



Quick Guide

Cisco Unified IP Phone: Model 7931



Basic Phone Use:

Place a Call	Lift Handset, or press Line Button, or press NewCall soft key, or press the speaker button, or headset button and dial. <ul style="list-style-type: none"> Dial an extension to reach internal staff. Can you find your extension # _____? Dial 9 plus 7 or 10 digits for local calls (local dialing rules apply). Dial 9 plus 1 and the phone number for long distance call.
Answer a Call	Lift Handset, or press Answer soft key or line button, or speaker button or headset button. <ul style="list-style-type: none"> Tip: If you receive a second call, you will hear a beep. Then press the Answer soft key to answer it, and the first call will be put on hold.
End a Call	Hang up handset, or press EndCall soft key, or headset key or speaker key, etc.

Phone Features:

PickUp	To pickup a call from a phone ringing in your workgroup do the following: <ol style="list-style-type: none"> Find the displaying PickUp softkey label & then press softkey button associated with it. The call will be presented to your extension, press the Answer soft key to take the call. <ul style="list-style-type: none"> Note: You can only pickup calls that are ringing on an extension of your pickup workgroup, once the call has moved on to a coverage path (gone to voice mail or someone else answers the call), you cannot pickup the call.
GPickUp Check with your IS Department to find out if you have the capability to pick up calls from another group	Answering a call that is ringing on another extension outside of your workgroup do one of the following: <ol style="list-style-type: none"> If the Group PickUP button or GPickUp softkey is available, press it. If the Group PickUP button or GPickUp softkey is NOT available, go "off -hook" (obtain a dial tone) to display the GPickUP softkey, then press it. Enter the group pickup code. <ul style="list-style-type: none"> Tip: If your phone supports auto-pickup, you are now connected to the call. If the call rings, press Answer to connect the the call.
Mute a Call	During the call press the Mute button  then press Mute again to resume speaking.

Place a Call on Hold	<p>During the call press Hold button . Press Resume soft key to take it back off hold.</p> <ul style="list-style-type: none"> You can hold and resume calls. When you put a call on hold, the Hold icon  appears next to the line display on the phone screen, and the corresponding line button flashes green . Tip: If multiple calls are on hold, use the Up/Down Arrow key to select the call and then press <i>Resume</i>. 										
Place Call o Hold	<ol style="list-style-type: none"> If the Hold Reversion feature is enabled for your phone, calls that you leave on hold will revert back to ringing on your phone after a certain length of time. These “reverting” calls remain on hold until you resume them. Your phone indicates the presence of a reverting call by: <ul style="list-style-type: none"> Alerting you at intervals with a single ring (or flash or beep, depending on your phone line setting). Briefly displaying a “Hold Reversion” message in the status bar at the bottom of the phone screen. Displaying the animated Hold Reversion icon  next to the caller ID for the held call. Displaying a line button  (flashing, depending on the line state). <ul style="list-style-type: none"> Tip: Your phone will come back off HOLD (revert back to you) after <i>one (1) minute</i>. 										
Remove a call from Hold	<ul style="list-style-type: none"> Press  (flashing),  (flashing), or  (flashing) for the held call, or Make sure the appropriate call is highlighted and do one of the following: <ul style="list-style-type: none"> Press Resume. Press . 										
Park a Call	<ol style="list-style-type: none"> During a call, press the more soft key to access additional options and select the Park soft key. The display will indicate the "parking space" that the caller is assigned to. Access that caller by dialing the "parking space" number from any phone. <ul style="list-style-type: none"> Note: Park range number are: <table border="0" data-bbox="431 1094 716 1251"> <thead> <tr> <th>Sites</th> <th>Park Ranges</th> </tr> </thead> <tbody> <tr> <td>Medford</td> <td>1000 - 1025</td> </tr> <tr> <td>Klamath</td> <td>2000 - 2025</td> </tr> <tr> <td>Phoenix</td> <td>3000 - 3025</td> </tr> <tr> <td>Gilbert Creek</td> <td>4000 - 4025</td> </tr> </tbody> </table> Tip: If you forget the parking space number, or forget to pick the caller back up, the call will ring back to the original phone after a timeout period of <i>one (1) minute</i>. 	Sites	Park Ranges	Medford	1000 - 1025	Klamath	2000 - 2025	Phoenix	3000 - 3025	Gilbert Creek	4000 - 4025
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Transfer a Call	<ol style="list-style-type: none"> Press the Transfer Button  on lower right of phone (the call will be put on hold) Dial the number you want to transfer the call to. Once the call is ringing, you can either press Transfer button again immediately to transfer the call without waiting for the call to be answered -- this is called a blind transfer. Or wait until you've talked to the other person and then press Transfer button to complete it -- this is called a consult or announced transfer. 										
Transferring to another site	<ol style="list-style-type: none"> You get a call and it needs to go to another department at another site you can select Transfer button, the extension [remember have to dial "9" first then extension number because it is outside of your site] & then consult with person & hit Transfer button Or if it is not a consult transfer just hit Transfer, then "9", then number, then Transfer. 										
Transfer a Call Directly to Voice Mail	<ol style="list-style-type: none"> During a call, press the Transfer Button. Dial " * ", the extension number, and then press the Transfer button again. Hang up and the caller will be delivered directly to voicemail without ringing the phone. 										
Immediate Divert	<p>Send a calling party directly to voicemail by pressing the iDivert soft key.</p> <ul style="list-style-type: none"> Note: You can use immediate divert anytime your phone is receiving a call to send that caller to voicemail, even if you are on another call. 										

Initiating an AdHoc Conference Call	<ol style="list-style-type: none"> 1 While on a call, press the more soft key, then press the Confrn soft key. This will put the first call on hold. 2 Dial another number. 3 When the call connects, press Confrn again to add this party to the conference. 4 Repeat those steps to have up to sixteen total parties on your conference call. <ul style="list-style-type: none"> ▪ Note: Once call is connected with another caller - you have a conference call in session. Now anyone can add others to the conference call, and even when the conference Initiator hangs up, the other participants can continue the conference. Also others can be added to the conference as long as you do not max out the number of participants allowed.
Initiating a Meet-Me Conference	<p>Create a virtual meeting space that others can dial into to join you in conference.</p> <ol style="list-style-type: none"> 1 Lift Handset, press Line Button, or press the NewCall soft key. 2 Press the more soft key. 3 Press the MeetMe soft key. 4 Dial the meet-me meeting space number 1050 for this conference. 5 Communicate the meet-me number you dialed to those you want to have join you in conference. <ul style="list-style-type: none"> ▪ Note: Access the MeetMe conference by dialing the number given by the initiator. There is only one -- 1050. This is an internal number. It can only be setup and joined by dialing the MeetMe number inside your network/offices. ▪ Tip: Total number of parties that can be connected on a MeetMe conference call is <i>twenty five (25)</i>.
Call Forward	<ol style="list-style-type: none"> 1 Press the CFwdALL soft key; you'll hear two quick beeps. 2 Dial the number you want to forward your calls to. Don't forget to dial 9 if you want an outside number. If you want to forward to voice mail, just press the Messages button. 3 To cancel the forwarding, press CFwdALL button. <ul style="list-style-type: none"> ▪ Tip: Verify Call forwarding is working by insuring the on your primary line in the status window that the call forwarding icon is displayed -- 
Paging	No Paging -- no overhead paging or intercom.
Do Not Disturb	<p>You can use Do Not Disturb (DND) to block incoming calls from ringing on your phone.</p> <ol style="list-style-type: none"> 1 Press DND softkey 2 “Do Not Disturb” displays on the phone, the DND lights  (solid), and the ring tone is turned off. <ul style="list-style-type: none"> ▪ Note: When DND and Call Forward All are both enabled, then calls are forwarded and the caller does not hear a busy tone.

Informational Features:

Emergency 911	You can dial either 911 or 9911 -- either will work.
Last Number Redial	Press Redial Button on lower right of phone. The last number that you called will be dialed.
To View Missed Call, Placed or Received Calls	<ol style="list-style-type: none"> 1 Press the Directories button, and use the Up/Down Arrows Navigation key to select Missed Calls, Placed Calls, Received Calls and press the Select soft key. 2 Use the Up/Down Arrow key to select the number. 3 Press the Dial soft key to dial the selected number from list; or press the EditDial soft key to edit the number first, and then press Dial. <ul style="list-style-type: none"> ▪ Tip: Press the <i>Exit</i> soft key twice if you want to exit the directory without making a call.

View/Dial the Corporate Directory	<ol style="list-style-type: none"> 1 Press the Directories button, and use the Up/Down Arrows Navigation key to select Corporate Directory, then press the Select soft key. 2 Use the Up/Down Arrow key select First Name, Last Name or Number you'd like to search for. 3 Use the keypad to enter the name or number you want to search for (using "cell-phone" like numbers for spelling, for example to get the letter "C" press the "2" button three times). 4 Use the Up/Down Arrow key as needed to select the desired listing. 5 Press the Dial soft key. <ul style="list-style-type: none"> ▪ Note: It is not necessary to enter a complete name or number to search for, and entries that start with the data you enter will match the search criteria.
Getting Help	<ol style="list-style-type: none"> 1 Press Menu/Application button (Line at top on left) and look at the status window. 2 Press 5 on the keypad or use the down arrow of the Navigation button and scroll to the the Help. Select it. <ul style="list-style-type: none"> ▪ Tip: Any questions that you can not figure out on your own, call your IT Department.

Audio and Comfort Features:

Handset, Speaker or Headset Volume	<ol style="list-style-type: none"> 1 To increase or decrease the volume of your handset, lift the handset and press the up or down volume button (has the "+" and "-" signs on it). To adjust the volume for headset or speaker, just select the one you want to set volume for and adjust using the volume key as above. 2 To save the setting, press the Save soft key; otherwise, it will revert to old volume setting once you hang up. <ul style="list-style-type: none"> ▪ Note: Volume setting should be saved near the middle, and increased as needed for a call. Contact your administrator if you find that you need to raise the volume on a regular basis.
Ringer Volume	<ol style="list-style-type: none"> 1 Press the Volume button ("+" and "-" signs on it) while phone is on hook. 2 Press the "+" Volume side of the button to increase and "-" to decrease it. 3 The ring volume will be saved automatically.
Ringer Selection	<ol style="list-style-type: none"> 1 Press the Settings button (the check marked box) and use the Up/Down Arrow key to select Ring Type, then press the Select soft key. 2 Use the Up/Down Arrow key to select the default ring and press Select. 3 Scroll through the list of ring options, press the Play soft key to "audition" the ring tone. 4 When you are satisfied with you choice, press the Select soft key.