

## Cisco 7821 Handset User Guide




### Call features

#### How to place a call


##### Using the Handset

- Pick up the handset
- Enter the number and press the **Call** soft key

##### OR Using the Speakerphone:

- With the Headset on-hook, press 
- Enter the number, then touch the **Call** soft key

##### OR Using the Headset:


- With the headset connected, press  to activate the headset mode
- Enter the number, then press **Send** soft key

#### How to end a call

##### Using the Handset:

- Hang up the handset, or press the **Cancel** soft key

##### OR Using the speakerphone:

- Press the  or the **Cancel** soft key

##### OR Using the Headset:

- Press the **Cancel** soft key

#### How to answer a call


##### Using the Handset:

- Pick up the handset

##### OR Using the Headset:

- Press 



##### OR Using the speakerphone:

- Press the  or the Answer soft key



## How to place a call on hold

- Press Hold 
- To resume a call from hold, press Hold again

## How to create a conference call

- From an active call, press Conference 
- Dial the number you would like to add to the conference call
- Press Conference again 
- This will bring all three callers together


## How to transfer a call

- From an active call, press transfer 
- Dial the number you would like to transfer the call to
- Press the **call** button
- Press Transfer  again

## Listen to voice messages

- Press Messages  and follow the voice prompts



## Call History

- Press Applications 
- Scroll and select Recents
- Select a line to view



# Customising your phone

## Volume Adjustment


### Adjust the Volume in a Call

Press Volume   up or down to adjust the handset, headset, or speakerphone volume when the phone is in use

### Adjust the Ringtone Volume

Press Volume   up or down to adjust the ringer volume when the phone is not in use

## Ring tones

- Press Applications 
- Select User Preferences > Audio Preferences
- Select a line
- Scroll through the list of ringtones and press Play to hear a sample
- Press Set and Apply to save a selection



### Download the Xelion apps

Scan this QR code to download the latest Xelion Apps (mobile and softphone) direct from their website



### Watch a demo

Scan this QR code to see a demo video of this handset

If you need any assistance with your handset or Xelion package, please call our support team on 0121 311 1010 or email [support@connaughtltd.co.uk](mailto:support@connaughtltd.co.uk)