer

Use this feature to transfer a call to another number.

1. Tell the calling party you will transfer the call, and then press the more soft key.
2. Press the transfer soft key. The call is placed on hold and you hear a dial tone.
3. Dial the number to which you want to transfer the call.
4. If the called party answers, you can inform them of the transfer and do one of the following:
Hang up or press the End Call soft key and let the call transfer, or
Use the navigation button to scroll to the holding party, press the Hold button to cancel the transfer.
5. If the called party does not answer, you can do one of the following:
Use the navigation button to scroll to the holding party. Press the Hold button to cancel the transfer.

Placing a Call—Basic Options

Here are some easy ways to place a call on your Cisco Unified IP Phone.

To dial:

An internal extension—dial the extension
A local call—dial the outside access digit & the number
Long distance— dial the outside access digit & 1 & the number
International—dial the outside access digit & 011 & country code & city code & the number
To redial the last number called—press the redial key

Making a Call

Using the handset

1. Lift the handset
2. If this is an outside call, press your outside access digit
3. Dial the desired number, including “1” and the area code, if calling long distance.

Using the Speaker

1. Press New Call
2. If this is an outside call, press your outside access digit
3. Dial the desired number, including “1” and the area code, if calling long distance
4. When the call is answered, pick up the handset



Using the Keypad

1. If this is an outside call, press your outside access digit
2. Dial the desired number, including “1” and the area code, if calling long distance
3. Press dial (activates the speaker)
4. When the call is answered, pick up the handset

While on a call

1. Press New Call (the original call is automatically placed on hold)
2. If this is an outside call, press your outside access digit
3. Dial the desired number, including “1” and the area code, if calling long distance
4. When the second call answers, switch between the calls by using the Navigation button & pressing Hold

Answering a Call

Answer a call

When you hear your phone ring and see the red light flash on your handset, pick up the handset. You will be connected to the calling party.

Answering a Second Call

When a call arrives while you are on the phone you can disconnect from the first call to answer the second or you can answer the second call and keep the first call connected, but on hold.



Hold

This feature allows you to place a call on hold. While a call is holding, the holding party occupies the associated line.

1. During a conversation, press the HOLD button. Depending on your system configuration, the party may hear music, a recorded announcement, or silence while holding.
2. To resume the conversation, press the HOLD button.

Storing and Retrieving Parked Calls

You can park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Razorline system. (for example, a co-worker’s desk or a conference room)

If you want to:

Store an active call using Call Park:

During a call, press park. You may need to press the more soft key to see park.

Record the call park number displayed on your phone.

To retrieve a parked call:

Enter the call park number from any Razorline phone in your system to access the call.

After 1 minute, if no one in the office retrieves the parked call, it will ring back to the phone of the user who originally parked the call.



Using Do Not Disturb

Do Not Disturb instantly routes all your incoming calls to another destination (your voice mailbox, the operator, a co-worker, etc), but still lets you make calls and use other telephone features. With Do Not Disturb enabled, the phone will not ring when a call comes in.

You can record a special voicemail greeting that callers will hear when you have DND active and they are routed to voice mail.

1. To activate & de-activate DND, press *04 on the keypad.
2. Press the Dial soft key or pickup the handset.
3. Hang up the handset or press End Call.

Making conference calls

Your phone allows you to talk simultaneously with multiple parties in a conference call.

If you want to create a conference call by calling participants:

From a connected call, press Confirn

Enter the participant's phone number

Wait for the call to connect

Press Confirn again to add the participant to your call

Repeat to add additional participants



Putting the first call on hold

To answer a second call you do not need to end the current call. When you see the second call, press the Answer soft key. The first call is automatically placed on hold and you are connected to the second call.

NOTE: If you do not answer the second call, it is sent to the programmed destination for unanswered calls, which is usually your voice mailbox.

Disconnecting the first call

If you are through with the conversation with the current party, hang up the handset and the new call will ring.

Switching between calls on hold

To switch between calls, press the Hold button. The current call is held and the first call resumes. When you hang up the handset, the current call is disconnected, but the other call is still on hold. Press the hold button and pick up the handset to resume the other call.

Reconnecting to the First Call

Pressing Hold will switch you between the two calls. To end either call, press End Call while connected to the party you no longer wish to speak to.

Hanging up

To hang-up or disconnect from a call, either replace the handset in its cradle or press the End Call soft key.



Using the Call Directory

The Cisco IP Phone maintains a directory of calls you miss, receive, or make. You can use this directory to locate numbers you want to redial. This section describes what you can do with the directory.

Viewing or Dialing from the Directories

You can view the calls you have made, received, or missed using the Directories menu to view the call logs and, if desired, dial from the call log.

1. Press the Menu button.
2. Use the Navigation button to scroll to Directories.
3. Press Select.
4. Use the Navigation button to scroll to the desired directory (Missed Calls, Received Calls, or Placed Calls)
5. Press Select when you have selected a directory.
6. Use the Navigation button to scroll through the calls.
7. To place a call from the directory, press Dial to dial the number.

NOTE: You might need to use the Edit Dial soft key to add digits in front of the number. For example, if the call was from an outside, long-distance caller, you need to add the digit “1” to the front of the number.

8. Press Exit twice or press the Menu button to exit the Directories



Call Forward (All Calls)

Call Forward (All Calls) allows you to forward all calls for your phone to the number you enter. Calls will not ring at your phone and will be sent to the number you enter as the forward destination. Your telephone display will show that your phone has been forwarded. You can forward calls to an IP or non-IP phone. Calls forwarded to an external number that are unanswered will roll over to voice mail (if available) at that number.

Enabling Call Forward (All)

1. Press the CFwdAll button
2. Enter the number to which you want to forward all your calls. Be sure to enter the number exactly as you would if you were to call that number. Include the area code if necessary. You do not have to include the outside access digit. The display shows the number as it is entered
3. To forward your calls, do one of the following to hang up the phone:
 - Press the End Call soft key
 - Pickup and replace the handset

Disabling Call Forward (All)

1. Press the CFwdAll button
2. Do one of the following to hang up the phone:
 - Press the End Call soft key
 - Pick up and replace the handset