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

<table>
<thead>
<tr>
<th>Place a call</th>
<th>Go off-hook before or after dialing a number.</th>
</tr>
</thead>
<tbody>
<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 &gt; Call History.</td>
</tr>
<tr>
<td>Hold and resume a call</td>
<td>Press , to hold a call and press it again to resume the held call.</td>
</tr>
<tr>
<td>Transfer a call to new number</td>
<td>Press , enter the number, then press it again.</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>
</tbody>
</table>

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: