

CISCO UNIFIED COMMUNICATIONS MANAGER EXPRESS 7.1 USER GUIDE

For Unified IP Phone 7931



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**** Note:** Because of differences in phone models and features, not all procedures and soft keys described here apply to all phones. ******

Using the IP 7931 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

- Lift the handset and dial the number.
- For hands-free, press **Newcall (3)**, dial number or press **Speaker (10)**, dial number.

Place a Second Call

- Press **Hold**.
- Press **Newcall**, dial number.

Answer a Call

- Lift handset.
- For hands-free, press **Answer (3)** soft key button.
- Press **Speaker (10)**

End a Call

- Hang up handset.
- Press **Endcall (3)** soft key.

Redial a Number

- Lift handset, press **Redial**.
- To use the speakerphone, press **Redial**.

Mute a Call

- Press **Mute (8)** button to activate.
- Press **Mute** again to deactivate.

Hold a Call

Hold

- Press **Hold (3)**.

Retrieve

- Press **Resume (3)**.
- Press your line button to resume or the button of the line you want to pick up.

Transfer a Call

1. During a call, press **Trnsfr (3)**.
2. Dial “transfer to” number.
3. To directly transfer the party, press **Trnsfr** and hang up when you hear the line ringing.
4. To speak to the recipient before transferring the call, wait for the recipient to answer, speak to him/her and then press **Trnsfr** to release the call and hang up.
5. To cancel the transfer, press **Resume** to reconnect to the first caller.

Transfer to Voice Mail

1. Press **TrnsfVM**.
2. Enter the recipient’s extension number and press **TrnsfVM** again

Place a Conference Call

1. During a call, press **More** and then **Confrn**. This places your call on hold and opens another line.
2. Dial another number.
3. When the other party answers, press **Confrn** again and the conference is complete.
4. To view who is on the call, press **More** and then **ConfLi**. Star (*) key indicates originator.
5. To remove a conference participant, use Navigation button to highlight party and press **Remove**.

End a Conference Call

- Hang up the handset.

- Press **EndCall**.

Join Multiple Calls

- Remain on the line with one of the callers.
- Use the Navigation button to highlight a held call.
- Press **More** and then press **Join** soft key.

Call Pick Up

- To answer a call ringing on another extension:
 1. Lift handset
 2. Press **GPickUp** soft key
 3. Dial 4 and the 4 digit extension

Call Park

- To hold a call and retrieve it at another extension:
- While on the call, press **Park**.
- LCD screen will display a Park Code, which you will need to remember or write down.
- Hang up.

Retrieve a Parked Call

Lift handset, dial the Park Code.

Call Waiting

- When you hear the call waiting beep (single alert):
 1. Press **Answer (3)** - first call automatically goes on hold.
 2. Use Navigation buttons to alternate between calls.
 3. Press **Resume (3)**.
 4. Press **Endcall (3)** to disconnect the selected caller.

Call Forwarding

1. Press **CFwdAll (3)**.
2. Dial “forward to” number.

To Deactivate

- Hang up.
- Press **CFwdAll (3)**.

Directories

- Press **Directories (1)**, then press:
 1. For Missed Calls.
 2. For Received Calls.
 3. For Placed Calls.
 4. For Personal Directory.
 5. For Corporate Directory.

Call History

View/Retrieve Missed, Received or Placed Calls

1. Press **Directories (1)** button.
 - Use Navigation to highlight either missed, received or placed calls.
 - Press **Select** or press the number associated with the respective directory.

Dial a Missed Call

1. Press **Directories (1)**.
2. Select 1 for Missed Calls.
3. Use the Navigation keys to highlight the number you would like to dial.
4. Press **Dial** for in system calls.

5. Press **EditDial** and prefix 9 for dialing external calls.

Redial last number called (Internal Calls)

- Press **ReDial (6)** soft key.
- Speaker for hands-free turns on automatically or lift handset.

Corporate Directory

- Press **Directories (1)**, then:
 1. Select 5 for the Corporate Directory.
 2. Enter Name.
 3. Press **Search**.
 4. Scroll to name you would like to dial.
 5. Press **Dial**.



SOFT KEY	DESCRIPTION
<< or >>	Use these keys to move the cursor left and right. Moving the cursor to the left can erase information you entered.
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 current 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.
Edit Dial	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	DESCRIPTION
Login	Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.
Message	Dials the local voice-mail system.
more	Enables the user to switch from the handset to the speaker to listen to a call hands-free.
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 to another extension.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.
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 column, and ring type.
Trnsfer	Transfers selected calls to an alternate number.
Up	Increases the LCD screen contrast.



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