








Common Phone Tasks

| | |
|--|--|
| Place a call | Go off-hook before or after dialing a number. |
| Redial a number | Press Redial . |
| 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  > Call History . |
| 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 Intercom 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 Volume 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

Softkeys

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








| | |
|--|---|
| New Call | Make a new call. |
| OK | Confirm a selection. |
| OPickup | Answer a call that is ringing in an associated group. |
| Park | Store a call. |
| Play | Play ringtone. |
| PickUp | Answer a call that is ringing on another phone in your group. |
| Redial | Redial the most recently dialed number. |
| Remove | Remove a conference participant or an entry. |
| Save | Save the chosen settings. |
| Search | Search for a directory listing. |
| Select | Select the highlighted option. |
| Set | Set a ringtone. |
| Submit | Enter user information. |
| Swap | Toggle between two existing calls. |
| Update | 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