








## Common Phone Tasks

Place a call	Go off-hook before or after dialing a number.
Redial a number	Press <b>Redial</b> .
Switch to handset during a call	Pick up the handset.
Switch to speaker or headset during a call	Press  or  , then hang up the handset.
Mute and un-mute a call	Press  .
View call history	Press  > <b>Call History</b> .
Hold and resume a call	Press  , to hold a call and press it again to resume the held call.
Transfer a call to new number	Press  , enter the number, then press it again.
Place an intercom call	Press the <b>Intercom</b> button, then enter a number if necessary. Speak after you hear the tone.
Start a standard conference call	Press  , dial the participant, then press it again.
Silence the ring for an incoming call	Press the <b>Volume</b> button down once.



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### QUICK REFERENCE



## Cisco IP Phone 7821, 7841, and 7861 for Cisco Unified Communications Manager 10.0 (SIP)

### Softkeys

### Phone Screen Icons



### Buttons

### Common Phone Tasks









- To reach an outside line, dial \*9
- For internal calls to elementary schools or admin sites, dial the 4-digit extension
- To reach secondary schools, dial \*9 and the 7-digit extension

## Softkeys

<b>All Calls</b>	Lists all missed, placed, and received calls.
<b>Answer</b>	Answer a call.
<b>Apply</b>	Confirm a ringtone selection.
<b>Call</b>	Initiate a call.
<b>Callback</b>	Receive notification when a busy extension becomes available.
<b>Cancel</b>	Cancel an action or exit a screen without applying changes.
<b>Clear</b>	Clear all values.
<b>Delete</b>	Delete an entry from Call History.
<b>Del Call</b>	Delete a call from Call History.
<b>Details</b>	Opens the Details for a multiparty call in the Missed, Placed, and Received Call records.
<b>Dial</b>	Dial a selected number.
<b>Divert</b>	Send or redirect a call to voicemail or to a predetermined phone number.
<b>Edit</b>	Modify a name or email address.
<b>EditDial</b>	Modify a number.
<b>Exit</b>	Return to the previous screen.
<b>Fwd All/Fwd OFF</b>	Setup/cancel call forwarding.
<b>GPickup</b>	Answer a call that is ringing in another group or on another line.
<b>Log Out</b>	Sign out of Personal Directory.
<b>Meet Me</b>	Host a Meet Me conference call.
<b>Missed</b>	Open the record of missed calls.
<b>More</b>	Display additional softkeys.








<b>New Call</b>	Make a new call.
<b>OK</b>	Confirm a selection.
<b>OPickup</b>	Answer a call that is ringing in an associated group.
<b>Park</b>	Store a call.
<b>Play</b>	Play ringtone.
<b>PickUp</b>	Answer a call that is ringing on another phone in your group.
<b>Redial</b>	Redial the most recently dialed number.
<b>Remove</b>	Remove a conference participant or an entry.
<b>Save</b>	Save the chosen settings.
<b>Search</b>	Search for a directory listing.
<b>Select</b>	Select the highlighted option.
<b>Set</b>	Set a ringtone.
<b>Submit</b>	Enter user information.
<b>Swap</b>	Toggle between two existing calls.
<b>Update</b>	Update an entry in Personal Directory.
>>	Move through entered characters.
	Backspace to delete characters.
	Back.

## Phone Screen Icons












	Off-hook
	On-hook
	Connected call
	Incoming call
	Missed call
	Received call
	Placed call
	Call on hold/resume call

## Feature Icons

(If available on your phone)

	Message waiting
	Shared line in use
	Speed dial line
	Line Status indicator-monitored line is in-use
	Line Status indicator-monitored line is idle
	Line Status indicator-monitored line is ringing
	Line Status indicator-monitored line is in do not disturb (DND)

## Buttons

	Applications
	Contacts
	Messages
	Transfer
	Hold/Resume
	Conference
	Volume
	Speakerphone
	Mute
	Headset
	Select button

For the *Cisco IP Phone Quick Start Guides*, go to this URL:

[http://www.cisco.com/en/US/products/ps13220/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps13220/products_user_guide_list.html)