



Quick Reference

Cisco Unified IP Phone 7931G for Cisco Unified CallManager Express 4.0

	Feature Description
1	Line and call feature button—Opens a new line and accesses call features. A 3-color LED provides call status information: <ul style="list-style-type: none"> Flashing green: call is placed on hold by you. Steady green: line is in use by you. Flashing red: call is placed on hold by the other user on a shared line. Steady red: line is in use by the other user on a shared line. Flashing amber: line is ringing. Off: line is available.
2	Label—Allows you to identify each button with line or feature information.
3	Softkeys—Engage the functions displayed on the corresponding LCD tabs.
4	Hold button—Places a call on hold.
5	Transfer button—Connects a call to another number.
6	Redial button—Connects to the last dialed number.
7	Keypad—Functions like a traditional telephone keypad.
8	Mute button—Toggles mute on and off.
9	Volume button—Increases or decreases handset, headset, ringer, or speakerphone volume.
10	Speaker button—Toggles the speaker on and off.
11	Handset—Functions like a traditional handset.
12	Handset indicator light—Flashes for an incoming call and remains on when there is a message waiting.
13	LCD screen—Displays information such as line/call status, phone number, and softkey tabs.
14	Cisco Unified IP phone model type—Shows the Cisco Unified IP phone model number.

	Feature Description (continued)
15	4-way navigation pad and Select button—Scrolls through text and selects features that are displayed on the LCD screen. View directory numbers, lines, and features assigned to each line button. The Select button is at the center of the navigation pad.

Softkey Description

<< or >>—Navigates to edit characters. Use the backspace softkey to erase digits that were entered incorrectly.

Acct—Consult your administrator on the use of this softkey.

Callback—Notifies callers that the called line is free.

Cancel—Cancels the last selection.

CFwdALL—Forwards all calls.

Clear—Clears directory history.

Confrn—Connects callers to a conference call.

Delete—Deletes selected number.

Dial—Dials the displayed number.

Directories—Provides access to phone directories.

DND—Activates the Do-Not-Disturb feature.

Down—Decreases the LCD screen contrast.

EditDial—Selects a number and activates the cursor for editing.

EndCall—Ends the current call.

Exit—Exits from the current selection or screen.

Flash—Provides hookflash functionality for three-way calling and call-waiting services provided by the PSTN or Centrex service.

GPickUp—Selectively picks up calls coming into a phone number that is a member of a pickup group.

Softkey Description (continued)

Login—Provides PIN-controlled access to restricted phone features. Contact your local administrator for additional instructions.

Message—Dials the local voice-mail system.

more—Scrolls through additional softkey options (for example, use the **more** softkey to locate the DND softkey).

NewCall—Opens a new line on the speakerphone to place a call.

Ok—Confirms the selection.

Park—Forwards calls to a location from which the call can be retrieved by anyone in the system.

PickUp—Selectively picks up calls coming into another extension.

Play—Plays the ring sound sample.

Redial—Redials the last number dialed.

Restore—Consult your administrator on the use of this softkey.

Resume—Returns to an active call.

Save—Saves the last change.

Search—Initiates a search in the local directory.

Select—Selects the highlighted option.

Settings—Provides access to phone settings such as display contrast, ring volume, and ring type.

Trnsfer—Transfers selected calls to an alternate number.

Up—Increases the LCD screen contrast.

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Note

- Complete numbered items in sequence.
- Bulleted item give you a choice; choose only one.
- Bolded terms are softkeys you press.

Obtain Dial Tone

- Lift the handset. If you cannot hear a dial tone, choose an available line by pressing the line button.
- Press the speaker button. If you cannot hear a dial tone, choose an available line by pressing a line button.
- Press an available line button, directly enabling speakerphone mode.
- Press **New Call**.
- If a headset is connected to the phone, press the **Headset** button.

Place a Call

- Dial the number on the keypad.
- Press **Redial**.
- On the speakerphone, press a line button.
- Press **NewCall** and dial a number on the keypad.
- Press **Redial**.
- Dial the number with the phone on hook. Then press **Dial** or lift the handset.
- If you have selected a number from the directory, press **Dial** to place the call.

Answer a Call

- Lift the handset.
- If you are using a headset, press the line button to select between incoming calls.
- On the speakerphone, press the **Speakerphone** button or **Answer**.

End a Call

- Hang up.
- If you are using a headset, press **EndCall**.
- On the speakerphone, press the **Speakerphone** button or **EndCall**.

Redial a Number

- Lift handset, press **Redial**.
- On the speakerphone, press **Redial**.

Hold a Call

Press **Hold** or select another line.

To retrieve a call on hold, press the flashing button or **Resume**.

Mute a Call

Press the **Mute** button.

To deactivate mute, press the **Mute** button again. On the speakerphone, lift the handset.

Transfer a Call

1. Press the **Transfer** button.
2. Dial the “transfer to” number.
 - Hang up or press the **Transfer** button.
 - Wait for answer and announce caller.

Press the **Transfer** button to leave call. Press **Resume** to reconnects to caller.

To cancel a transfer, press **EndCall** then **Resume** to reconnect to caller.

Directory Transfer

1. Obtain dial tone.
2. Press the **Applications** line button 24 and navigate to **Directories**.
Or press line button 22 if it is configured as **Directories** (default).
3. Search for the requested name.
4. When the requested name is selected in the **Directory**, press **Dial**.
5. Press the **Transfer** button.

Call Forwarding

1. Press **CFwdAll**.
2. Dial “forward to” number.
3. Press **#** or **EndCall**.

To cancel call forwarding, go offhook on line, press **CFwdAll**, then hang up.

Speed Dial

Program Speed Dial

1. Obtain dial tone.
2. Press **#**.
3. Press **Speed-dial** to start.
4. Enter number to speed dial.
5. Press **Speed-dial** to finish.
6. Hang up.

Call From Speed-Dial

1. Obtain dial tone.
2. Access **Applications**, then **Directories**.
3. Navigate to **Speed Dial**.
4. Press **Select**.

DND

1. Press **more**.
2. Press **DND**.

Intercom

1. Access **Applications**, then **Directories**.
2. Scroll to **Speed Dial**.
3. Press **Intercom Speed Dial**.
4. Press the **Mute** button to answer.

Call From Local Directories

1. Access **Applications**, then **Directories**.
2. Scroll to directory or press **4** for **Local Directories**.
3. Search for name.
4. Scroll to number.
5. Press **Dial**.

Call History

View Call History

1. Press **Applications**, then **Directories**.
2. Scroll to history list.
 - Press **1** for **Missed Calls**.
 - Press **2** for **Received Calls**.
 - Press **3** for **Placed Calls**.

Call from Call History

1. Access **Applications**, then **Directories**.
2. Navigate to number.
3. Press **Select**.
4. Press **Dial**.

Clear Call History

Press **Clear**. Clears all history.