Cisco Phone 7821 – Quick Start Guide

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1	**Handset Indicator Light** – Indicates an incoming call (flashing red) or new voice message (steady red).
2	**Line/Session Buttons** – Phone lines, intercom lines and speed-dial buttons. • Green, steady: Active call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or line status) • Red, flashing: Remote line on hold
3	**Phone Screen** – Shows information about your phone such as date, your phone number, caller ID, directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.
4	**Soft Key Buttons** – Enables softkey (touch screen) options displayed on your phone screen.
5	**Navigation Ring and Select Button** – The Navigation Ring and Select button allows you to scroll through menus, highlight items and select the highlighted item.
6	**Hold 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 to another party.
9	**Speakerphone Button** – Initiates or picks-up a call hands-free by directing the audio through the phone speaker.
10	**Headset Button** – Initiates or picks-up a call hands-free by directing the audio through the headset.
11	**Mute Button** – Turns the microphone on and off.
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.

DIAL

To dial, lift the handset and enter a number. Or:

- Press an unlit line/session button.
- Press the **New Call** softkey.
- Press the (unlit) headset button or speakerphone button.

Dial from Call History

As you enter a phone number, matching numbers display from your call history.

Redial the last number

Press the **Redial** softkey.

Speed dial

Press a speed-dial button (if available). Or, enter a speed-dial code while on-hook (no dial tone), then press the **Speed Dial** softkey.

END CALL

To end a call, hang up the handset. Or:

- Press the **End Call** softkey.
- Press the (lit) headset button or speakerphone button.

ANSWER

To answer a ringing call, lift the handset. Or:

- Press the flashing amber line/session button.
- Press the **Answer** softkey.
- Press the (unlit) headset or speakerphone button.

Call Waiting

If you get a second call while the first call is active, a second session label displays.

To connect the second call and put the first call on hold automatically, press the flashing amber session button (right side).

Answer with Multiple Lines

If you are on a call when you get another call, a message appears briefly on the phone screen.

Press the flashing amber line button to answer the second call and put the first call on hold automatically.

HOLD

1. Press **Hold**. The hold icon appears and the line button flashes green.
2. To resume a call from hold, press the flashing green line button, **Resume**, or **Hold**.

TRANSFER

1. From an active call (not on hold), press **Transfer**.
2. Enter the transfer recipient's phone number.
3. Press the **Transfer** button or softkey before or after the recipient answers. The transfer completes.

Transfer Across Lines

You can transfer a call from one line to another without remaining on the call yourself.

1. From an active call (not on hold), press **Transfer**.
2. Press the line button for the other (held) call. The transfer completes.

CONFERENCE

1. From an active call (not on hold), press **Conference**.
2. Make a new call.
3. Press the **Conference** button or softkey before or after the party answers. The conference begins and the phone displays "Conference".
4. Repeat these steps to add more participants.
5. The conference ends when all participants hang up.

Conference Across Lines

You can combine two calls on two lines into a conference. You are included in the conference.

1. From an active call (not on hold), press **Conference**.
2. Press the line button for the other (held) call.

View and Remove Participants

During a conference, press **Details**. To remove a participant from the conference, scroll to the participant and press **Remove**.

MUTE

1. On an active call, press **Mute**. The button glows to indicate that Mute is on.
2. Press **Mute** again to turn Mute off.

VOICEMAIL

New message indicators are: a solid red light on your handset, a stutter dial tone (if available), and the "New Voicemail" message and icon.

Listen to Messages

Press **Messages** and follow the voice prompts. To check messages for a specific line, press the line button first.

DECLINE

Press **Decline** when the call is ringing, active, or on hold. Decline redirects an individual call to voicemail or to another number set up by your system administrator.

FORWARD ALL

1. To forward calls received on your primary line to another number, press **Fwd All**.
2. Enter a phone number or press **Messages** to forward all calls to voicemail.
3. Look for confirmation on your phone screen.
4. To cancel call forwarding, press **Fwd Off**.

CALL HISTORY

View Call History

1. Press the **Applications** button.

2. Select **Call History**. (Use the Navigation ring and round **Select** button to scroll and select.)

3. Select a line to view.

Your phone displays the last 150 missed, placed, and received calls.

4. To view details for a call, scroll to the call and press the **More** softkey, then press **Details**.

5. To return to your call history, press the **Back Softkey**.

To exit the Applications menu, press the **Applications** button.

View Missed Calls

1. View your call history.

2. Select a line to view.

3. Press the **Missed** softkey.

View Placed Calls

Press the up arrow on the Navigation ring when the phone is idle, with all menus closed.

Dial from Call History

1. View your call history, or navigate to your missed or placed calls.

2. Scroll to a listing and lift the handset, or press a line button, or **Dial** softkey, or the **Select** button.

DIRECTORIES

1. Press **Contacts**.

2. Choose a directory.

3. Use your keypad to input search criteria.

4. Press **Submit**.

5. To dial, scroll to a listing and press **Dial**.

SHARED LINES

If you share a line with a coworker, the line button indicates call activity on the shared line:

- Flashing amber: There is an incoming call on the shared line. You or your coworker can answer the call.
- Solid red line button: Your coworker is talking on the shared line.
- Flashing red line button: Your coworker put a call on hold on the shared line. You or your coworker can resume the call.

SETTINGS

Volume

The Volume bar is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press the **Volume** bar when the phone is in use.
- To adjust the ringer volume, press the **Volume** bar up or down.
- To silence the phone when ringing, press the **Volume** bar down one time. Pressing multiple times lowers the ringer volume.

RINGTONE

1. Press **Applications**.

2. Choose **Preferences > Ringtone**.

3. (Optional) Select a line.

4. Scroll through the list of ringtones and press **Play** to hear a sample.

5. Press **Set** and **Apply** to save a selection.

SCREEN CONTRAST

1. Press **Applications**.

2. Choose **Preferences > Contrast**.

3. Press the Navigation ring up or down to adjust the contrast.

4. Press **Save**.

NAVIGATION

Where Are My Line Buttons?

Line buttons are located on both sides of the phone screen.

Buttons that are not assigned to phone lines can be used for speed-dials and other features.

Where Are My Softkeys?

Four softkey buttons are located below the phone screen. You can press **…** (when available) to reveal additional softkeys.

How do I scroll in a list or menu?

Press **up** or **down** on the Navigation ring.

A scroll bar on the screen indicates your relative position within a list.

How Do I Select an Item?

With the item highlighted, press the Select button. Or, use your keypad to enter the corresponding item number.

How Do I Exit a Menu?

To close a menu from any level, press the corresponding feature button.

To go back one level in a menu, press **Exit** or **Back**.

TIPS

How Do I Use My Headset?

If you handle a lot of calls and wear a headset, keep the headset button lit and use softkeys to go on- and off-hook. With the headset button lit, your headset serves as the primary audio path instead of the speakerphone or handset.

What Does the Swap Softkey Do?

Swap allows you to toggle between calls and consult privately with each party before completing a transfer or conference.