DC-Net

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User Guide for the Cisco Unified IP Phone 7911G

	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 or new voice message.
10	Footstand	Allows the phone to stand at a convenient angle on a desk or table.

General Voicemail Box

Box is used by callers to record messages for the administrative staff or when the user does not specify the faculty, service, or staff member they are trying to reach.

Setup General Voicemail

To access the voicemail system from your desk phone press the envelope button

To access the voicemail system from another desk or away from a DCPS location

Dial:

202-671-2161 or 671-2161

*Press **

When prompted, enter 7 digit telephone number than press #

When prompted, enter the password, than press #

Where to Get Help for Landline Related Problems

202-715-3733 Trouble Ticket

- *Remedy/Trouble Tickets*
- *Voicemail Password Resets*
- *Caller ID Name Changes*
- *Ticket Status*

202-715-3801 Customer Care

- *RTS Order Processing*
- *Pricing*
- *Service Verification*
- *Assistance Issuing RTS Orders*
- *Expedites/Escalations*

For an online tutorial visit our website www.in.dc.gov/DCNet