



## QUICK REFERENCE



### Cisco Unified Communications Manager Express Quick Reference Card for Cisco Unified IP Phone 7921 (SCCP)

This quick reference card is intended for Cisco Unified IP phone users who are already familiar with their phones. For more detailed information on your phone and its features, see your user guide.



**Note** Because of differences in phone models and features, not all procedures and soft keys described here apply to all phones.

### Using the Quick Reference

- Complete numbered items in sequence.
- When there are bulleted items, choose only one.
- Bolded terms identify soft keys you press.

## Entering and Editing Text

### Enter characters

Press the number key until you highlight the character (lower or upper case) that you want to enter.

### Enter numbers

Press the number key and locate the number that you want to enter.

### Delete the last character

Press << once to delete the last character or number or to delete the whole character string, press and hold <<.

### Enter a space

Press to enter a space between characters.

### Enter special characters and symbols

Press to display and enter these symbols \* + - / = \ ;

Press to display and enter these symbols space , . ‘ “ | \_ ~ ’

Press to display and enter these symbols # ? ( ) [ ] { }

Press to display and enter these symbols ! @ < > \$ % ^ &

Cancel editing mode

Choose **Options** > **Cancel** to return to the menu option or main screen.

## Feature Buttons and Menus

### Open a feature menu

Use the Navigation button to press one of these arrows that open a menu:

Accesses these menus and lists from the main screen:

Directory



Line View



Settings



Services



### Scroll through a menu or list

Press the Navigation button up or down.



### Select a menu option

- Press the keypad number key for the item.
- Scroll to highlight the item, and then press the button (center of the navigation button).

### Go back one level in a feature menu

Press Back.



**Note** Pressing (red button) from any level of a menu closes the menu and returns you to the main screen.

### Reposition the cursor to edit a phone number or name

Press the Navigation button left or right.



### Select a highlighted call or option

Press

### Access Help

From the main screen, press

## Phone Buttons

### Lock or unlock the phone keypad

Press and hold the key (3 seconds). The screen displays “Keypad Locked!”, and the icon displays at the top of the Main screen.

Press any key, and the screen displays “Unlock Keypad?” Press **Yes**, the icon disappears and the screen displays “Keypad Unlocked!” or press **No** to retain the keypad lock.

### Toggle between ringing and vibrating mode

Press and hold the key. The screen displays “Vibrate On!” and the icon displays at the top.

To switch back to the ring mode, press and hold the key. The screen displays “Vibrate Off!”, and the icon disappears.

**Note** You can use the Volume button to set vibrate also.

### Listen to voice messages

Press and hold the key. The phone connects to your voice messaging system.

Americas Headquarters  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883


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## Adjust the volume during a call


Press  for a call on the handset, speaker, or headset.

## Change the ring pattern for your calls

When the phone is idle, press  to set the ring volume, vibrate, or silent mode.



## Accessing Voice Messages

### Set up and personalize your voice message service


1. Press **Message** or press and hold .
2. Follow the voice instructions.

### See if you have a new voice message

Look at your phone for these indicators:



- A red blinking light
- A text message, “You Have VoiceMail”
- A flashing message waiting  icon next to your directory number in  (Line View)

### Listen to your voice messages or access the voice message system menu


1. Press **Message** or press and hold .
2. Enter your voice message password.
3. Follow the voice instructions to listen to your messages.

## Speed Dialing

### Use speed-dial numbers

1. Set up speed-dial numbers from your User Options web pages.
2. To place a call, press  (Line View).
3. Scroll to a speed-dial number with its label.
4. Press .





**Note** The Line View displays your directory numbers, followed by your speed-dial numbers identified with . Six items (lines plus speed dials) can display.

### Use Abbreviated Dial

1. Set up Abbreviated Dialing codes from your User Options web pages.
2. To place a call, enter the Abbreviated Dialing code.
3. Choose **Options** > **AbbrDial**.

### Use Fast Dial

1. Subscribe to the Fast Dial service and set up Fast Dial codes from your User Options web pages. See.
2. To place a call, choose  (Services) > **Fast Dial service** on your phone (exact name might vary).
3. Scroll to a listing and press .


## Call Pickup

### Answer a call that is ringing on another extension within your call pickup group

1. Choose **Options** > **PickUp**. If your phone supports auto-pickup, you are now connected to the call.
2. If the call rings on your phone, press **Answer** to connect to the call.

## Parked Calls




### Store an active call using Call Park

1. During a call, choose **Options** > **Park**.
2. Note the call park number that displays on your phone screen.
3. Press the .

## Retrieve a parked call

Enter the call park number from any Cisco Unified IP Phone in your network to connect to the call.

## Push to Talk Service

1. Choose  (Services) > **Push to Talk** (name can vary). Push to Talk service is active when the  icon displays.
2. Use the  button to start and end a transmission depending on how your service is configured. You can also use the **Talk** and **Stop** soft keys to toggle between transmitting and listening.