cannot hear a dial tone, choose an available line by pressing the line key.
- Dial the number and then lift the handset.
- Press the line button for your extension, dial the number, and then lift the handset.
- Press any available button, dial the number, and then lift the handset.
- Press New Call, dial the number, and then lift the handset.
- Press a speed-dial button and then lift the handset.
- If you have selected a number from a directory, press Dial, and then lift the handset.

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

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 reconnect to the 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.

Place a Conference Call
1. During a call, press the more soft key and then the Confrn soft key to open a new line and put
to a Cisco Unified IP phone, one active and one other on hold, press the Confrn soft key.
To establish a conference call between two call already present on a Cisco Unified IP phone, if separate line buttons, one active and the other on hold, use the following method:
1. Press the Confrn soft key.
2. Press the Line button of the call you want to add to the three-party conference.

End a Conference Call
- Hang up the handset.
- Press the EndCall soft key.

Meet-Me Conference Call
1. Obtain a Meet-Me phone number from your system administrator.
2. Distribute the number to participants.
3. Obtain a dial tone, then press the the mo soft keys.
4. Dial the Meet-Me conference number.
Participants can now join the conference dialing in.
To end a Meet-Me conference, all participants must hang up.

Cisco Unified IP Phone 7931G (SCCP) for Cisco Unified Communications Manager Express 7.0

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.

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. 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.

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

Ace
Consult your administrator on the use of this soft key.

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.

Message
Dials the local voice-mail system.

more
Scrolls through additional soft key options (for example, use the more soft key to locate a DND soft key).

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 for additional instructions.

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.

Transfer
Transfers selected calls to an alternate number.

Up
Increases the LCD screen contrast.