



Cisco IP DECT 6825 Series User Guide

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CHAPTER 1

Your Handset

The Cisco IP DECT 6800 Series is made up of the Cisco IP DECT 210 Multi-Cell Base Station and the Cisco IP DECT Phone 6825 Handset.

Figure 1: Cisco IP DECT 210 Multi-Cell Base Station and Cisco IP DECT Phone 6825 Handset



The handsets communicate with the base station using Digital Enhanced Cordless Telecommunications (DECT) to provide call functions.

In this document, the term phone means the handset and the term system means the handset and base station.

Getting Started


Turn On Your Handset

Procedure

Step 1 Press and hold **Power/End**  until the screen turns on.

Turn Off Your Handset

Procedure

Step 1 Press and hold **Power/End**  until the screen turns off.




Lock the Handset Keypad

You can manually lock the keypad to stop accidental dialing.



Note: When the keypad is locked, you can only dial emergency numbers.

Procedure














Step 1 Press and hold **Zero (0)**  until the message “Press and hold *” and the key lock icon ( or ) are displayed on the screen.



Buttons and Hardware

Your handset has many buttons and hardware features that you will use regularly. Use the following figure and table to identify the important button and hardware features.

Figure 2: Cisco IP DECT Phone 6825 Handset Buttons and Hardware



1	Indicator light (LED)	Indicator light—Use the light to identify states. You can configure the event that triggers the red, yellow, or green LED.
2	Emergency button	Emergency  Raises an emergency alarm, if configured.
3	Headset port	Headset port with cover  . Remove the protective cover and plug in a headset or ear buds (3.5 mm audio jack).
4	Softkeys, handset control buttons (Speaker, Menu), Navigation cluster, call control buttons (Answer/Send, Power/End).	<p>Softkeys  Activate the option displayed on the screen.</p> <p>Speaker  Toggle the speaker mode on or off for the handset.</p> <p>Menu  Access directories, settings, status, and other information.</p> <p>Navigation cluster  Navigation ring and Select button:</p> <ul style="list-style-type: none"> • Navigation ring (outer ring): Move up, down, left, or right. • Select button  (center of the cluster): select a menu item. <p>Answer/Send  Answer a ringing call or, after dialing a number, place the call.</p> <p>Power/End  Turn the handset on or off, or end a connected call. In menus, the button returns you to the previous screen.</p>
5	Keypad	<p>Dial numbers and enter letters.</p> <p>One  <ul style="list-style-type: none"> • Enter “1” when you dial a number. • Access voicemail. Press and hold to automatically dial the voicemail system. • Enter these special text characters: . ! ? , - " @ + ; : </p> <p>Asterisk  <ul style="list-style-type: none"> • Press and hold to add the plus (+) symbol at the beginning of a phone number. </p> <p>Zero  <ul style="list-style-type: none"> • Enter “0” when you dial a number. • Press and hold to lock or unlock the keypad. • Enter a space. </p> <p>Pound  <ul style="list-style-type: none"> • Press and hold to silence the handset ringer. If configured, the handset will vibrate instead. • Enter this special text characters: # <p>Use the keys 2 through 9 to enter letters and numbers.</p> <p>Note: In some languages, additional characters may be present.</p> </p>

6	Volume and Mute buttons	 <p>Volume</p> <ul style="list-style-type: none"> • When the handset is idle, change the ring volume or turn off the ringer. • During a call, control the speaker volume for the active handset, headset, or speaker. <p>Mute  Toggle the mute feature on or off.</p>
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Navigation

Use the outer ring of the Navigation cluster to scroll through menus and between lines. Use the inner **Select** button of the Navigation cluster to select items.

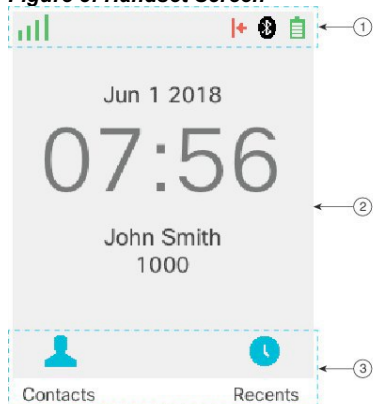


If a menu item has an index number, you can enter the index number with the keypad to select the item.

Handset Screen Features

The screen shows information about your handset such as directory number, date and time, and softkeys. The screen is made up of three sections: the header row, the middle section, and the footer row.

Figure 3: Handset Screen









1	At the top of the screen is the header row. The header row displays the radio signal strength and battery charge, as well a number of icons. The icons display when features are active.
2	The middle of the screen displays the information associated with the handset: date and time, configured handset owner, and handset phone number.
3	The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen. Sometimes, icons are displayed above the softkey labels.





Header Icons

The header icons tell you about the handset state. This section displays the header icons and gives them meaning. The header row icons can be different when do not disturb (DND) is enabled.











Audio Path Icons

Icon	DND Mode Icon	Description
		Speaker is off.
		Headset in use.
		Handset is muted.













Bluetooth Icons

Icon	DND Mode Icon	Description
		Bluetooth is connected.
		Bluetooth is disconnected.





Network Icons



Icon	DND Mode Icon	Description
		No network connection.
		Weak network connection.
		Good network connection.
		Better network connection.
		Best network connection.

Battery Icons





Icon	DND Mode Icon	Description
		Battery is depleted. Recharge the battery to use the handset.
		Battery is 1% to 24% charged. Recharge the battery as soon as possible.
		Battery is 25% to 49% charged.
		Battery is 50% to 74% charged.
		Battery is 75% to 100% charged.
		Battery is charging.

Call-Related Icons

Icon	DND Mode Icon	Description
		Answered call
		Dialed call
		Do not disturb is enabled.
		Phone is forwarded.

		Voicemail message waiting.
		Missed call

Other Icons

Icon	DND Mode Icon	Description
		Handset keypad is locked.
		Message

Differences Between Phone Calls and Lines

We use the terms lines and calls in very specific ways to explain how to use your phone.

- **Lines**—Each line corresponds to a directory number or intercom number that others can use to call you. You have up to two lines.
- **Calls**—Each line can support up to two calls. However, you can have only two calls on the handset. Only one call can be active at any time; the other call is automatically placed on hold. Here is an example: If you have two lines and each line supports two calls, then you can have two connected calls at one time. These two calls can be on the same line or on different lines. Only one of those calls is active and the other is a held call.

Phone Batteries

Your phone contains a lithium ion battery. The fully charged battery provides the following hours of service:

- Up to 17 hours of talk time
- Up to 200 hours of standby time

The battery life is reduced when the phone is turned on. Calls, messages, application use, Bluetooth use, and actions like menu navigation use power and reduce the talk time. Your phone screen dims and turns off after a configurable period of inactivity to reduce battery drain.

Care of Your Handset

You can clean your handset. Make sure you follow our cleaning instructions.

Clean your handset immediately if it comes in contact with anything that may cause stains, or other damage; for example, dirt or sand, ink, makeup, soap, detergent, acids, acidic foods, or lotions.



Caution Do not blow or use compressed air (for example, aerosol cans, low- or high-pressure air nozzles) to clean the openings of the handset.

Do not use a vacuum cleaner or other suction device to clean the openings of the handset.

Do not use pins or other objects to clean the openings of the handset.

Use of air, suction, or mechanical objects to clean the openings can damage the handset and voids the handset warranty.

Clean the Handset Screen

Procedure

If your handset screen gets dirty, wipe it with a soft, dry cloth.

Caution Do not use any liquids or powders on the phone because they can contaminate the handset components and cause failures.

Clean the Handset Exterior

You can clean the handset exterior using a dry, lint-free cloth. For the health-care environment, we recommend that you use Caviwipes™ and Saniwipes™ to thoroughly clean the handset. Caviwipes and Saniwipes contain up to 17% isopropanol.

Any cleaning solution containing a higher amount of isopropanol, including pure isopropanol, or an alternative alcohol-based liquid could potentially damage the handset. Do not clean the handset with bleach or other caustic products.

Excessive use of Caviwipes and Saniwipes more than 3 times a day will damage the handset surface coating and will change the appearance of handset.

Clean your handset immediately if it comes in contact with anything that may cause stains, or other damage; for example, dirt or sand, ink, makeup, soap, detergent, acids, acidic foods, or lotions.



Caution Do not blow or use compressed air (for example, aerosol cans, low- or high-pressure air nozzles) to clean the openings of the handset.

Do not use a vacuum cleaner or other suction device to clean the openings of the handset.

Do not use pins or other objects to clean the openings of the handset.

Use of air, suction, or mechanical objects to clean the openings can damage the handset and voids the handset warranty.

Procedure

Step 1 Remove the handset from the charger.

Step 2 Wipe the handset and screen with a soft, lint-free cloth or with an approved sanitizing wipe.

Step 3 If there are foreign objects (for example, fine sand) in an opening in the handset, tap the handset against your hand to dislodge the objects.

If You Drop Your Handset in Water

If you drop your handset in water, here's what you do:

- *Gently* shake the water off the handset.
- Dry the handset with a soft, dry, lint-free cloth.
- Leave your handset in a dry area with some air flow; for example, a fan blowing *cool* air can be directed onto the handset speaker grill to help the handset dry out. Just don't put the fan close to the handset.

Here are some things you don't do:

- Don't open the battery door while the handset is wet.

- Don't use compressed air to blow off the water.
- Don't use a hair dryer to dry off the handset.
- Don't put a cotton swab, paper towel, or cloth into the headset jack or inside the battery compartment.
- Don't tap the handset on a hard surface.
- Don't put a wet handset into the charging cradle. You must wait until the handset is completely dry.



Note: The handset warranty does not cover handsets that have been dropped in water or other fluids.



Caution Do not blow or use compressed air (for example, aerosol cans, low- or high-pressure air nozzles) to clean the openings of the handset.

Do not use a vacuum cleaner or other suction device to clean the openings of the handset.

Do not use pins or other objects to clean the openings of the handset.

Use of air, suction, or mechanical objects to clean the openings can damage the handset and voids the handset warranty.

If the sound is muffled after you dry the handset, there may still be water in the microphone or speaker compartments. Place your handset, speaker-side down, on a dry, lint-free cloth to see if water drips out. If there is still water in the handset, allow the handset to completely dry before you use it.

Lost Phone Connectivity

Sometimes your phone can lose its connection to the base station, or the base station can lose its connection to the call control system. When this connection is lost, your phone displays a message.

If you are on an active call when either connection is lost, the call ends.

When the phone reconnects to the base station or the base station reconnects to the call control system, you'll be able to use your phone normally again.

CHAPTER 2

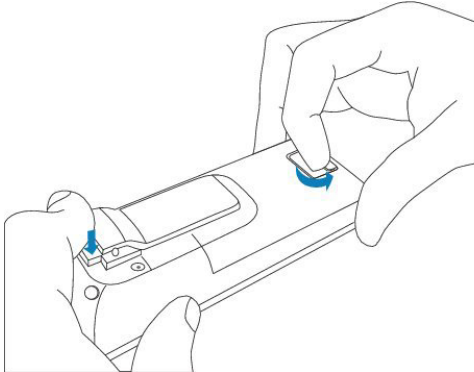
Handset Setup

Install the Battery in the Handset

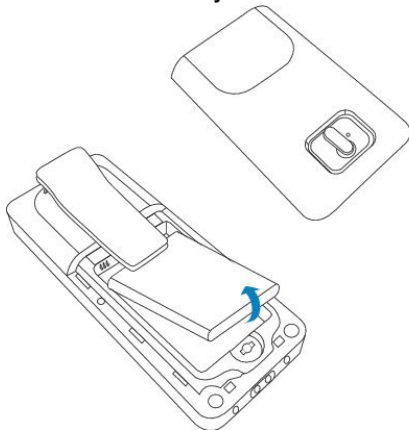
The handset battery is shipped inside the handset, but there is a plastic tab over the battery contacts. You need to remove the plastic tab.

Procedure

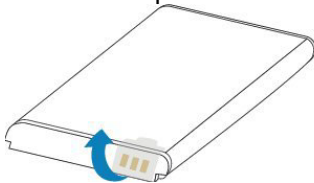
Step 1 On the back of the handset, turn the latch counterclockwise to unlock the back, lift the clip, and lift the cover to remove the battery cover.



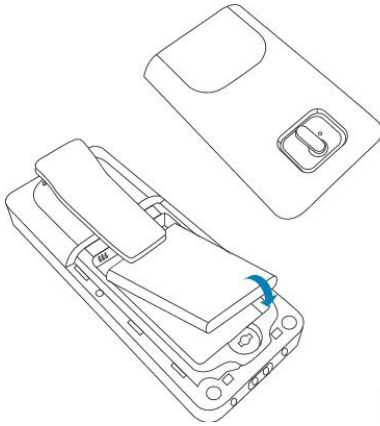
Step 2 Remove the battery from the handset.



Step 3 Remove the plastic over the contacts.

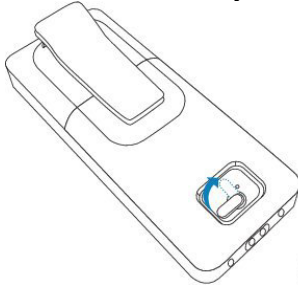


Step 4 Place the battery under the clip and drop it into the compartment.



The battery contacts are on the top left edge of the battery and the top left edge of the battery compartment. Ensure that the contacts meet and that the battery is seated in the compartment.

- Step 5** Replace the battery cover, make sure that the cover is closed, and turn the latch clockwise to the locked position. Don't force the cover closed. If it doesn't close easily, take it off and check that the battery is completely seated in the battery compartment.



What to do next

Before you use the handset, you need to charge it.

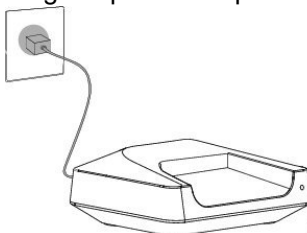
Handset Battery Charging

Set Up the Charging Cradle

You use the charging cradle to charge the handset. The cradle has a built-in USB cable that plugs into the power adapter. The power adapter is designed for your country's electrical outlet configuration and power rating.

Procedure

- Step 1** Place the cradle on a level surface.
Step 2 Plug the USB connector of the power cord into the power adapter.
Step 3 Plug the power adapter into the electrical outlet.



Charge the Handset Battery

You use the handset charger to charge the handset battery. The battery comes partially charged, but you should charge it for a *minimum of 10 hours* before you use it for the first time. If you don't fully charge it, you may decrease the life of the battery.

If you remove and replace the battery from the handset, you need to fully discharge and then fully charge the battery so that the battery indicator is accurate.



Caution Charge the battery with the handset charger provided. If you use another method, you can damage the battery, the handset, or your surrounding area.

Only charge the battery in environments where the temperature is between 32°F (0°C) and 104°F (40°C).

Do not charge the battery in hazardous environments or where there is explosion danger.

When you place the handset into the charger, it turns on (if not already on) and displays a message that the handset is charging. The handset screen dims and turns off at the configured time.

If the LED on the handset starts to flash, the handset is updating its firmware.

Before you begin

Ensure that your handset charger is plugged into the electrical outlet.

Procedure

Step 1 Place the handset in the charger so that the contacts in the handset and the contacts in the charger match.

The handset screen should turn on and display a message that the handset is charging. If this doesn't happen, remove the handset from the charger and try again.


CHAPTER 3

Calls

Make a Call

Use your phone just like any other phone to make a call.

Procedure


Step 1 When your handset is idle, enter the phone number with the keypad. To start the number with plus (+), press and hold **Asterisk**  until the + displays on the screen.

Step 2 Press **Answer/Send** .

Make a Call with the Speakerphone

Use your speakerphone for hands-free calling. Keep in mind that your coworkers might be able to hear your call too.

Procedure

Step 1 When your handset is idle, enter the phone number with the keypad. To start the number with plus (+), press and hold **Asterisk**  until the + displays on the screen.

Step 2 Press **Speakerphone** .


Step 3 Press **Answer/Send** .

Make a Call with a Headset

Use your headset for hands-free calling that won't disturb your coworker and gives you some privacy.

Procedure

Step 1 When your handset is idle, remove the cover from the headset port and plug in your headset.

Step 2 Enter the phone number with the keypad. To start the number with plus (+), press and hold **Asterisk**  until the + displays on the screen.

Step 3 Press **Answer/Send** .

Caller ID

Outbound Caller ID

The caller ID number sent with outbound calls is set on each user. Users can send out the main company number, a specific user-assigned number, or not send out any caller ID.

Note: Calls to 911 ignore the caller ID settings of the user and send the 911 callback number set on the device.

Internal Caller ID

When calling another user on your PBX, the user's extension with their name is the caller ID.

Caller ID Block per Call

Prevents your caller ID (name and number), from being displayed to the next person you call.

Procedure

- Step 1** Lift the receiver.
 - Step 2** Dial *67.
 - Step 3** Wait for a second dial tone.
 - Step 4** Dial the number of the party you're trying to reach.
 - Your caller ID will not be displayed to the party you called.
 - Your caller ID will be displayed on future calls.
-

Unblock Caller ID per Call

To allow your caller ID to be sent to the person you dial:

Procedure

- Step 1** Lift the receiver.
 - Step 2** Dial *65.
 - Step 3** Wait for a second dial tone.
 - Step 4** Dial the number of the party you're trying to reach.
 - Your caller ID will be displayed to the party you called.
 - Your caller ID will **not** be displayed on future calls.
-

Speed Dial

If you make frequent calls to specific phone numbers, you can set up your handset for speed dials. You can set up to 8 speed-dial numbers.

Assign a Speed-Dial Code from the Phone Screen

You can assign a speed-dial number to a contact. You assign speed dials to entries 2 to 9. Entry 1 is used for your speed dial to voicemail.

Before you begin

You need at least one contact in your Contacts list.

Procedure

- Step 1** Press **Contacts**.
- Step 2** Highlight the contact.
- Step 3** Press More.
- Step 4** Select **Speed Dial**.

Step 5 If you don't have an empty speed-dial index entries, highlight a number you don't need, press Delete, and press Yes to confirm the deletion.

Step 6 Highlight an empty speed-dial index and press **Add**.

Step 7 Press **Power/End** .

Speed-Dial Numbers

When you dial a number on your handset, you enter a series of digits. When you set up a speed-dial number, the speed-dial number must contain all the digits you need to make the call. For example, if you need to dial 9 to get an outside line, you enter the number 9 and then the number you want to dial.

You can also add other dialed digits to the number. Examples of additional digits include a meeting access code, an extension, a voicemail password, an authorization code, and a billing code.

The dial string can contain the following characters:

- 0 to 9
- Pound (#)
- Asterisk (*)
- Comma (,)—This is the pause character, and gives a 2- second delay in the dialing. You can have several commas in a row. For example, two commas (,,) represent a pause of 4 seconds.

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.
- An authorization code must always precede a billing code in the speed-dial string.
- A single comma is required between the authorization code and the billing code in the string.
- A speed-dial label is required for speed dials with authorization codes and additional digits.

Before you configure the speed dial, try to dial the digits manually at least once to ensure that the digit sequence is correct.

Your handset does not save the authorization code, billing code, or extra digits from the speed dial in the call history. If you press **Redial** after you connect to a speed-dial destination, the handset prompts you to enter any required authorization code, billing code, or additional digits manually.

Example

To set up a speed-dial number to call a person at a specific extension, and if you need an authorization code and billing code, consider the following requirements:

- You need to dial 9 for an outside line.
- You want to call 5556543.
- You need to input the authorization code 1234.
- You need to input the billing code 9876.
- You must wait for 4 seconds.
- After the call connects, you must dial the extension 56789#.

In this scenario, the speed-dial number is 95556543,1234,9876,,56789#.

Delete a Speed-Dial Number

You can delete a speed-dial number assigned to entries 2 to 9. Entry 1 is used for your speed dial to voicemail.


Before you begin

You need at least one contact in your Speed Dial list.

Procedure

Step 1 Press **Contacts**.

Step 2 Press **More**.

- Step 3** Select **Speed Dial**.
- Step 4** Highlight the entry you don't need.
- Step 5** Press **Delete**.
- Step 6** Press **Yes** to confirm the deletion.
- Step 7** Press **Power/End** .

Make a Speed Dial Call

After you set up the speed dial, you can make a speed dial call. Speed-dial indexes are the numbers 2 to 9.

Example

If you have your home number in your local contacts, you can assign it the speed-dial index 9. Then when you press and hold the 9 key, the handset automatically dials your home.

Before you begin

You need the speed-dial index for the contact.

Procedure

- Step 1** Press and hold the number on the keypad corresponding to the speed-dial index.
- Step 2** Release the key when the call starts to dial.

Social and Public Services

The following services are available using a short code through your phone service.

211 – *Community Services Assistance*

Access to information about health and human services by dialing “211” (United States).

411 – *Directory Assistance*

Nationwide U.S. Directory Assistance can be reached by dialing “411”.

611 – *Call PenTeleData Customer Service*

Specially set up short code for you to be able to contact our customer service team.

711 – *Telecommunications Relay Service*

Telecommunications Relay Service (TRS) can be accessed by dialing “711” (United States and Canada).

811 – *Local Utilities “Call Before You Dig”*

Each state has its own 811 call center to help you get digging. An 811 representative will take information about your project and notify appropriate utility companies to mark buried lines, so you can dig safely around them.

911 - *Emergency Services*

When you dial “911”, your call is connected to a local 911 operator in the nearest Public Safety Answering Point (PSAP) based on your address.

Note: The 911 operator is sent the callback number and address for that number.

Answer a Call

If you have multiple lines, your handset displays the line that has the incoming call.

If you have a Bluetooth headset paired to the handset, the call is answered on the headset. If you don't have a Bluetooth headset paired, the call is answered on the handset.

Procedure


Press **Answer/Send** .

Answer Call Waiting

If you are on a call, and another call comes in, you hear the call waiting tone and the incoming call displays on the handset screen.

Procedure

Do one of these actions:

- To accept the call, press **Answer/Send** . Your active call is automatically put on hold.
 - To reject the call, press **Decline**. The call is sent to voicemail, if configured.
-

Call Waiting

When you're on an active call, you know that a call is waiting when you hear a single beep and the session button flashes red.

Procedure

- Step 1** (Optional) If you have more than one call waiting, select an incoming call.
Step 2 Press the line button.
-

Temporarily Disable Call Waiting – One Call

Keep the next phone call you make from being interrupted.

Procedure

- Step 1** Lift the receiver.
Step 2 Dial *70.
Step 3 Wait for a second dial tone.
Step 4 Dial the number of the party you want to reach.
 - Call Waiting is disabled for the current call.**Step 5** After you hang up, Call Waiting will be active again.
-

Enable/Disable Call Waiting – All Calls

Enable or Disable Call Waiting on all future calls.

Procedure

-
- Step 1** Dial *43 to enable Call Waiting for all calls.
Step 2 Dial *44 to disable Call Waiting for all calls.
-

Decline a Call

You can send an active or ringing call to your voicemail system or to a preset phone number.

Procedure



Decline a call by performing one of the following actions:

- Press **Decline**.
 - If you have multiple incoming calls, highlight the incoming call and press **Decline**.
-

Do Not Disturb

You can turn on or off the do not disturb feature by dialing the respective star codes that are configured.

Application Menu Procedure

-
- Step 1** Press **Menu** .
- Step 2** Select **Settings**  > **Do Not Disturb**.
- Step 3** Highlight your choice.
- **Disabled** (default): DND mode is off.
 - **Enabled**: DND mode is on.
- Step 4** Press **Select** to save the setting.

* Code Procedure

-
- Step 1** To turn on DND, dial *78.
Step 2 To turn off DND, dial *79.
-

Call Screening

You have control to ensure you receive important calls. You can limit the callers that ring your phone, filter callers, or forward important callers to another number. Calls from anonymous callers, or other callers, can be given special treatment: either being blocked, sent directly to voicemail, forwarded to another phone number (like your mobile), or having a custom ring pattern assigned.

Anonymous Call Block

Calls from anonymous callers or phones not sending a caller ID, can waste your time and distract you from other calls you want to take. These calls can be filtered from even ringing your phone. You can choose to have anonymous callers either hear a busy signal or a message informing them that you are not accepting calls from anonymous callers.

Enable/Disable Anonymous Call Block

Anonymous caller will hear a busy tone.

Procedure

Step 1 Dial *77 to enable Anonymous Call Block.

- You will hear a prompt saying, “Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line”.

Step 2 Dial *85 to disable Anonymous Call Block.

- You will hear a prompt saying, “Your anonymous call rejection service has been deactivated”.
-

Enable/Disable Anonymous Call Block with Message

Anonymous caller will hear a message indicating anonymous callers are not allowed.

Procedure

Step 1 Dial *95 to enable Anonymous Call Block with Message.

- You will hear a prompt saying, “Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line”.

Step 2 Dial *85 to disable Anonymous Call Block with Message.

- You will hear a prompt saying, “Your anonymous call rejection service has been deactivated”.
-

Call Screening – All Callers

If you don't want to receive calls from anyone, you can use this feature and then enable only specific callers to reach you (see [Allow Custom Caller](#)).

Procedure

Step 1 Dial *64 to enable All Other Callers Block.

- You will hear a prompt saying, “Your selective call accept service has been activated”.

Step 2 Dial *74 to disable All Other Callers Block.

- This will allow calls from everyone NOT specifically blocked.
 - You will hear a prompt saying, “Your selective call accept service has been deactivated”.
-

Call Screening – Custom Number

If you want to screen calls from a specific number, you can use the Custom Call Screening feature to control who can call your phone and what happens when they do. This can be done via the online voice portal or star code.

Allow Custom Caller

If you have blocked all callers and want to allow a specific caller to contact you, use this feature.

Procedure

Step 1 Dial *59

Step 2 Enter your voicemail **PIN** followed by **#**.

Step 3 Enter the **number** to be blocked followed by **#**.

- You will hear a prompt saying, “Calls from [phone number you entered] will be allowed”.
-

Block Custom Caller

If you have allowed all callers and want to block a specific caller, use this feature. The caller will hear a busy signal instead of reaching you.

Procedure

Step 1 Dial *60

Step 2 Enter your voicemail **PIN** followed by **#**.

Step 3 Enter the **number** to be blocked followed by **#**.

- Be sure to include “1” before the 10-digit phone number.
 - You will hear a prompt saying, “Calls from [phone number you entered] will be blocked”.
-

Block Custom Caller with Message

The caller will hear a message indicating that calls are not being accepted at this time.

Procedure

Step 1 Dial *58

Step 2 Enter your voicemail **PIN** followed by **#**.

Step 3 Enter the **number** to be blocked followed by **#**.

- Be sure to include “1” before the 10-digit phone number.
- You will hear a prompt saying, “Calls from [phone number you entered] will be blocked”.

Note: The message the caller will hear is “The number you have dialed is not accepting calls at this time. Please try again later.”

Mute Your Call

While you are on a call, you can mute the audio so that you can hear the other person, but they cannot hear you.

Procedure

Step 1 Press **Mute**  .

Step 2 Press **Mute** again to turn mute off.

Put a Call on Hold

Procedure

-
- Step 1** From an active call, press **Hold**.
 - Step 2** Press **Resume** to pick the call back up.
-

Swap Between Active and Held Calls

When you have an active call and a held call, you can easily swap the calls. The current active call goes on hold and the previously held call becomes the active call.

Procedure

Press **Swap**.


Retrieve a Call on Hold with Call Park

You can pick up a parked call from anywhere in your network.

Before you begin

You need the number that was used to park the call.

Procedure

-
- Step 1** Dial ***66 + the parking spot** the call was placed in and press **Answer/Send** .
 - Step 2** You are now connected with the caller in that parking slot #.
-

Forward Calls

You can forward incoming calls from your phone to another number.

Enable Call Forward – All Calls

Procedure

-
- Step 1** Lift the receiver and listen for dial tone.
 - Step 2** Press *72 or Forward softkey.
 - Step 3** When prompted, enter your PIN.
 - Step 4** Press 1.
 - Step 5** When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
-

Disable Call Forward – All Calls

Procedure

-
- Step 1** Lift the receiver and listen for dial tone.
 - Step 2** Press *72 or Forward softkey.
 - Step 3** When prompted, enter your PIN.
 - Step 4** Press 2.
-



Note: Forwarding of all calls is available remotely using the voicemail system. This feature can be accessed remotely by dialing your phone number, and while listening to the voicemail greeting pressing the # key. This will allow you to enter your PIN and access the voicemail system. In the Personal options menu (8), you can enable call forwarding.

Enable Call Forward – Busy

Procedure

- Step 1** Lift the receiver and listen for dial tone.
 - Step 2** Press *90.
 - Step 3** When prompted, enter your PIN.
 - Step 4** Press 1.
 - Step 5** When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
-

Disable Call Forward – Busy

Procedure

- Step 1** Lift the receiver and listen for dial tone.
 - Step 2** Press *90.
 - Step 3** When prompted, enter your PIN.
 - Step 4** Press 2.
-

Enable Call Forward – No Answer

Procedure

- Step 1** Lift the receiver and listen for dial tone.
 - Step 2** Press *92.
 - Step 3** When prompted, enter your PIN.
 - Step 4** Press 1.
 - Step 5** When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
-

Disable Call Forward – No Answer

Procedure

- Step 1** Lift the receiver and listen for dial tone.
 - Step 2** Press *92.
 - Step 3** When prompted, enter your PIN.
 - Step 4** Press 2.
-

Enable Call Forward – Out of Service

Procedure

- Step 1** Lift the receiver and listen for dial tone.
 - Step 2** Press *94.
 - Step 3** When prompted, enter your PIN.
 - Step 4** Press 1.
 - Step 5** When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
-

Disable Call Forward – Out of Service

Procedure

- Step 1** Lift the receiver and listen for dial tone.
 - Step 2** Press *94.
 - Step 3** When prompted, enter your PIN.
 - Step 4** Press 2.
-

Remotely Access Call Forwarding for All Calls

Procedure

- Step 1** Access Your Voicemail Menu
 - **Dial your 10-digit phone number** from a phone not connected to your account.
 - When you hear your voicemail greeting, **press #**.
 - **Enter your 4-digit PIN**, followed by **#**.
 - Step 2** **Press 8** for personal options.
 - Step 3** **Press 5** to access the Call Forwarding Menu.
 - Step 4** Current Status of Call Forwarding feature will be given.
 - Step 5** To **forward** all calls, **press 1**.
 - Enter **forwarding destination number** followed by the **#** sign.
 - You will hear, "All calls will be forwarded".
 - Step 6** To send all calls to your line, **press 2**.
 - You will hear, "Calls will ring your line, goodbye".
-

CHAPTER 4


Contacts

Corporate Directory

You can look up a coworker's number from your phone, which makes it easier to give them a call. Your administrator sets up and maintains the directory.


Dial a Contact in the Corporate Directory

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Select the directory name that you have defined.
 - Step 3** Select a search criteria.
 - Step 4** Enter your search criteria and press **Submit**.
 - Step 5** Select the contact and press **Dial**.
-


Add a New Contact to Your Personal Address Book

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Press **More**.
 - Step 3** Highlight **Add contact** and press **Select**.
 - Step 4** Press **Edit**.
 - Step 5** Enter the name of the contact.
 - Step 6** Press **Save**.
 - Step 7** Highlight **Work**, **Mobile**, **Home**, or **Other**, and press **Edit**.
You need to add at least one phone number.
 - Step 8** Enter the contact number and press **Save**.
If you make a mistake, press **Clear** to delete the last character entered.
 - Step 9** (Optional) Add a ringtone to the contact.
 - a) Highlight **Ringtone** and press **Edit**.
 - b) Select a melody.
You can use **Play** to hear the ringtone
 - c) Press **Select**.
 - Step 10** Press **Save**.
 - Step 11** Press **Yes**.
-


Call a Contact in Your Personal Address Book

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Highlight an entry.
 - Step 3** (Optional) If your contact has more than one phone number configured, press right or left on the navigation ring to display the number to call.
 - Step 4** Press **Call**.
-


Edit a Contact in Your Personal Address Book

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Highlight the contact to edit.
 - Step 3** Press **More**.
 - Step 4** Select **Edit contact**.
 - Step 5** Highlight the information to change.
 - a) Press **Edit**.
 - b) Change the information
 - c) Press **Save**.
 - Step 6** Press **Save** to change the contact entry.
-


Remove a Contact from Your Personal Address Book

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Highlight the contact to delete.
 - Step 3** Press **More**.
 - Step 4** Select **Delete contact**.
 - Step 5** At the prompt, press **Yes**.
-

Remove all Contacts from Your Personal Address Book

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Press **More**.
 - Step 4** Select **Delete all contact**.
 - Step 5** At the prompt, press **Yes**.
-

CHAPTER 5

Recent Calls

Recent Calls List

Your handset collects information about all calls to and from your handset and saves them in a Recents list. When you view the Recents list, you can:

- View all calls.
- View all answered calls.
- View all dialed calls.
- View all missed calls.

View Your Recent Calls

Your handset keeps a log of all the recent calls. Up to 50 calls are kept in the Recents list. You can view all calls, the calls you answered, the calls you made (dialed calls), and calls you missed.

Procedure

Step 1 Press **Recents** .

Step 2 Press right or left on the Navigation ring  to view different lists.

- All calls
 - Answered calls
 - Dialed calls
 - Missed calls
-

Return a Recent Call

If you want to call back the last person that called you, instead of dialing their number, you can use Call Return.

Use Call Return

Procedure

Step 1 Lift the receiver.

Step 2 Dial ***69**.

Step 3 You will be connected to the last number that called you.

Procedure



Step 1 Press **Recents** .

Step 2 Press right or left on the Navigation ring  to view different lists.

Step 3 Highlight an entry and press **Call**.


Clear the Recent Calls List

Procedure

-
- Step 1** Press **Recents** .
- Step 2** Press right or left on the Navigation ring  to view different lists.
- All Calls
 - Missed Calls
 - Received Calls
 - Placed Calls
- Step 5** Press **More**.
- Step 6** Press **Delete all items**.
- Step 6** Press **Yes**.
-



Create a Contact From a Recents Record

Procedure

-
- Step 1** Press **Recents** .
- Step 2** Highlight the recent caller.
- Step 3** Press **More**, highlight **Save as contact**, and press **Select**.
- Step 4** Highlight the category for the phone number and press **Add**.
The number the caller used to call you is added to the field.
- Step 5** Press **Save** to save the number.
- Step 6** (Optional) To add other information, highlight the field, and press **Add**.
- Step 7** (Optional) To change other information, highlight the field, and **Edit**.
- Step 8** Press **Save** to save the contact.
- Step 9** Press **Yes** to confirm.
-

Delete a Call Record

Procedure


-
- Step 1** Press **Recents** .
- Step 2** Press right or left on the Navigation ring  to view different lists.
- All Calls
 - Missed Calls
 - Received Calls
 - Placed Calls
- Step 5** Press **More**.
- Step 6** Press **Delete item**.
- Step 6** Press **Yes**.
-

CHAPTER 6


Voicemail

Your Voicemail Account

You can access your voice messages directly from your phone. But your administrator must set up your voicemail account, and may also set up your phone to access the voicemail system.

The **One**  button on your phone acts as a speed dial into the voicemail system.

When you aren't at your desk, you can call your voicemail system to access your voicemail. Your administrator can give you the voicemail system phone number.

When you have a voicemail, you see the Voicemail icon  on the screen header. You may also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Check for New Voice Messages


To find out if you have new voicemail messages, look for one of these signs:

- The light strip on your handset is solid red.
- The number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.
- An exclamation mark (!) indicates urgent voicemail messages.

You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Access Voicemail (Your Phone)

Procedure

- Step 1** Press and hold **One** .
- Step 2** Follow the voice prompts.

Access Voicemail (Another Phone)

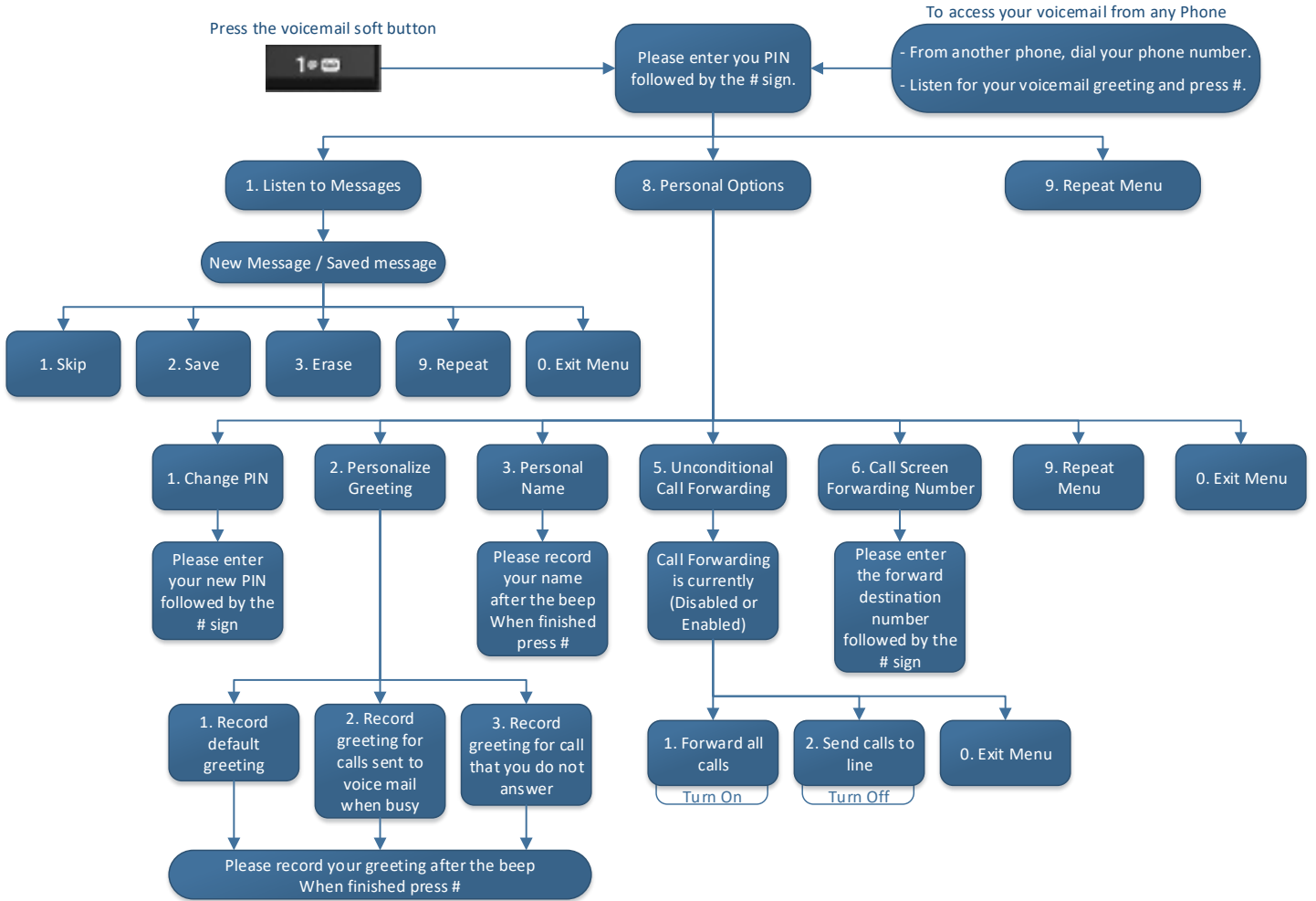
Procedure

- Step 1** Dial *84 from the phone that is connected to your account.
- Step 2** Enter your 4-digit PIN, followed by #.
 - Your default PIN is 1234.
- Step 3** Follow the voice prompts.

Access Voicemail Remotely

Procedure

- Step 1** Dial your 10-digit phone number from a phone not connected to your account.
- Step 2** When you hear your voicemail greeting, press #.
- Step 3** Follow the voice prompts.



CHAPTER 7

Settings

Settings Menu

You can customize your handset from the **Settings** menu.



Audio Settings Menu

Set Silent Mode from the Settings Menu

You can stop the handset from ringing where there is an incoming call. This is called silent mode.

When the handset is in silent mode, incoming calls display on the screen, but the handset does not play a ringtone.




Procedure

-
- Step 1** Press **Menu** .
 - Step 2** Select **Settings**  > **Audio settings**.
 - Step 3** Highlight **Silent**.
 - Step 4** Press **Off** to allow the handset to ring or press **On** to disable ringing.
-

Set the Ring Volume from the Settings Menu

You can change the volume of the ringer. This volume does not impact the volume level when you are on a call.

Procedure

-
- Step 1** Press **Menu** .
 - Step 2** Select **Settings**  > **Ring volume**.
 - Step 3** Press right or left on the ring of the navigation cluster .
 - Step 4** Press **Ok** to save the level.
-

Set the Ringtone for Different Call Types

You can set different ring tones for these types of calls:

- Normal call
- Normal message
- Urgent message
- EmergencyHigh, Medium, and Low
- Alert


Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Audio settings**.

Step 3 Select the ringtone you want to change.

- Ring melody
- Ring normal msg.
- Ring urgent msg.
- Ring emerg. high
- Ring emerg. med
- Ring emerg. low
- Alert tone

Step 4 Press up or down on the ring of the navigation cluster  to highlight a tone.

Step 5 Press **Play** to hear the tone.

Step 6 Press **Select** to save the tone.

Set the Handset Vibration Mode

You can set the handset to vibrate when you have an incoming call.

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Vibrate**.

Step 3 Highlight your choice.

- **Off** (default): When an incoming call rings on the handset, the handset doesn't vibrate.
- **Vibrate then ring**: When an incoming call rings on the handset, the handset vibrates and then rings.
- **Vibrate only**: When an incoming call rings on the handset, the handset vibrates. You do not hear the ringtone.
- **Vibrate and ring**: When an incoming call rings on the handset, the handset vibrates and rings at the same time.

Step 4 Press **Select** to save the setting.

Set the Tone When a Key is Pressed

You can set the sound you hear when you press a key.

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Key sound**.

Step 3 Highlight your choice.



- **Silent** (default): When you press a key, you don't hear anything.
- **Click**: When you press a key, you hear a click.
- **Tone**: When you press a key, you hear a tone.

Step 4 Press **Select** to save the setting.

Set the Confirmation Sound

You can set the handset to play a tone when you change a setting on the handset.



Procedure

-
- Step 1** Press **Menu** .
- Step 2** Select **Settings**  > **Audio Settings**.
- Step 3** Highlight **Confirmation sound**.
- Step 4** Press **Off** to stop the tone or press **On** to make the handset play the tone.
-

Set the Coverage Warning

You can set the handset to play a tone when you move your handset too far away from the base station.



Procedure

-
- Step 1** Press **Menu** .
- Step 2** Select **Settings**  > **Audio Settings**.
- Step 3** Highlight **Coverage warning**.
- Step 4** Press **Off** to stop the tone or press **On** to make the handset play the tone.
-

Set the Charger Warning

You can set the handset to play a tone when you put the handset on the charger.

Procedure



-
- Step 1** Press **Menu** .
- Step 2** Select **Settings**  > **Audio Settings**.
- Step 3** Highlight **Charger warning**.
- Step 4** Press **Off** to stop the tone or press **On** to make the handset play the tone.
-

Time and Date Menu

Set the Time Format

You can set the way that the time displays on the handset.

Procedure

-
- Step 1** Press **Menu** .
- Step 2** Select **Settings**  > **Time & date** > **Time**.
- Step 3** Press **Format**.
- Step 4** Highlight your choice.
- **24 hour** (default): Display the time in 24-hour format.
 - **am/pm**: Display the time in 12-hour format.
- Step 5** Press **Select** to save the setting.
-

Set the Date Format

You can set the way the date displays on the handset.

In this procedure, the date August 24, 2018 is used for the choices. The choices display in the date on your handset.

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Time & date** > **Date**.

Step 3 Press **Format**.

Step 4 Highlight your choice.

- **24-08-2018** (default): Display the date in dd-mm-yyyy format.
- **08/24/2018**: Display the date in mm/dd/yyyy format.
- **24-Aug-2018**: Display the date in dd-mmm-yyyy format.
- **24/08/2018**: Display the date in dd/mm/yyyy format.
- **24.08.2018**: Display the date in dd.mm.yyyy format.
- **2018-08-24**: Display the date in yyyy-mm-dd format.

Step 5 Press **Select** to save the setting.

Set the Handset Language

You can the language for the handset display.

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Language**.

Step 3 Highlight your language choice.

Step 4 Press **Select** to save the setting.

Set the Handset LED

The LED at the top of the handset can light green, red, or yellow. You can set the color you want for specific situations.

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **LED signal**.

Step 3 Select the LED choice.

- **Green LED**
- **Yellow LED**
- **Red LED**

Step 4 Highlight the choice for the LED to light.

- **Off**: The LED will not light up.
-

Set the Timer to Turn Off the Screen

You can set the handset to turn off the screen after a specific amount of time. Before the screen turns off, it dims after a specific amount of inactivity.

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Power save**.

Step 3 Highlight your choice.

- **5 seconds:** The screen dims after 2 seconds and turns off after 5 seconds.
- **10 seconds:** The screen dims after 5 seconds and turns off after 10 seconds.
- **20 seconds:** The screen dims after 5 seconds and turns off after 20 seconds.
- **30 seconds:** The screen dims after 10 seconds and turns off after 30 seconds.
- **45 seconds:** The screen dims after 10 seconds and turns off after 45 seconds.
- **60 seconds:** The screen dims after 10 seconds and turns off after 60 seconds.

Step 4 Press **Select** to save the setting.

Security Menu

Set the Handset Lock and PIN

You can set up the handset to require a PIN to unlock it.

Note When the keypad is locked, you can only dial emergency numbers.
The default PIN is 0000.

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Security** > **Phone lock**.

Step 3 Enter the PIN and press **OK**.

Step 4 Highlight **Phone lock**.

Step 5 Press **Off** to turn off the need for a PIN or **On** to require a PIN.

Step 6 Select **Change PIN**.

Step 7 Enter a new PIN and press **OK**.

You must use four digits for the PIN.

Step 8 Press **Select** to save the setting.

Set the Timer to Automatically Lock the Handset

You can set the handset to lock the keypad after a specific length of inactivity. When the keypad locks, you need to unlock it before you can use it.

Note When the keypad is locked, you can only dial emergency numbers.

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Security** > **Automatic keylock**.

Step 3 Highlight your choice.

- **Off** (default): The keypad never locks.
- **15 seconds**: The keypad locks in 15 seconds.
- **30 seconds**: The keypad locks in 30 seconds.
- **45 seconds**: The keypad locks in 45 seconds.
- **1 minute**: The keypad locks in 1 minute.
- **2 minutes**: The keypad locks in 2 minutes.
- **3 minutes**: The keypad locks in 3 minutes.
- **4 minutes**: The keypad locks in 4 minutes.
- **5 minutes**: The keypad locks in 5 minutes.

Step 4 Press **Select** to save the setting.

Change the Settings PIN

You can set the handset to require a PIN before the handset can reset to the default settings. The default PIN is 0000.

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Security** > **Change PIN**.

Step 3 Enter the current PIN and press **OK**.

Step 4 Enter a new PIN and press **OK**.

You must use four digits for the PIN.

Step 5 Press **Select** to save the setting.

Allow the Handset to Ring While Charging

If you don't want the handset to ring while it is charging, you can turn off the ringer. Incoming calls continue to display on the screen.

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Silent charging**.

Step 3 Highlight your choice.

- **Off** (default): The handset will ring while on the charger.
- **Silent**: The handset won't ring will on the charger.

Step 4 Press **Select** to save the setting.

Set Do Not Disturb

You can set the handset to not disturb you when you get an incoming calls. This is called do not disturb (DND) mode. When you are in this mode, you see the DND icon in the screen headers. If you get a call while DND is active, the call is sent to voicemail.

While in DND, many of the icons that display on the header are different from normal.

To use this feature, your administrator must enable DND.

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Do not disturb**.

Step 3 Highlight your choice.

- **Disabled** (default): DND mode is off.
- **Enabled**: DND mode is on.

Step 4 Press **Select** to save the setting.

Set the Idle Clock

You can control if the time displays on the home screen when the handset is idle.

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Idle Clock**.

Step 3 Highlight your choice.

- **Off**: The time doesn't display on the home screen.
- **On** (default): The time displays on the home screen.

Step 4 Press **Select** to save the setting.

Bluetooth and Your Handset

Bluetooth connections work best when you're within 3 to 6 feet (1 to 2 meters) from your handset, but you might be able to be as far away as 66 feet (20 meters). The Bluetooth connection can degrade if you have a barrier (wall, door, window), large metal object, or other electronic devices between your handset and the connected device.

Enable Bluetooth

You can use a Bluetooth headset with your handset. By default, Bluetooth is turned off. When Bluetooth is enabled, the handset uses more battery power.

When Bluetooth is enabled, you see the Bluetooth icon displayed in the screen header. The icon changes when you have a Bluetooth headset paired to the handset.

Procedure

Step 1 Press **Menu** .


Step 2 Select **Settings**  > **Bluetooth** > **Enable/disable**.

Step 3 Press **Yes** to enable Bluetooth or **No** to disable Bluetooth.

Search and Pair a Bluetooth Device

You can display a list of paired Bluetooth devices.

Procedure

Step 1 Press **Menu** .


Step 2 Select **Settings**  > **Bluetooth** > **Search for devices**.

Step 3 Highlight your headset in the list and press **Select**.

Manage the Paired Bluetooth Devices

Procedure

Step 1 Press **Menu** .

Step 2 Select **Settings**  > **Bluetooth** > **Paired devices**.

Step 3 Highlight the headset you want to manage and do one of these actions:

- Press **Disconnect** to disconnect the connected headset. The headset remains paired to the handset, but not active.
 - Press **More** and select **Change name** to edit the name of the headset.
 - Press **More** and select **Delete all** to delete (unpair) all the headsets in the list. You need to confirm the deletion.
 - Press **More** and select **Delete** to delete (unpair) the headset from the list. You need to confirm the deletion.
 - Press **More** and select **Info** to view more information about the headset.
-

Set the Ring Volume for an Incoming Call

Procedure

While the handset is ringing, press **Volume** up or down.

Change the Volume on a Call

Procedure

While on a call, press **Volume** up or down.
