Corporation Headquarters
Cisco Systems, Inc.170 West Tasman DriveSan Jose, CA 95134-1706USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100
Cisco, Cisco IOS, Cisco Systems, and the Cisco Systems logo are registered trademarks of Cisco Systems, Inc. or its affiliates in the United States and certain other countries. All other brands, names, or trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0501R)
© 2006 Cisco Systems, Inc. All rights reserved. Printed in Malaysia
DOC-7817542=

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:
- 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
telephone 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.
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.
Confn—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.
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.
Transfer—Transfers selected calls to an alternate
number.
Up—Increases the LCD screen contrast.
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 Dial or lift the handset.
- If you have selected a number from the directory, press Answer 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.