



USER GUIDE



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

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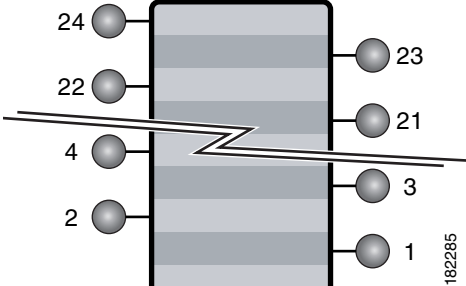
1 Overview

This guide provides phone, soft key, and features descriptions for the Cisco Unified IP Phone 7931G Skinny Client Control Protocol (SCCP) keyset phone

Physical Layout

The Cisco Unified IP Phone 7931G is a multi-line IP phone which includes 24 buttons that can be assigned to lines and call features. A 3-color LED provides call status information for each line.



	Feature	Description
1	Line and call feature button	<p>Opens a new line and accesses call features. A 3-color LED provides call status information:</p> <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. <p>The line buttons are numbered 24-1 from top to bottom. The numbers do not appear on the phone.</p> 

	Feature	Description
2	Paper label	Allows you to identify each button with line or feature information.
3	Soft keys	Engage the functions displayed on the corresponding LCD tabs.
4	Hold button	Places calls on hold. Press the line button, flashing green or red, to retrieve 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 soft key 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.

Soft Key Description

Your Cisco Unified IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone.

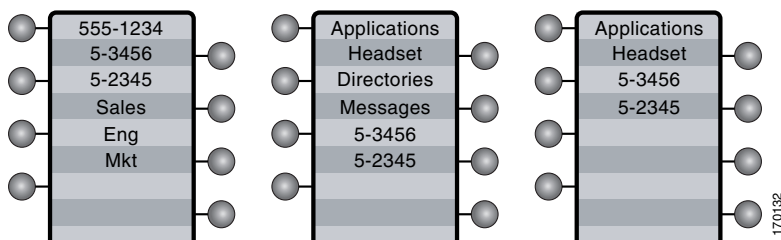
The following is a comprehensive list of soft keys offered on the Cisco Unified IP Phone 7931G. Functionality varies according to your system configuration.

Soft Key	Function
<< or >>	Use these soft keys to move the cursor to the left or right. Moving the cursor to the left can erase information that you have entered.
Acct	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 current 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.

Soft Key	Function
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 soft key options (for example, use the more soft key to locate the 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 on the use of this soft key.
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 another number.
Up	Increases the LCD screen contrast.

2 Operating Your Phone

Your phone can be configured in a variety of ways. A typical line button configuration is Applications on line button 24 and Headset on line button 23. To activate and deactivate the headset, for example, press line button 23.



Obtain Dial Tone and Place a Call

To place a call, first choose a line to get a dial tone. To obtain a dial tone, use one of the following methods:

- Lift the handset. If you cannot hear a dial tone, choose an available line by pressing the line key.
- Press the speaker key. If you cannot hear a dial tone, choose an available line by pressing the line key.
- Press an available idle line key directly enabling speakerphone mode.
- Press the new call softkey.
- If a headset is connected to the phone, press the headset key.

To place a call, use one of the following methods:

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



Note During on-hook dialing, use the backspace (<<) soft key to erase characters that were entered incorrectly. Backspace does not work if you have lifted the handset and dialed a number using the keypad.

Answer a Call

To answer a call, use one of the following methods:

- Lift the handset.
- If you are using a headset, press the line button to select between incoming calls.
- To use the speakerphone, press the line button (flashing amber), the **Answer** soft key or the Speaker button.

End a Call

To end a call, use one of the following methods:

- Hang up the handset.
- If you are using a headset, press the **EndCall** soft key.
- If you are using the speakerphone, press the Speaker button or the **EndCall** soft key.

Redial a Number

To redial the most recently dialed number, use one of the following methods:

- Lift the handset and press the Redial button.
- Press a line button and then press redial.
- Press the Redial button to dial using the speakerphone.

Hold a Call

To place a call on hold while on the call, press the dedicated Hold button. Calls placed on hold by you flash green. Calls placed on hold by others flash red.

To retrieve a held call, press the flashing line button or press the **Resume** soft key. If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.



Note Because the hold feature can generate music or a beeping tone, avoid using hold when dialed into a remote conference system.

Mute a Call

To mute a call while on a call, press the Mute button. The Mute button lights, indicating that the other party cannot hear you. To deactivate the mute function, do one of the following:

- Press the Mute button again.
- Lift the handset if you are using mute along with speakerphone.



Note The Mute feature does not generate music or a beeping tone.

Manage Call Waiting

The 7931G is designed to work as a key system telephone with each button handling one call. Call waiting calls are normally presented on a separate line button. A new call can be answered by pressing the ringing button. The current call is automatically put on hold. You can toggle between callers by pressing the flashing line button; the current call is placed on hold automatically. If you are on a call when a second call comes in, you hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone, and the call appears on a separate line button.

- To answer the new call, press the **Answer** soft key to answer the call. The call on the other line is automatically put on hold.
- To return to the original call, press the line button of the original call to reconnect to it.
- For calls on a separate line, press the Line button for the incoming call. The call on the other line is automatically put on hold.
- To return to the original call, press the Line button associated with the original call.

Retrieve Voice-Mail Messages

To access voice messages, use the following method:

1. Obtain dial tone.
2. Dial the extension number of the voice mail system.
3. Press the speed dial button for the voice mail system. The speed dial button may already be programmed for this.
4. Press line button 21 if configured as Message key.



Note When you have one or more new messages, the message-waiting indicator (MWI) light on your handset is lit and there is a distinctive dial tone if you have MWI configured.

Using the Navigation Pad and Select Button

User can use the navigation pad up and down arrows to move the cursor or currently highlighted text. Use the select button, located in the center of the navigation pad, to choose the currently highlighted text. You use the left and right arrows to change the information displayed for line and features buttons from normal to detailed.

The Select button provides additional functionality depending on the context. If you navigate to any line in the LCD (pressing the up and down arrows on the navigation pad) and the corresponding:

- Button is mapped as a line button and the line is idle, pressing Select initiates a new call.
- Button is mapped as a line button and there is a call on the line, pressing Select changes the display between normal and detailed.
- Button is mapped as a line button and there is a call on hold, pressing Select resumes the call.
- Button is mapped as a feature, pressing Select invokes the feature.

Adjust the Volume for the Current Call

To adjust the handset, speakerphone, or headset volume for the current call, use the following method:

1. During a call, press the Up or Down Volume button.
2. Press the **Save** soft key to apply the new volume level to future calls.

Adjust the Ring Volume

To adjust the ring volume, press the Up or Down Volume button while the phone is idle or ringing and the handset is on hook.

Select the Ring Type

To change the ring type, use the following method:

1. Press line button 24 to access the Applications Menu key (default). If you are not sure of which button is configured as the Applications Menu key, use the Navigation button to display all button configurations.
2. Use the Navigation pad to choose Settings, or press keypad digit 3.
3. Press 2 for Ring Type, or use the Navigation pad to access Ring Type and press the Select button.
4. Use the Navigation pad to scroll through the list of ring types. Press the **Play** soft key to hear samples.
5. Highlight the ring you want, and then press the Select button.
6. Press the **Save** soft key to save the setting, or press **Cancel** to exit to the previous menu without changing the setting.
7. Press the **Exit** soft key to return to the main directory menu.

Adjust the Display Contrast

To adjust the contrast in your LCD Display, use the following method:

1. Press line button 24 to access the Applications Menu key (default). If you are not sure of which button is configured as the Applications Menu key, use the Navigation button to display all button configurations.
2. Use the Navigation pad to choose Settings, or press keypad digit 3.
3. Use the Down or Up soft key to change the contrast.
4. Press the **Save** or **Exit** soft key.
5. Press the **Ok** soft key to select your contrast setting.
6. Press the **Save** soft key to save the setting, or press **Cancel** to exit to the previous menu without changing the setting.
7. Press the **Exit** soft key to return to the main directory menu.

I-Hold

The I-Hold feature provides a visual indication of calls on hold on a shared line: a flashing green line-button LED indicates a locally held call and a flashing red line-button LED indicates that the other user has put a call on hold.

Directory Transfer

You can transfer a caller to a selected directory number. To transfer a call directly to a selected directory number, use the following method:

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

Busy Monitored Line

To transfer a call to a busy monitored line, press the transfer button and then the line button.

Divert Incoming Calls

To forward any incoming call to the call forward destination for each line configured on the phone, for example forward to voice mail, press the **DND** key.



Note If the call-forward destination is not set, pressing the **DND** soft key disables the ringer.

Live Record a Call

Call initiators can use the **LiveRcd** soft key to record an active call, private line or conference call. To record a call, use this method:

1. Press the **LiveRcd**. This puts the other party on-hold and initiates a call to the configured live record number.
2. Press the **LiveRcd** again to stop the recording.

Join a Shared-Line Call

User can join a call on a shared line using the **cBarge** softkey.

To join the shared-line call, use the following method:

1. Highlight the remote-in-use call that you want to join.
2. Press the **more** soft key to navigate to **cBarge** and press **cBarge**.

Park a Call

Call park allows a phone user to place a call on hold at a designated parking spot from which the call can be retrieved by anyone on the system.

To park a call, press the **Park** soft key. The Cisco Unified Communications Manager Express system automatically selects an available call part slot and displays the number on the Cisco Unified IP phone screen.

To park a call to a specific call part slot, press the transfer button followed by the call part slot number provided by your local administrator.

To retrieve a parked call, use one of the following methods:

- Dial the call part slot number.
- If your phone receives a call park notification, press the **PickUp** soft key followed by the asterisk (*).
- Press the **PickUp** soft key followed by the call part slot number.



Note Contact your local administrator for available call park directory numbers.

Call-Blocking (Toll Bar) Override

Call blocking prevents unauthorized use of phones. It is implemented by matching a pattern of specified digits during a specified time of day and day of week or date. The call-blocking override feature allows individual phone users to override the call blocking that has been defined.

To place calls when call-blocking is enabled, use the following method:

1. Press the **Login** soft key on the Cisco Unified IP phone.
2. Enter the PIN that is associated with the phone.



Note Contact your local system administrator for your personal identification number (PIN).

Transfer a Call

To transfer a selected call to another number, use one of the following methods:

- **Blind transfer**—Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
- **Consult transfer**—Redirects the call after first allowing you to speak to the transfer recipient.

To transfer a call, perform the following steps:

1. During a call, press the **Trnsfer** soft key or the Transfer button. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. To make a blind transfer, hang up the handset or press the **Trnsfer** soft key once you hear the line ringing.
4. To make a consult transfer, wait for the call to be answered. Speak to the transfer recipient. Then press the Transfer button or hang up the handset.
5. To cancel your consult call-transfer attempt, press the **EndCall** soft key.
6. If the transfer fails, press the **Resume** soft key to return to the original call.
7. To reconnect to the original caller, press the **Resume** soft key.

Transfer to Voice Mail

1. Press **TrnsfVM**.
2. Enter the recipient's extension number and press **TrnsfVM** again

Forward All Calls

To forward all incoming calls to another number, use the following method:

1. Press the **CFwdALL** soft key. You hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers.
The phone display is updated to show that calls are to be forwarded.
3. Press the pound key (#) or the **EndCall** soft key.



Note To forward calls to a speed-dial number, use the soft key and button sequence of the **CFwdALL** soft key plus a speed-dial button, followed by the **EndCall** soft key.

To cancel call forwarding, use one of the following methods:

- Select the line that has call forwarding set.
- Press the **CFwdALL** soft key then hang-up.

Pick Up Calls

To pick up a call that is on hold or a call that is ringing at another extension, use the following method:

1. Press the **PickUp** soft key.
2. Dial the extension number of the Cisco Unified IP phone that you want to pick up. Control of the call is transferred to your phone.

To selectively pick up a call coming in to a number that belongs to a pickup group, use one of the following methods:

- Press the **GPickUp** soft key. If there is only one pickup group defined in the entire Cisco Unified Communications Manager Express system, control of the call is transferred to your phone.
- If the ringing telephone and your phone are in the same pickup group, press the asterisk (*) to transfer control of the call to your phone.

- If the ringing telephone and your phone are in different pickup groups, dial the pickup group number where the phone is ringing to transfer control of the call to your phone.

Place a Conference Call

To place a conference call, use the following method:

1. During a call, press the **more** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press **Confrn** again to add the new party to the call.

To establish a conference call between second- and third-party calls already present on a phone, using separate line buttons, one active and the other on hold, use the following method:

1. Press the **Confrn** soft key on the phone.
2. Press the **Line** button of the call you want to add to the three-party conference.

End a Conference Call

To end the conference call, hang up the handset, or press the **EndCall** soft key.



Note If configured, once the conference call initiator disconnects, the conference call is terminated.

Alternate Methods to End a Conference Call

Call initiators may use one of the following methods (Functionality varies according to your system configuration.):

- To end the conference but remain connected to the most recent call, press the **Confrn** soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset. The other parties remain on the conference call.

Place a Call from Your Local Directory

To access the local phone directory established by the system administrator, use the following method:

1. Press **Menu**, navigate to locate **Directories**, and then press the **Select** button.
2. Press **4** on the keypad or navigate to the **Local Directory**.
3. Use the **Navigation pad** to select the **Last**, **First**, or **Number** field search option.
4. Use the keypad to enter the last name or first name for the entry.

To enter characters, press the number key of the letter you want until you access that letter. For example, to enter a B, press the 2 key two times, to enter a C, press the 2 key three times. Pressing a key repeatedly cycles through the letters for that key. Use the **backspace (<<)** soft key to make corrections while entering characters.

5. Press the **Search** soft key to find your selection.
6. If your search results in multiple listings, use the **Navigation pad** to highlight the correct number, then press the **Select** button.
7. Press the **Dial** soft key to dial the selected number.

Program Personal Speed-Dial

To program personal speed-dial from your phone, use the following method:

1. Press **Menu** and navigate to locate **Services**, and then press **Services**.
2. Select **My Phone Apps** and scroll down to **Personal Speed Dial**.
3. Select **Personal Speed Dial**.
4. Add a **Label** and **Number**.
5. Navigate to **Directories** and select **Personal Speed Dial**, select the number you want to call and make a call.

Place a Call from Your System Speed-Dial Directory

To place a call from your system speed-dial directory, use the following method:

1. Obtain dial tone.
2. Press the Applications line button 24, navigate to Directories, or press keypad digit 2.
Or press line button 22 if it is configured as Directories (default).
3. Use the Navigation pad to scroll through the options. Use the Select button to select speed-dial options.
 - Press 5 for the Local Speed Dial.
 - Press 6 for the Personal Speed Dial. (Functionality varies depending on your system configuration.)
4. Use the Navigation pad to scroll through the speed-dial phone list.
5. To dial the selected phone number, press the Select button, or enter the entry number on the keypad.
6. Press the **Exit** soft key to return to the previous directory menu.

View Call History

To view recent missed, received, or placed calls, use the following method:

1. Press **Menu**, navigate to locate **Directories**, and then press the **Select** button.
2. Use the Navigation pad to scroll and select the desired call list. Press the **Select** button, or
 - Press 1 on the keypad for Missed Calls.
 - Press 2 on the keypad for Received Calls.
 - Press 3 on the keypad for Placed Calls.
3. Press the **Exit** soft key to return to the previous directory menu.

Place a Call from Call History

To place a call to a number in the call history list, use the following method:

1. Use the Navigation pad to scroll through the call history list.
2. Use the **Select** button to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display, press the **Dial** soft key.

To edit the number on the phone display before dialing, use the following method:

1. Press the **EditDial** soft key to place the cursor at the beginning of the number on the phone display.
2. Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase digits that were entered incorrectly.
3. Press the **Dial** soft key to place the call.

Clear Call History

To clear all numbers in the directory histories, press the **Clear** soft key.



Note The **Clear** soft key clears all call history lists. Selective clearing of call history lists is not supported.

Place a Call Using Your Extension Mobility (EM) Profile

Extension Mobility (EM) allows the user to temporarily configure a Cisco Unified IP phone to function as user's own phone. Once the user is logged-in to EM, the phone adopts the user's profile, including the line buttons, features, and established services.

To log-in to Extension Mobility:

1. Press **Menu** and navigate to locate **Services**, and then press **Services**.
2. Press **Extension Mobility**

3. Enter your User ID and Password.
4. Press **Submit**. The phone will temporarily configure user profile and settings.



Note Your administrator must configure Extension Mobility for you.

Place a Call from Your Extension Mobility Speed-Dial Buttons

To place a call from your Personal Speed-Dial using My Phone Apps, use the following method:

1. Log-in to **Extension Mobility**.
2. Select **My Phone Apps** and scroll down to **Speed Dial Buttons**.
3. Select **Speed Dial Buttons**
4. Add a **Label** and **Number**.
5. Go back to **My Phone Apps** and press **Reset Phone**. Your Speed-Dial Buttons will appear on the phone display screen.

Use Audio Paging

Audio paging provides a one-way voice path to the phones that have been designated to receive paging. It does not have a press-to-answer option like the intercom feature.

To use the paging function for paging a group, use the following method:

1. Select an available phone line by lifting the handset. Listen for the dial tone.
2. Dial the designated paging group number.
Each idle IP phone that has been configured with the paging number answers automatically in speakerphone mode, and the phone displays the caller ID.
3. When you finish speaking your message and hang up, the phones are returned to their idle states.

Use the Intercom Feature

Cisco Unified Communications Manager Express supports intercom functionality for one-way and press-to-answer voice connections using a dedicated pair of intercoms on two phones that speed-dial each other. A line button is assigned for use as the intercom button.

The called IP phone automatically answers the call in speakerphone mode with mute activated. A beep sounds to alert the recipient to the incoming call.

To respond to an intercom call, press the Mute button, or lift the handset.

Activate Do Not Disturb (DND)

For visual call alerting and information without audible ringing, use DND. Calls receive normal call-forward-busy and no-answer treatment.

To activate the Do-Not-Disturb feature, use the following method:

1. Press the **more** soft key to locate the **DND** soft key.
2. Press the **DND** soft key. A display text message indicates that the phone is in Do-Not-Disturb mode.



Note If DND is not set, pressing the DND soft key when a line is ringing forwards the call to the call-forward destination set on the phone for that call only. If the call-forward destination is not set, pressing the DND soft key disables the ringer.

To deactivate the Do-Not-Disturb feature, repeat Steps 1 and 2.

3 Phone Features Index

This section provides an alphabetical list of features for your Cisco Unified IP phone 7931.

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