

## Quick Reference



## 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.

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 the other on hold, press the **Confrn** soft key.

To establish a conference call between two calls already present on a Cisco Unified IP phone, use 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 **more** and **MeetMe** soft keys.
4. Dial the Meet-Me conference number. Participants can now join the conference by dialing in.

To end a Meet-Me conference, all participants must hang up.

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eed to press the **more** soft key to see **Confrn**.  
 nter the participant's phone number.  
 Wait for the call to connect.

ress **Confrn** again to add the participant to our call.

Repeat to add additional participants.

#### **View Participants**

Highlight the participant's name.

ress **Remove**. You can remove participants only if you initiated the conference.

o end your participation in a conference, hang up or press **EndCall**.

### **Record a Call**

ress the **LiveRcd**. This puts the other party on-hold and initiates a call to the configured live record number.

ress the **LiveRcd** again to stop the recording.

### **Join a Shared-Line Call**

Highlight the remote-in-use call that you want to join.

ress the **more** soft key to navigate to **cBarge** and press **cBarge**.

### **Speed Dial**

#### **Obtain Speed Dial**

Obtain dial tone.

ress #.

ress **Speed-dial** to start.

Enter number to speed dial.

ress **Speed-dial** to finish.

hang up.

#### **Transfer from Speed-Dial**

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.	Contact your local administrator for additional instructions.
Acct	Consult your administrator on the use of this soft key.	Message
Callback	Notifies callers that the called line is free.	more
Cancel	Cancels the last selection.	NewCall
CFwdALL	Forwards all calls.	Ok
Clear	Clears directory history.	Park
Confrn	Connects callers to a conference call.	Pickup
Delete	Deletes selected number.	Play
Dial	Dials the displayed number.	Redial
Directories	Provides access to phone directories.	Restore
DND	Activates the Do-Not-Disturb feature.	Resume
Down	Decreases the LCD screen contrast.	Save
EditDial	Selects a number and activates the cursor for editing.	Search
EndCall	Ends the current call.	Select
Exit	Exits from the current selection or screen.	Settings
Flash	Provides hookflash functionality for three-way calling and call-waiting services provided by the PSTN or Centrex service.	Trnsfer
GPickUp	Selectively picks up calls coming into a phone number that is a member of a pickup group.	Up