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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.

## 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.



## 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.
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## 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.

## **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





- 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 **Confm**





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