Cisco 7821

1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Programmable feature buttons	Depending on how your system administrator sets up the phone, programmable feature buttons (on each side of the phone screen) provide access to: • Phone lines and intercom lines • Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features) **Buttons illuminate to indicate status:** Green, steady—Active call Green, flashing—Held call Amber, steady—Privacy in use Amber, flashing—Incoming call Red, steady—Remote line in use Red, flashing—Directed Call Park line unavailable
3	Phone screen	Shows information about your phone such as directory number, active call and line status.
4	Softkey buttons	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
5	Navigation and Select button	The Navigation and Select button allows you to scroll through menus, highlight items and select the highlighted item.
6	Hold/Resume button	Places an active call on hold and resumes the held call.

7	Conference button	Creates a conference call.
8	Transfer button	Transfers a call.
9	Speakerphone button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
10	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
11	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
13	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
14	Contacts button	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
15	Applications button	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.
16	Messages button	Autodials your voice messaging system (varies by system).
17	Handset	Phone handset.

Basic Phone Features

To place a call:
Internal
Lift Handset, press the **Speaker** button, line button or the New Call soft key, Dial Extension or 411 for voice calling
External
Lift Handset, press the Speaker button, line button or the New Call soft key
Local – Dial 9 + Number
Long Distance – Dial 9 + 1 + Number

To answer a call:
1. Lift the handset.
2. If you are using a headset, press the Headset button.
3. Press the Answer soft key or to use the speakerphone press the Speaker button.
4. Press the line button to select between incoming calls.

To end a call:
1. Hang up the handset.
2. If you are using a headset, press the Headset button or the EndCall soft key.
3. If you are using the speakerphone, press the Speaker button or the EndCall soft key.

To redial a number:
1. To redial the most recently dialed number, press the **Redial** soft key.

To put a call on hold:
1. Press the **Hold** button.
2. To return to the call, press the **Resume** soft key or the flashing green line button to resume the call.

To mute a call:
1. Press the **Mute** button.
2. To disengage mute, press **Mute** again or lift the handset.

To park a call:
1. During an active call, press the Park soft key to park the call. The LCD displays where the call is parked. ***Note where the call is parked.***

To retrieve a parked call
1. To retrieve the parked call, from any IP phone, dial the park extension.

To transfer a call:
1. During a call, press the **Transfer** button.
2. Dial the number to which you want to transfer the call and press **Transfer** again. Or, when the party answers, announce the call and then press the **Transfer** button.

To transfer a call to Voice Mail:
1. During a call, press the **Transfer** button. This puts the call on hold.
2. Press ***** the extension and then press **Transfer** again.

To forward all calls to another number:
1. Press the **Forward All** soft key.
2. Enter the number to which you want to forward all of your calls.
   Note: Enter the number exactly as you would if you were placing a call to that number.
   To verify that your calls are forwarded, look for:
3. A Forward All icon in the line label.
4. The forwarding information in the header.

To forward all calls to your voicemail:
1. Press the **Forward All** soft key.
2. Press the messages button.

To cancel call forwarding:
1. Press the **Forward Off** soft key.

DND (Do Not Disturb):
1. Press the **DND** soft key. This puts your phone on do not disturb. Your phone will flash but will not ring.
2. To disengage **DND**, press **DND**.

Decline:
Decline allows you to send an incoming call directly to voicemail. The line then becomes available to make or receive new calls.

Overhead Paging from any extension/phone:

- Enter your paging number:
- Wait for the "tone or beep" and speak clearly into the phone,
- press End Call when done (or you can simply hang up the handset, but this may be noisy),

Set up Speed Dials numbers on your phone

Log into your **Self Care Portal**
http:// _____
- Click the phones tab
- Select Phone Settings
- Select Speed Dial Numbers
- Select Add New Speed Dial
- Enter Contact information (phone number, description, speed dial number)
- Select Save.

Voice Mail Setup and Access

To enroll with voice mail (first use)

Press the **Messages** button, then follow the voice prompts.
Enter the first time enrollment password = **1234**.

a. Record your name - press # key as soon as you say your name
b. Record a greeting
c. Set a new password

To access your voice mail:

Press the **Messages** button and follow the voice instructions.
Note: When you have one or more new messages, the red light on your handset remains lit and an envelope icon flashes on your LCD screen. Also the message will appear in your email.

To access your voice mail from another phone:
1. Press the **Messages** button.
2. Press the * key
3. Enter your ID (Extension), then press the # key
4. Enter your Password (PIN number), then press the # key

To access your voice mail from outside the building:

1. Dial _____
2. Enter your ID (Extension), then press the # key
3. Enter your Password (PIN number), then press the # key

Basic Controls:

Press the **Messages** and log on:

Hear new messages	1	Set up options	4
Send new message	2	Cancel or back up	*
Review old messages	3	Skip or move ahead	#

During Message Playback		After Message Playback	
Restart Message	1	Repeat	1
Save	2	Save	2
Delete	3	Delete	3
Slow Playback	4	Reply	4
	5	Forward Message	5
Fast Playback	6		6
Rewind, small	7	Rewind	7
Pause or Resume	8		
Fast Forward	9	Play message Summary	9