CISCO SYSTEMS

Quick Reference

Quick Reference Card
Cisco Unified IP Phones (SIP)
7931G
Cisco Unified CME

This quick reference card is intended for Cisco Unified IP phone users who are already familiar with their phones. For more detailed information on your phone and its features, see your user guide.

Using the Quick Reference

- Complete numbered items in sequence.
- When there are bulleted items, choose only one.
- Bolded terms identify soft keys you press.

Place a Call

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

- Lift the handset and dial the number. If you cannot hear a dial tone, choose an available line by pressing the line key.
- Dial the number and then lift the handset.
- Press the line button for your extension, dial the number, and then lift the handset.
- Press any available button, dial the number, and then lift the handset.
- Press the **New Call** soft key, dial the number, and then lift the handset.
- Press a speed-dial button and then lift the handset.
- If you have selected a number from a directory, press the **Dial** soft key, and then lift the handset.

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 reconnect to the 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 **CFwdAl**l, then hang up.

Place a Conference Call

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 the **Confrn** soft key again to add the new party to the existing call with the first party.

To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press the **Confrn** soft key.

To establish a conference call between two callers already present on a Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method:

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

End a Conference Call

- Hang up the handset.
- Press the **EndCall** soft key.

Meet-Me Conference Call

1. Obtain a Meet-Me phone number from your system administrator.
2. Distribute the number to participants.
3. Obtain a dial tone, then press the the **more > MeetMe** soft keys.
4. Dial the Meet-Me conference number. Participants can now join the conference by dialing in.

To end a Meet-Me conference, all participants must hang up.

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78-xxxxx-xx

Ad Hoc Conference Call

Start a Conference Call

1. From a connected call, press **Confrn**. (You may need to press the **more** soft key to see **Confrn**.)
2. Enter the participant's phone number.
3. Wait for the call to connect.
4. Press **Confrn** again to add the participant to your call.
5. Repeat to add additional participants.

Remove Participants

1. Highlight the participant's name.
2. Press **Remove**. You can remove participants only if you initiated the conference.
3. To end your participation in a conference, hang up or press **EndCall**.

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.

List of Soft Keys

Soft Key	Descriptions
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
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 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.

Soft Key	Descriptions
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 an alternate number.
Up	Increases the LCD screen contrast.