Cisco IP Phone 7821
for Cisco Unified Communications Manager 10.0 (SIP)

Softkeys

Phone Screen Icons

Buttons

Common Phone Tasks

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

Common Phone Tasks

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place a call</td>
<td>Go off-hook before or after dialing a number.</td>
</tr>
<tr>
<td>Redial a number</td>
<td>Press Redial.</td>
</tr>
<tr>
<td>Switch to handset during a call</td>
<td>Pick up the handset.</td>
</tr>
<tr>
<td>Switch to speaker or headset during a call</td>
<td>Press or , then hang up the handset.</td>
</tr>
<tr>
<td>Mute and un-mute a call</td>
<td>Press .</td>
</tr>
<tr>
<td>View call history</td>
<td>Press , to hold a call and press it again to resume the held call.</td>
</tr>
<tr>
<td>Hold and resume a call</td>
<td>Press , enter the number, then press it again.</td>
</tr>
<tr>
<td>Transfer a call to new number</td>
<td>Press , enter the number if necessary. Speak after you hear the tone.</td>
</tr>
<tr>
<td>Place an intercom call</td>
<td>Press the Intercom button, then enter a number if necessary. Speak after you hear the tone.</td>
</tr>
<tr>
<td>Start a standard conference call</td>
<td>Press , dial the participant, then press it again.</td>
</tr>
<tr>
<td>Silence the ring for an incoming call</td>
<td>Press the Volume button down once.</td>
</tr>
<tr>
<td><strong>New Call</strong></td>
<td>Make a new call.</td>
</tr>
<tr>
<td><strong>OK</strong></td>
<td>Confirm a selection.</td>
</tr>
<tr>
<td><strong>OPickup</strong></td>
<td>Answer a call that is ringing in an associated group.</td>
</tr>
<tr>
<td><strong>Park</strong></td>
<td>Store a call.</td>
</tr>
<tr>
<td><strong>Play</strong></td>
<td>Play ringtone.</td>
</tr>
<tr>
<td><strong>PickUp</strong></td>
<td>Answer a call that is ringing on another phone in your group.</td>
</tr>
<tr>
<td><strong>Redial</strong></td>
<td>Redial the most recently dialed number.</td>
</tr>
<tr>
<td><strong>Remove</strong></td>
<td>Remove a conference participant or an entry.</td>
</tr>
<tr>
<td><strong>Save</strong></td>
<td>Save the chosen settings.</td>
</tr>
<tr>
<td><strong>Search</strong></td>
<td>Search for a directory listing.</td>
</tr>
<tr>
<td><strong>Select</strong></td>
<td>Select the highlighted option.</td>
</tr>
<tr>
<td><strong>Set</strong></td>
<td>Set a ringtone.</td>
</tr>
<tr>
<td><strong>Submit</strong></td>
<td>Enter user information.</td>
</tr>
<tr>
<td><strong>Swap</strong></td>
<td>Toggle between two existing calls.</td>
</tr>
<tr>
<td><strong>Update</strong></td>
<td>Update an entry in Personal Directory.</td>
</tr>
<tr>
<td><strong>&gt;&gt;</strong></td>
<td>Move through entered characters.</td>
</tr>
<tr>
<td><strong>&lt;</strong></td>
<td>Backspace to delete characters.</td>
</tr>
<tr>
<td><strong>&gt;</strong></td>
<td>Back.</td>
</tr>
</tbody>
</table>

### Phone Screen Icons

<table>
<thead>
<tr>
<th>Icon</th>
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<tbody>
<tr>
<td><img src="image" alt="Off-hook" /></td>
<td>Off-hook</td>
</tr>
<tr>
<td><img src="image" alt="On-hook" /></td>
<td>On-hook</td>
</tr>
<tr>
<td><img src="image" alt="Connected call" /></td>
<td>Connected call</td>
</tr>
<tr>
<td><img src="image" alt="Incoming call" /></td>
<td>Incoming call</td>
</tr>
<tr>
<td><img src="image" alt="Missed call" /></td>
<td>Missed call</td>
</tr>
<tr>
<td><img src="image" alt="Received call" /></td>
<td>Received call</td>
</tr>
<tr>
<td><img src="image" alt="Placed call" /></td>
<td>Placed call</td>
</tr>
<tr>
<td><img src="image" alt="Call on hold/resume call" /></td>
<td>Call on hold/resume call</td>
</tr>
</tbody>
</table>

### Feature Icons
(If available on your phone)

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
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<tbody>
<tr>
<td><img src="image" alt="Message waiting" /></td>
<td>Message waiting</td>
</tr>
<tr>
<td><img src="image" alt="Shared line in use" /></td>
<td>Shared line in use</td>
</tr>
<tr>
<td><img src="image" alt="Speed dial line" /></td>
<td>Speed dial line</td>
</tr>
<tr>
<td><img src="image" alt="Line Status indicator–monitored line is in-use" /></td>
<td>Line Status indicator–monitored line is in-use</td>
</tr>
<tr>
<td><img src="image" alt="Line Status indicator–monitored line is idle" /></td>
<td>Line Status indicator–monitored line is idle</td>
</tr>
<tr>
<td><img src="image" alt="Line Status indicator–monitored line is ringing" /></td>
<td>Line Status indicator–monitored line is ringing</td>
</tr>
<tr>
<td><img src="image" alt="Line Status indicator–monitored line is in do not disturb (DND)" /></td>
<td>Line Status indicator–monitored line is in do not disturb (DND)</td>
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</tbody>
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### Buttons

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<tr>
<td><img src="image" alt="Applications" /></td>
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</tr>
<tr>
<td><img src="image" alt="Contacts" /></td>
<td>Contacts</td>
</tr>
<tr>
<td><img src="image" alt="Messages" /></td>
<td>Messages</td>
</tr>
<tr>
<td><img src="image" alt="Transfer" /></td>
<td>Transfer</td>
</tr>
<tr>
<td><img src="image" alt="Hold/Resume" /></td>
<td>Hold/Resume</td>
</tr>
<tr>
<td><img src="image" alt="Conference" /></td>
<td>Conference</td>
</tr>
<tr>
<td><img src="image" alt="Volume" /></td>
<td>Volume</td>
</tr>
<tr>
<td><img src="image" alt="Speakerphone" /></td>
<td>Speakerphone</td>
</tr>
<tr>
<td><img src="image" alt="Mute" /></td>
<td>Mute</td>
</tr>
<tr>
<td><img src="image" alt="Headset" /></td>
<td>Headset</td>
</tr>
<tr>
<td><img src="image" alt="Select button" /></td>
<td>Select button</td>
</tr>
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</table>

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