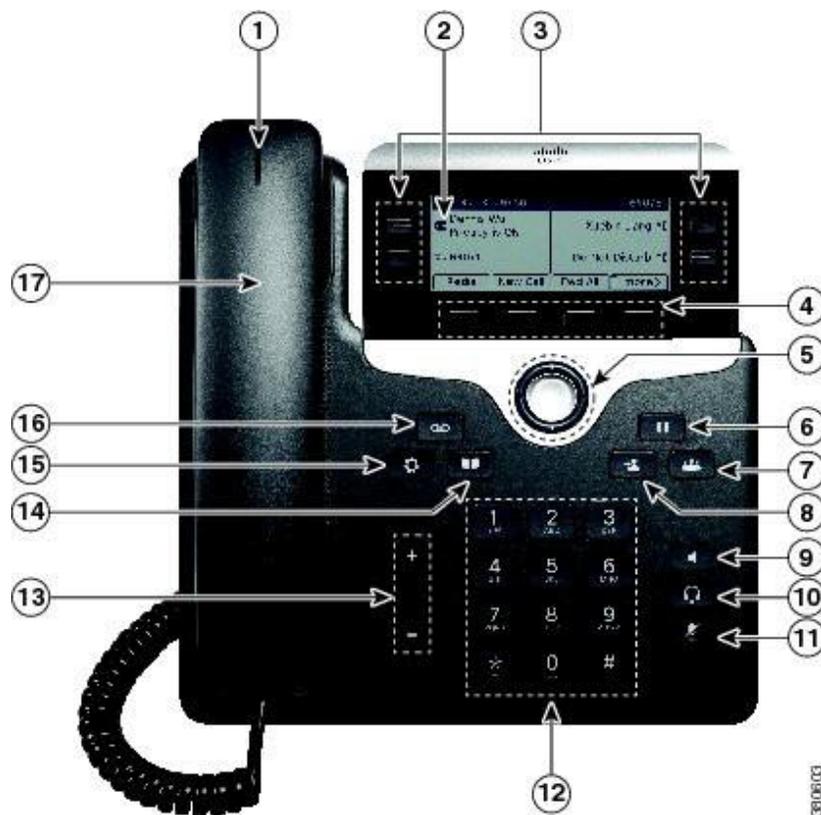


Cisco IP Phone 7821, 7841, and 7861 Guide



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 items such as phone lines and intercom lines, speed dials, indicate status.
3	Phone screen	Shows information about your phone, such as directory number, active call and line status, call duration, softkey options, speed dials, placed calls, and phone menu listings.
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.

Dial

To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

- Press the **Redial** softkey to redial on your line.
- Dial on-hook: Enter a number when phone is idle.
- Lift the handset or press one of these: a line button, the **Call** softkey, the headset button, the speakerphone button, or the round **Select** button in the Navigation bar.

How to call a Speed dial

- Enter a speed-dial item number and press the **SpeedDial** softkey.
- Or, press the **down** arrow on the silver Navigation button when the phone is idle, then scroll to a speed-dial item and press the round **Select** button in the Navigation bar.
- You may also have speed dials assigned to some buttons along the right side of your phone.

Answer

New call indicators:

- A flashing amber line button
- An animated icon  and caller ID
- A flashing red light on your handset

To answer the call, lift the handset. Or, press the flashing amber line button, the **Answer** softkey, or the unlit headset or speakerphone button.

Hold

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

Transfer

1. From a connected call (not on hold), press the **Transfer**  button.

2. Enter the transfer recipient's phone number.
3. Press the **Transfer** button or the **Transfer** softkey (before or after the recipient answers).

Conference

1. From a connected call (not on hold), press the **Conference** button .
2. Make a new call.
3. Press the **Conference** button or the **Conference** softkey (before or after the party answers).
4. Repeat these steps to add more participants.

Mute

1. While on a call, press the **Mute** button .
2. Press **Mute** again to turn Mute off.

Voicemail

New message indicators:

- A solid red light on your handset
- "New Voicemail" message on the screen

Listen to messages

Press the **Messages** button  and follow the voice prompts.

Divert

Press the **Divert** softkey when the call is ringing, active, or on hold. Divert redirects an individual call to voicemail

Forward All

1. To forward calls received on your primary line to another number, press the **Fwd All** softkey.
2. Enter a phone number or press the **Messages** button  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 your call history

1. Press the **Applications**  button.
2. Select **Call History**. (Use the Navigation bar and

round **Select** button to scroll and select.)

3. To view details for a call, scroll to the call and press the **more** softkey, then press **Details**.
4. To return to your call history, press the **Back**  softkey. To exit the Applications menu, press the **Applications**  button.

Directories

1. Press the **Contacts** button .
2. Select a directory. (Use the Navigation bar and round **Select** button to scroll and select.)
3. Use your keypad to input search criteria.
4. Press the **Submit** softkey.
5. To dial, scroll to a listing and press the **Dial** softkey.

Other

Ringtone

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation bar and round **Select** button to scroll and select.)
3. Select **Ringtone**.
4. Scroll through the list of ringtones and press **Play** to hear a sample.
5. Press **Set** and **Apply** to save a selection.

How do I scroll in a list or menu or select an item?

Press **up** or **down** on the Select bar to scroll. Press the

middle of the Navigation button to select. 

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 the **Exit** or **Back**  softkey.

How do I set up my speed dials?

To set up speed-dials and customize a variety of features and settings for your phone go to myphone.evansville.edu.