



# Cisco IP Phone 7931G User Guide



1. Understanding Buttons & Hardware
2. Answer a call
3. End a call
4. Switch between multiple calls
5. Call history
6. Directories
7. Volume control
8. Brightness
9. Ring tones
10. Mute your phone
11. Hold and resume a call
12. Transfer a call
13. Call forward
14. Call PickUp
15. Conference call
16. Check for voice messages
17. Dialing KSAU and NGHA Territories

## 1 – Understanding Buttons & Hardware



1. Programmable buttons - -
2. Paper label
3. Soft key buttons - - - - -
4. Hold button - - - - -
5. Transfer button - - - - -
6. Redial button - - - - -
7. Keypad
8. Mute button - - - - -
9. Volume button - - - - -
10. Speaker button - - - - -
11. Handset
12. Handset indicator light
13. Phone screen
14. Cisco Unified IP Phone model
15. 4-way navigation pad and select (center) button - - - - -

## 2 – Answer a call

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

- Pick up the handset
- Press the **Speaker button**, to answer with the speakerphone, press **Answer**, or **Amber indicator**.

## 3 – End a call

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

- Hang up while using the handset then return the handset to its cradle. Or press **End Call**
- Hang up while using the speakerphone then press or **End Call**.

## 4 – Switch between multiple calls

Press **Answer** to switch from a connected call to answer a new call, or, if the call is ringing on a different line, press **Amber indicator**

## 5 – Call history

To view recent missed or received calls:

1. Press the **Directories** button.
2. Use the **Navigation** button to scroll and select the desired call list. Press the **Select** soft key.

## 6 – Directories

Open/closes the Directories menu. Use it to access personal and corporate directories.

## 7 – Volume control

**Volume button** controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).





## 8 – Brightness

To adjust the brightness in your LCD display:



- Press the **Settings** button.
- Press **1** for Brightness, or use the **Select** soft key.
- Use the **Down** or **Up** soft key to change the brightness.

## 9 – Ring tones

To change the ringer sound:


1. Press the **Settings** button. 
2. Select **User Preferences**. (Use the Navigation bar and button to scroll and select, or press 1). 
3. Press **1** for Ring Type, or use the **Navigation** button to scroll to Ring Type and press the **Select** soft key. 
4. Use the **Navigation** button 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** soft key. 
6. Press the **Save** soft key to confirm the selection.

## 10 – Mute your phone


- Press **Mute** button to toggle Mute on. 
- Press **Mute** button to toggle Mute off. 

## 11 – Hold and resume a call

To put a call on hold:

1. Make sure the call you want to put on hold is highlighted
2. Press **Hold** soft key or **Hold** button 

To remove a call from hold on the current line:

1. Make sure the appropriate call is highlighted.
2. Press **Resume** or Press 

## 12 – Transfer a call

1. Verify that you are on an active call (not on hold)
2. Press the **Transfer** soft key or **Transfer** button

3. Enter the transfer recipient's phone number.
4. Wait for the recipient to answer. (Or, skip to Step 5 while the call is ringing.)
5. Press the **Transfer** button again. The transfer is complete.

## 13 – Call forward

1. Press the **CFwdALL** soft key.
2. Enter the target phone number.
3. To cancel call forwarding, press **CFwdALL**.

## 14 – Call Pick-Up

1. Press the **PickUp** soft key to transfer a ringing call within your pickup group to your phone. If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line button, then press **PickUp**. If your phone supports auto-pickup, you are connected to the call
2. If the call rings, press the **Answer** softkey to connect to the call.

## 15 – Conference call

1. Verify that you are on an active call (not on hold).
2. Press the **Confrn** soft key
3. Enter the phone number for the party you want to add (or press a speed-dial button).
4. Wait for the party to answer (or skip to step 5 while the call is ringing).
5. Press the **Confrn** softkey again.
6. The conference begins.
7. Repeat these steps to add more parties, if desired.

## 16 – Check for voice messages

Check for voice messages in any of these ways:

- Look at the visual message indicator lamp on your handset. 

- You can configure the visual message indicator lamp using your User Options web pages.
- Look for a text message.
- Listen for a stutter tone from your handset, headset, or speakerphone when you place a call.  
The stutter tone is line-specific. You hear it only when using the line that has a waiting message.  
You can configure the audible message indicator using your User Options web pages.

## 17 – Dialing NGHAs and KSAU Territories

From KSAU:

Press **85** + extension number to dial NGHAs

From NGHAs:

Press **84** + extension number to dial KSAU-HS



KINGDOM OF SAUDI ARABIA  
King Saud bin Abdulaziz University for Health Sciences  
Corporate Communications Department

Operations & Maintenance Helpdesk – ☎: 12345/☎: 91004  
Operations & Maintenance ✉: comm.maintenance@ksau-hs.edu.sa