

An Overview of Your Phone

The Cisco Unified IP Phone 7931G is a full-feature telephone that provide voice communication over the same data network that your personal computer uses, which allows you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

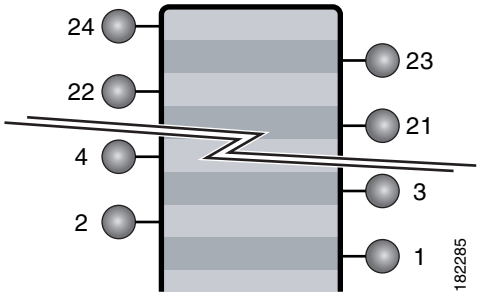
It is designed to meet the communication needs with moderate telephone traffic and specific call requirements. It provides you with dedicated hold, redial, and transfer keys to facilitate call handling and enhanced productivity features that extend your call-handling capabilities:

- Access to network data, XML applications, and web-based services.
- Online customizing of phone features and services from your Cisco Unified CM User Options web pages.
- A comprehensive online help system that displays information on the phone screen.

Understanding Buttons and Hardware

You can use the graphic below to identify buttons and hardware on your phone.



	Item	Description	For more information, see...
1	Programmable buttons 	Depending on configuration, programmable buttons (or line keys) provide access to: • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature) • Web-based services (for example, a Personal Address Book button) • Call features (for example, Privacy and Conference) • Local features (for example, Application menu, Headset, Settings) Buttons illuminate to indicate status:  Green, steady—Active call or two-way intercom call  Green, flashing—Held call  Amber, steady—Privacy in use, one-way intercom call, DND, logged into Hunt Group, headset or other local feature enabled  Amber, flashing—Incoming call or reverting call  Red, steady—Remote line in use (shared line, BLF status, or active Mobile Connect call)  Red, flashing—Remote call on hold Line keys are numbered 24 to 1 in descending order, alternating from left to right. 	• Understanding Phone Screen Features, page 15 • Basic Call Handling, page 18 • Speed Dialing, page 37 • Using a Shared Line, page 41 • Using BLF to Determine a Line State, page 43 • Placing or Receiving Intercom Calls, page 34 • Using Hold and Resume, page 23

	Item	Description	For more information, see...
2	Paper label	Allows you to identify each button with line or feature information.	Understanding Line and Call Icons, page 14
3	Softkey buttons 	Each activates a softkey option (displayed on your phone screen).	Understanding Phone Screen Features, page 15
4	Hold button 	Places calls on hold.	Using Hold and Resume, page 23
5	Transfer button 	Connects a call to another number.	Transferring Calls, page 26
6	Redial button 	Connects to the last dialed number.	Placing a Call—Basic Options, page 18
7	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.	Basic Call Handling, page 18
8	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.	Using Mute, page 24
9	Volume button 	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).	Using a Handset, Headset, and Speakerphone, page 51
10	Speaker button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.	Using a Handset, Headset, and Speakerphone, page 51
11	Handset	Functions like a traditional handset.	Using a Handset, Headset, and Speakerphone, page 51
12	Handset indicator light	Indicates an incoming call or new voice message. Flashes for an incoming call and remains on when there is a message waiting.	Accessing Voice Messages, page 63
13	Phone screen	Displays information such as line/call status, phone number, and soft key tabs.	Understanding Phone Screen Features, page 15
14	Cisco Unified IP Phone model	Shows the Cisco Unified IP Phone model number.	

	Item	Description	For more information, see...
15	4-way navigation pad and Select button (center) 	Navigation button • Scroll up and down to see menus and highlight items • Scroll left to open the Details view and see directory numbers and features assigned to each line button (when on call screen) • Scroll right to close the Details view	Understanding Phone Screen Features, page 15
		Select button—scroll to select a line using the Navigation button, then: • If the button is mapped to a directory number, and: – The line is idle, press  to initiate a new call. – An on-hold call is on the line, press  to resume the call. – An active call is on the line, the Select button has no effect. • If the button is mapped to a feature, press  to access the feature.	Understanding Phone Screen Features, page 15

Understanding Lines and Calls

To avoid confusion about lines and calls, refer to these descriptions:

- **Lines**—There are 24 programmable buttons (see [Understanding Buttons and Hardware, page 9](#)). Typically, your system administrator assigns some of these lines (up to 24) to be used as lines for making and receiving calls. Each corresponds to a directory number or intercom number that others can use to call you.

Some of your lines may share the same directory number, and others may have unique directory numbers. To see your phone lines, use the Navigation button to scroll through the list of programmable button display (see [Understanding Phone Screen Features, page 15](#)).

Buttons configured as lines display their assigned directory number and associated button number. For example, if you have directory number “3105” assigned to button 1, the line appears as 3105:01 on the phone screen. Each line also has an associated icon to help you identify its purpose (see [Understanding Line and Call Icons, page 14](#)).

- **Calls**—Each line can support a single call. If multiple lines share a directory number, each line can still support one call each.

Understanding Line and Call Icons

Your phone displays icons to help you determine the line and call state and feature accessibility on each line.

Icon	Line or call state	Description
Call State		
	On-hook line	No call activity on this line.
	Off-hook line	You are dialing a number or an outgoing call is ringing.
	Connected call	You are connected to the other party.
	Call Forwarding enabled	Call forwarding is enabled on this line.
	Ringing call	A call is ringing on one of your lines, or a BLF- monitored line is ringing (BLF Pickup). See Using BLF to Determine a Line State, page 43 .
	Call on hold	You have put the call on hold. See Using Hold and Resume, page 23 .
	Remote call on hold	Another phone that shares your line has put a call on hold. See Using Hold and Resume, page 23 .
	Remote-in-use	Another phone that shares your line has a connected call. See Using a Shared Line, page 41 .
	Authenticated call	See Making and Receiving Secure Calls, page 44 .
	Encrypted call	See Making and Receiving Secure Calls, page 44 .
	Idle Intercom line	The intercom line is not in use. See Placing or Receiving Intercom Calls, page 34 .
	One-way intercom	The intercom line is sending or receiving one-way audio. See Placing or Receiving Intercom Calls, page 34 .
	Two-way intercom	The recipient pressed the intercom line to activate two-way audio with the caller. See Placing or Receiving Intercom Calls, page 34 .
Feature Access		
	Application menu	The Application menu is assigned to this line key. See Accessing the Application Menu, page 17 .
	Settings menu	The Settings menu is assigned to this line key. See Changing Phone Settings, page 55 .
	Directories menu	The Directories menu is assigned to this line key. See Using Call Logs and Directories, page 57 .

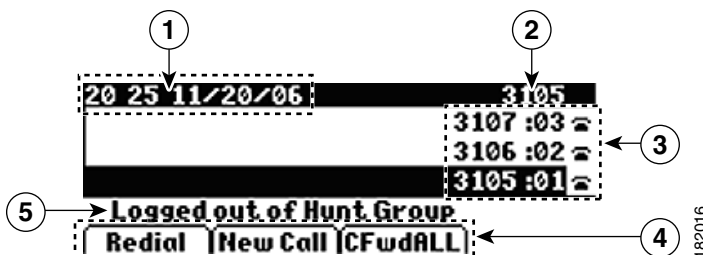
Icon	Line or call state	Description
	Messages menu	The Messages menu is assigned to this line key. See Accessing Voice Messages, page 63 .
	Services menu	The Services menu is assigned to this line key. See Setting Up Phone Services on the Web, page 70 .
	Headset button	You can use this option to use a headset with your phone. See Using a Handset, Headset, and Speakerphone, page 51 .
	Conference button	Conference is assigned to this line key. See Making Conference Calls, page 30 .
	Other Calling feature	A call feature is assigned to this line key. Refer to the text description next to this icon to verify the feature.
	Mobility	Mobility access is assigned to this line key. See Managing Business Calls Using a Single Phone Number, page 48 .
	Feature enabled	A call feature assigned to this line key is enabled. Refer to the text description next to this icon to verify the feature.
	Speed-dial or BLF speed-dial button	A speed-dial button is assigned to this line key. See Speed Dialing, page 37 , Setting Up Phone Services on the Web, page 70 , and Using BLF to Determine a Line State, page 43 .

Tip

To help you remember the line key assignments, your system administrator may provide you with a preprinted paper label. If not, remove the blank one and make your own labels.

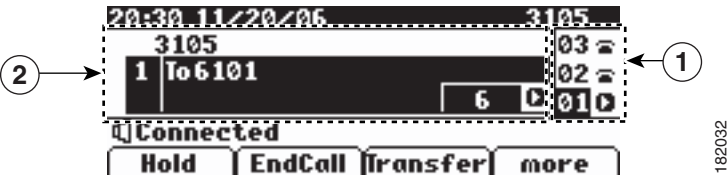
Understanding Phone Screen Features

This is what your phone screen may look like when idle. This view is called “Overview.”



1	Date and time display	Displays the current date and time.
2	Primary phone line	Displays the phone number (directory number) for your primary phone line.
3	Programmable button indicators	Programmable buttons  can serve as phone line buttons, intercom line buttons, speed-dial buttons, phone service buttons, call feature buttons, or local feature buttons. Icons and text descriptions indicate how these buttons are configured. For an icon reference, see Understanding Line and Call Icons, page 14.
4	Softkey labels	Each displays a softkey function.
5	Status line	Displays audio mode icons, status information, and prompts.

This is what your phone screen may look like when connected to a call. This view is called “Details.”



1	Overview	Displays line number and icon state for all lines.
2	Details View	Displays details about the assigned call and local features for the selected line key; in this example, information about the connected call displays, such as directory number, time connected, and call status display. Use the Navigation button to scroll and view details about other lines. Call and local features display label names and icons in their Details view. See Understanding Line and Call Icons, page 14.

Accessing the Application Menu

Use the Applications menu to access local phone features.

If you want to...	Then...
Access the Application menu	Press  >  to display a list of Applications: Messages, Directory, Settings, Services, and Help. (Typically, the Application menu is assigned to  button 24, located at the top of the left column.)
Scroll through a list or menu	Use the Navigation button.
Select a menu item	Use the Navigation button to scroll and highlight a menu item, then press  or Select . You can also press the number on the keypad that corresponds to the number for the menu item.
Go back one level in a menu	Press Exit . (If you press Exit from the top-level of a menu, the menu will close.)
Close a menu (and return to the Applications menu)	Press Exit one or more times until the menu closes.
Exit the Applications menu	Press  or Exit .

Tip

Some Application menu items (Settings, Directories, Services, Messages) can also be assigned to their own button. Use the Navigation button to scroll through the Overview and see [Understanding Line and Call Icons, page 14](#) to identify these lines.

Accessing the Help System on Your Phone

Your phone provides a comprehensive online help system. To view the phone help, press  >  > **Help**. (Typically, the Application menu is assigned to  button 24, located at the top of the left column.)

Understanding Feature Availability

Depending on your phone system configuration, features included in this Phone Guide may not be available to you or may work differently on your phone. Contact your support desk or system administrator for information about feature operation or availability.

You can access features using softkeys or pressing a line key. You can configure some of these features, but your system administrator controls most of them.

Here are some details about using softkeys and line buttons to access features.

Feature	Softkey	Line Button Label and Icon
CallBack	CallBack	CallBack 
Call Forward	CFwdALL	Forward All 
Call Park	Park	Park 
Call PickUp	PickUp	PickUp 
Conference	Confrn	Conference 
Conference List	ConfList	Conference List 
Do Not Disturb	DND	Do Not Disturb 
End Call	EndCall	End Call 
Group PickUp	GPickUp	Group PickUp 
Hold	Hold	 button
Hunt Group	HLog	Hunt Group 
Malicious Call Identification	MCID	Malicious Call ID 
Meet Me Conferencing	MeetMe	MeetMe 
Mobility	Mobility	Mobility 
New Call	New Call	New Call 
Other PickUp	OPickUp	Other PickUp 
Redial	Redial	 button
Remove Last Conference Participant	RmLstC	Remove Last Participant 
Transfer	Transfer	 button
Video Support	VidMode	Video 

Understanding SIP vs. SCCP

Your phone can be configured to work with one of two signaling protocols: SIP (Session Initiation Protocol) or SCCP (Skinny Call Control Protocol). Your system administrator determines this configuration.

Phone features can vary depending on the protocol. This Phone Guide indicates which features are protocol-specific. To learn which protocol your phone is using, you can ask your system administrator.