

Getting started with Cisco 7821 Phone



Your Phone

1. Incoming Call or Voicemail Indicator
2. Line Keys
3. Phone Screen
4. Soft Key Buttons (multi-functional)
5. Navigation and Select Button
6. Hold / Resume
7. Conference Key
8. Transfer Key
9. Speakerphone
10. Headset
11. Mute / Secrecy
12. Keypad
13. Volume Bar – Handset & Ringer
14. Contacts Key
15. Applications Key
16. Messages Key
17. Handset

Please Note – Not all features may be programmed on your device

Place a Call

Lift the **Handset**:

Dial an internal extn number, or
Prefix an external call with your access
code (Usually 9 or 0)

To End the Call - Replace the Handset

Hands-free functionality:

Press **New Call** Softkey, **Speakerphone**, or
Headset Key. Dial the number.
Press **End Call** Soft key to hang up

Answer a Call

While the phone is ringing: Lift the **Handset**

For Hands-free functionality:

Press the **Answer** Soft key or the
Speakerphone or **Headset** button

Put a Call on Hold



Press **Hold** Key or Softkey (music on hold)
Press **Resume** soft key or **Hold** key to return

Mute / Secrecy



Press **Mute** Key (red light indicates secrecy)
Press **Mute** Key again to turn off

Transfer a Call



While active on a call, Press the **Transfer Key**
Enter the phone number (9 or 0 for External)

Direct Transfer - Press **Transfer Key** to send the
call while ringing

Consult Transfer - Wait for the call to be
answered, announce the call.
Press **Transfer Key** again

If the call is busy - Press the **Cancel key**

If the call is not answered or your colleague
cannot take the call – Press **End Call**,
Press **Resume** to return to the original caller

Conference



While on a call, press **Conference Key**

Dial the phone number required

Once answered, Press **Conference Key** again
to join the 3rd party

Repeat up to max of 6 parties

If the call is busy or not answered

Press the **Cancel/End Call** Soft Key to end that
call

Press **Resume** to return to the conference call
or original caller

Forwarding Calls

To avoid missing calls when you are not at
your desk, you can forward calls to another
phone number.

Press **CFwdAll** Soft Key

Type the extn number to receive your calls
For External divert input access code (9 or 0)
first *(CFWD External may be restricted)

To De-activate: Press **Forward Off** Soft Key

Forwarding Calls to Voicemail

Press **CFwdAll** Soft Key

Press the Voicemail Messages Key



To send all calls to Voicemail

To De-activate:

Press **Forward Off** Soft Key



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Pick-up Groups

You may be a member of a Pick-up Group
A notification or tone will alert of available calls to answer

Press the **Pick-up** Soft Key (or More Key first)
The call will be presented to your phone
Lift the Handset or Press Answer Soft Key to accept the call

Call Back – (Internal Calls Only)

On Busy Tone or Ring Tone
Press Call Back Soft key, replace handset
A tone will indicate when the user is available
Press Dial, Lift the Handset to call user

Voicemail



Voicemail Notifications: The Red Light will be illuminated on your handset and a message icon will appear on your phone screen.

To access Messages from your own phone:

Press the **Voicemail Messages Key**



Enter your PIN followed by #
(Default Pin **13579** #)

Voicemail Enrollment

You will need to complete Enrollment steps on first Login:

Record your Name #
Record a Personal Greeting if required #
Change your PIN #, repeat PIN # to confirm
Confirmation that Enrollment has been successful.

New messages will be played first.

Message Controls:

1. Repeat Message
2. Save Message
3. Delete Message
4. Reply
5. Forward Message
6. Mark it New
7. Rewind Message
9. Message Properties
0. Help

Voicemail Menu: Greetings & Settings

1. Listen to Messages
2. Review Old Messages
4. Set Up Options
 - Record Greetings – Prompt 1
 1. To record a personal greeting
 2. To record an alternate greeting
 - Preference Settings – Prompt 2
 1. To change your PIN
 2. To change your Name

Follow message prompts for other settings available

Access Voicemail Remotely

Dial your company's direct voicemail number (if available)

Or dial your own Telephone Number

Once answered by Voicemail

Press *

Enter Your User ID # (Telephone Number)

Enter your PIN #

Follow all menu prompts as normal

The Applications key is used to access Call History, Services and Preferences.



Extension Mobility

This allows you to Log-in to any desk phone to retrieve your phone profile while at another desk or office.

Log In to your Phone



Press the **Applications** key on your phone
Use navigation key to highlight **Extension Mobility/Login** and press **Select**

Enter **User ID** (as supplied)

Arrow down to PIN

Enter your **PIN number** (as supplied)

Press **Submit**

The phone will reset to your phone profile

Log Out of your Phone



Press the **Applications** key on your phone
With **Extension Mobility/Logout** highlighted
Press **Select**

At the **Logout** prompt, press **Yes**

You will then receive a logout successful message and the phone will reset back to its original settings.

Change your Extn Mobility PIN



Press the **Applications** key on your phone
Navigate to **Extension Mobility** and press **Select**

Select **Change PIN**

Enter the following information

User ID (Telephone number)

Enter Current PIN

Enter New PIN

Confirm PIN, Press **Change**

