Voicemail

1. Voice Mail Button 🔘
- Login Password will be your 4 digit extension

**2. Setting Up Your Voice Mailbox**
- Dial the internal or external number to your voicemail.
- If asked for a PIN, enter it and press [#].
- You are prompted to set up a recorded name and personal greeting and change your password.
- To exit, press [*].

3. To create a recorded name that identifies you to callers:
- The system states you have no recorded name. To record a name, press [1].
- At the tone, say your first and last name. When done, press [#].
- Your newly recorded name plays. Press [#] to keep it, or [1] to rerecord.

4. To record a personal greeting:
- The standard greeting ("Sorry, / is not available") plays. To keep this greeting, press [#].
- To record a new standard greeting, press [1].
- At the tone, speak your greeting. When done, press [#].
- Your newly recorded greeting plays.
- To accept this greeting and continue, press [#].
- If you need to rerecord, press [1].

5. To change your password:
- Enter your new password, which must be at least 3 digits.
- Press [#] when done.
- Re-enter your new password to confirm, then press [#].

6. Listen to New Messages
- Press [1] to listen to new messages. Press [3] to listen to old messages

7. During Message Playback:

[1]	Restart from beginning	[7]	Go back 3 seconds
[2]	Save Message	[8]	Pause
[3]	Delete Message	[9]	Go forward 3 seconds
[4]	Reply to Message	[0]	Help
[5]	Forward Message	[*]	Exit
[6]	Save Message as New	[#]	Skip Message

Cisco IP Phone 7821
Quick Reference Guide

Message Waiting Indicator
LCD Screen
Softkeys
Navigation
Voicemail
Hold
Settings
Conference
Directory
Transfer
Volume
Speakerphone
Headset
Mute
Keypad

Basic Phone Features

1. **Basic User Information:**
   A. **Placing** a call:
   - Lift handset, dial number, or
   - Press NewCall softkey, dial number (engages speaker phone),or
   - Press NewCall softkey, dial number, lift handset, or
   - Press Speaker button, dial number

   B. **Ending** a Call:
   - Replace handset, or
   - Press EndCall softkey, or
   - Press Speaker button (if on speaker phone)

   C. **Answering** a Call:
   - Lift handset, or
   - Press Answer softkey (engages speaker phone), or
   - Press Speaker button

   D. **Redial** Feature:
   - Lift handset and press the Redial softkey

   E. **Call Back** Feature:
   - While listening to ringing or busy tone, press CallBack softkey
   - When person becomes available, you will receive notification

2. **Placing a Call On Hold/Resuming the Call:** ▯▮
   - Press the Hold softkey
   - Press the Resume softkey

3. **Transferring a Call:** ▯
   - With connected call, press Trnsfer softkey
   - Dial number to which you are transferring, or
     Press ✳extension/voice mailbox number to transfer to voicemail
   - Listen for ringing or announce caller
   - Press Trnsfer softkey again to complete transfer

   - In order to retrieve caller during the transfer process, press the EndCall softkey, then press the Resume softkey to connect with original caller

4. **Alternatives to Answering:**
   1. **Decline**:
   - Press iDivert softkey in order to send caller to voicemail

   2. **Do Not Disturb:**
   - Press the "Do Not Disturb soft key to activate
   - Press the "Do Not Disturb" soft key to cancel

Advanced Phone Features & Button Functions

5. **Call Forward Feature:** (Forward incoming phone calls to alternate phone number)
   - Press the CfwdAll softkey
   - Dial forwarding number, or
     press the Messages button to have all calls forwarded to voicemail
   - To cancel, press CfwdAll softkey again

6. **Call Park Feature:** (Held call that can be retrieved from any Cisco IP Phone)
   - With call connected, press More softkey
   - Press Park softkey
   - Remember the assigned call park "slot number"
     8500-8539
   - To retrieve parked call: Dial slot number on any Cisco IP Phone

7. **Line Buttons:** ▭
   - Line 1 Selects the Primary phone line
   - Line 2 may provide access to:
     o Secondary phone line
     o Speed-dial numbers

8. **Message Button:** Log into Voicemail ▭

9. **Directory Button:** Access Directories ▭
   **Company Directory**:
   - Press the Directories button
   - Select Corporate Directory using Navigation button
   - Using dial pad, enter search criteria, then press Search
   - Press Dial in order to call desired party

10. **Setting Button:** Set User Preferences ▭
    Placed Call Log:
    - Press the Directories button
    - Select Missed Calls, Received Calls or Placed Calls
    - Navigate call using Navigation button
    - Press Dial softkey in order to dial highlighted number

11. **Volume:** Adjust volume up and down, press Save softkey to save changes
    ▯+
    ▯−
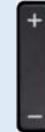
12. **Headset Button:** Press to enable headset feature ▭

13. **Mute Button:** Press to enable mute feature ▭

14. **Speaker Button:** Press to enable speaker phone feature ▭