Welcome to your new Cisco 7821 VoIP Phone

Here are a few things to know

Initial Set-up

- Press the messages button.
- Enter your temporary pin and the # key (12345#).
- Follow prompts to set up your electronic name, voicemail greeting and pin.
- Electronic name: Say your First name, Last name and press #.
- Voicemail greeting: Record your greeting and accept it.
- PIN: Set your pin to a new pin at least four digits long.

Here are some common tasks

Check your voicemail

- If the red light on the back of your handset is on, you have an unread voicemail.
- Press the messages button.
- Follow the prompts.

Transfer a call

- Press the transfer button.
- Dial the recipient of the transfer.
- When you are ready to transfer, press the transfer button again.

Set up a conference (multi-party) call

- While on an active call, press the conference button.
- Call the number you wish to add.
- After the call goes through, press the conference button again.

Choose a ringtone

- Press the applications button.
- Use the select ring and button to choose “Preferences”, then Ringtone.
- Select the phone line of which you want to change your ringtone.
- Use the select ring and button to pick the ringtone you want, using the “Play” softkey to preview and the “Set” softkey to select.
- Use the “Apply” softkey to confirm your selection.

Voicemail & Email

You may have noticed that your voicemails are showing up in your email inbox. If you open a voicemail email, the phone will be alerted and will note that voicemail as read. You will see the red light turn off when this happens.

What is a “Softkey?”

The softkeys are the row of unlabeled gray buttons under the phone’s LCD screen. These buttons do not have fixed functions, but have different uses based on how you are using your phone. Look for the outlined text box above the buttons to see what they do currently.