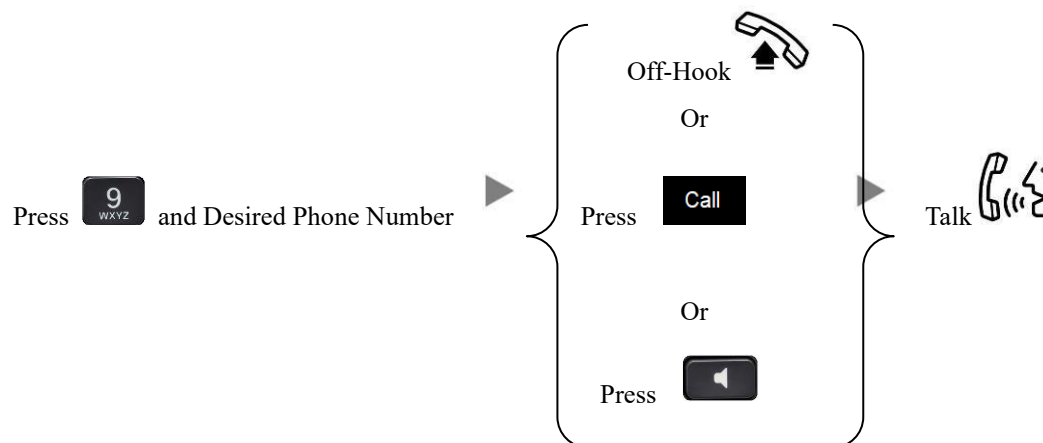


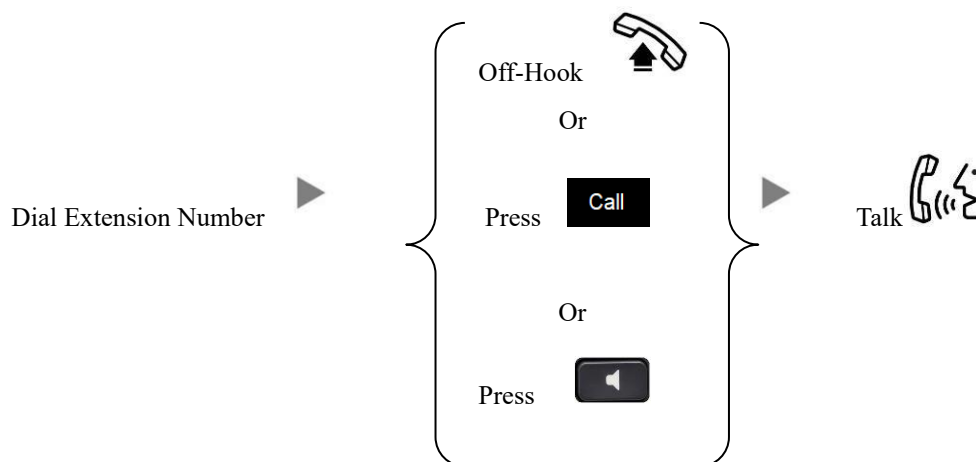
Cisco IP Phone 6821 Instructions

1. Making Calls

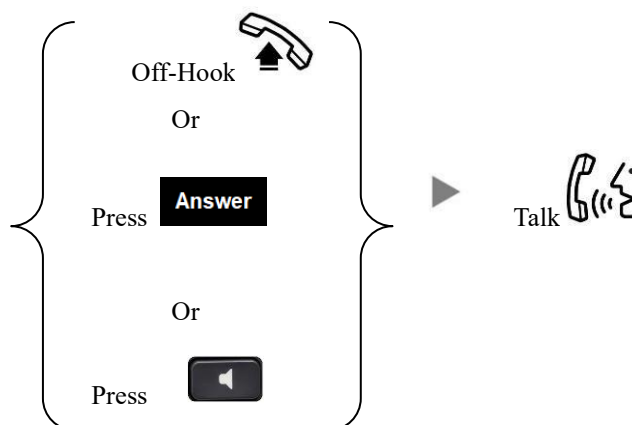
i. Outside Calls



ii. Calling Other Extension



2. Answering Calls





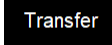
3. Transferring a Call / Call Transfer

i. Blind / Unattended Transfer

During a conversation → Press  → Dial Extension Number → Press 


ii. Supervised / Attended Transfer

During a conversation → Press  → Press  → Dial Extension Number → Press 

inform the 3rd party about the call you are transferring  → Press 

4. Holding a Call

i. To Hold

During a conversation → Press 

ii. To Retrieve a call (Call Hold retrieve)

Press  to retrieve hold call

5. Making a conference (Conference Call)

i. To Establish a Conference

During a conversation → Press  → Press  → Dial to 3rd Party → Press  → Press 

ii. To Leave a conference and talk to the 1st person

During a conference → Press  → Press 

Select line 2

iii. To Leave a conference and talk to the 3rd person

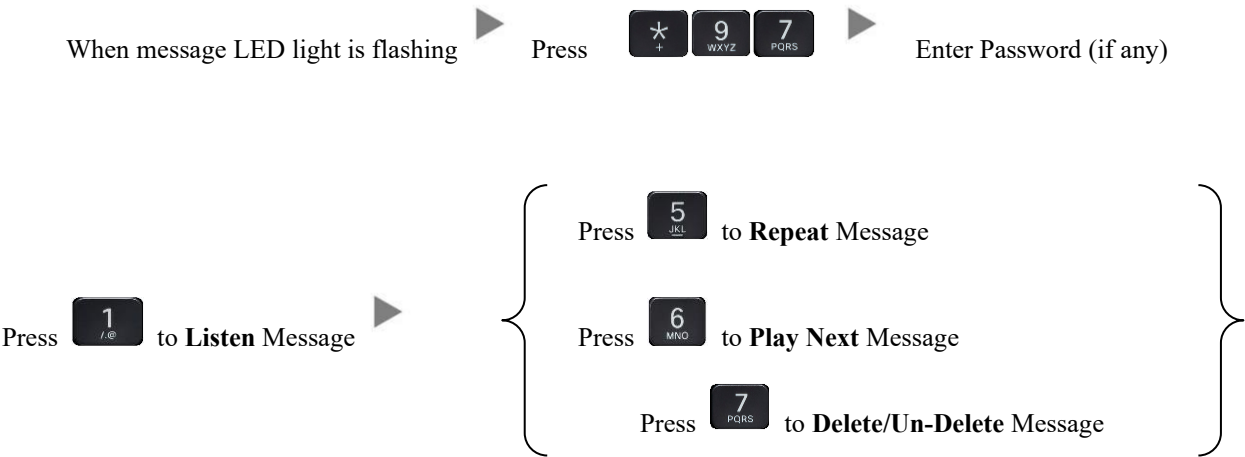
During a conference → Press  → Press 

Select line 1

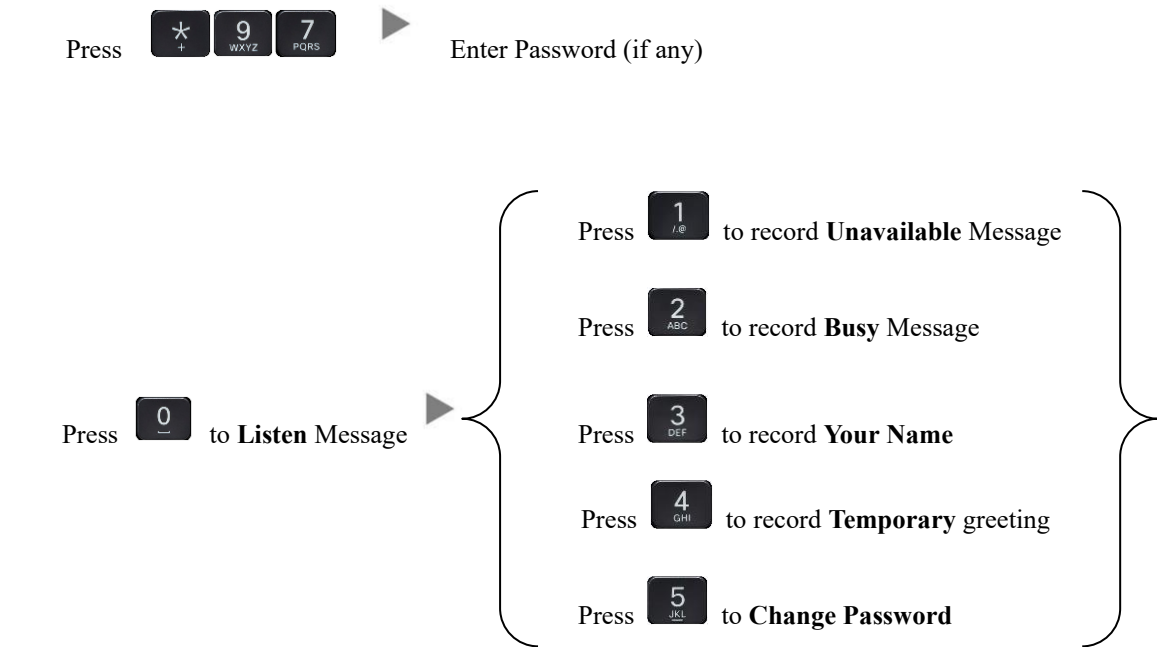
iv. To Leave a conference

During a conference → On-Hook 

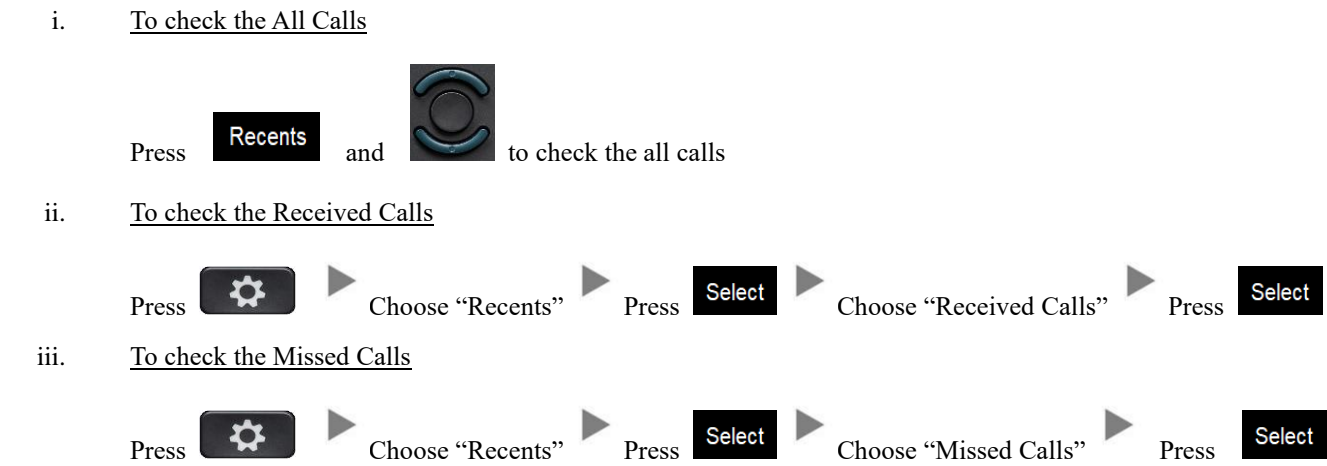
6. Checking Voice Mail



7. Voice Mail Setup

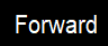



8. Checking All Call History







9. Forward Call



i. To set up **Always** Call Forward

Press  Enter the target number (e.g. 108) Press 



ii. To set up **Busy** Call Forward



Press  Choose “User Preferences” Press  Choose “Call Preferences”


Press  Choose “Call Forwarding” Press  Choose “Forward Busy”


Enter the target number (e.g. 108) Press  Press  to return to normal screen


iii. To set up **No Answer** Call Forward

Press  Choose “User Preferences” Press  Choose “Call Preferences”



Press  Choose “Call Forwarding” Press  Choose “Fwd No Answer”


Enter the target number (e.g. 108) Press  Choose “Fwd no answer delay”



Input the No Answer Time (e.g. 20 seconds) Press 

Press  to return to normal screen

iv. To Cancel Call Forwarding

Press  Choose “User Preferences” Press  Choose “Call Preferences”

Press  Choose the appropriate Call Forward mode Press **delChar** to clear all numbers

Press  Press  to return to normal screen