Common Phone Tasks

Place a call	Go off-hook before or after dialing a number.
Redial a number	Press **Redial**.
Switch to handset during a call	Pick up the handset.
Switch to speaker or headset during a call	Press [speaker] or [headset], then hang up the handset.
Mute and un-mute a call	Press [mute].
View call history	Press [applications] **> Call History**.
Hold and resume a call	Press [hold], to hold a call and press it again to resume the held call.
Transfer a call to new number	Press [transfer], enter the number, then press it again.
Place an intercom call	Press the **Intercom** button, then enter a number if necessary. Speak after you hear the tone.
Start a standard conference call	Press [conference], dial the participant, then press it again.
Silence the ring for an incoming call	Press the **Volume** button down once.

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CISCO™

Cisco IP Phone 7821, 7841, and 7861 for Cisco Unified Communications Manager 10.0 (SIP)

Softkeys

Phone Screen Icons

Buttons

Common Phone Tasks

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:

http://www.cisco.com/en/US/products/ps13220/products_user_guide_list.html