

Your Handset



Example 6823 handset

Legend

- ① Indicator light (LED)
- ② Headset port
- ③ Softkeys, phone control buttons (**Speaker**, **Menu**), Navigation cluster (Navigation ring and **Select** button), call control buttons (**Answer/Send**, **Power/End**)
- ④ Keypad
- ⑤ **Volume** and **Mute** buttons

Turn On Your Handset

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

Turn Off Your Handset

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


Lock the Handset Keypad

You can lock the handset keypad to stop accidental dialing. When you lock the keypad, you can still dial emergency numbers. The softkey label doesn't display when you lock the keypad.


Press and hold **Zero (0)**  until the message "Press and hold 0" is displayed on the screen.

Unlock the Handset Keypad


You must unlock the handset keypad to make calls. You can however, dial emergency numbers from the locked keypad. When you unlock the keypad, the softkey labels appear..

Press and hold **Zero (0)**  until the message "Press and hold 0" doesn't display on the screen.

Make a Call

- When your handset is idle, enter the phone number with the keypad.
- Press **Answer/Send** .

Dial an Emergency Number

- When your handset is idle, enter the emergency number with the keypad.
- Press **Answer/Send** .


Answer a Call

Press **Answer/Send** .


Hold and Resume a Call

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


Mute Your Call

- Press **Mute** .
- To unmute yourself, press **Mute** again.

Create a Conference Call

- From an active call, press **More > Conference**.
- Enter the coworker's number and press **Answer/Send** .
- Press **Conf** after the coworker answers.


Transfer a Call

- From an active call, press **More > Transfer**.
- Enter the coworker's number and press **Answer/Send** .
- Press **Transfer** after the first ring tone or after your coworker answers.

Add a Contact

1. Press **Recents** and highlight the recent caller.
2. Press **More**, highlight **Save as Contact**, and press **Select**.
3. Highlight the category, press **Select**, and press **Save** to save the number.
4. (Optional) Highlight a field to add or replace other information.
5. Press **Save** and press **Yes**.


Call a Local Contact

1. Press **Contacts** and highlight an entry.
2. (Optional) Press the right on the Navigation ring  to select an alternate number.
3. Press **Call**.


Call a Directory Contact

1. Press **Directory**.
2. Scroll down to highlight an entry, or press **Search**, enter a name, and press **Search**.
3. Press **Line** and select a line to call on.
4. Press **Select**.


View Your Recent Calls

1. Press **Recents**.
2. Press the Navigation ring  left or right to view different lists.


Use Push to Talk

1. Press and hold **Mute** .
2. Talk when connected and release **Mute** at the end of your message.

Assign a Speed-Dial Number

1. Press **Contacts**:
2. Highlight a contact.
3. Press **More** select **Speed Dial**.
4. To reuse an existing speed-dial index entry, highlight a number, press **Unassign** and press **Yes**.
5. Highlight an empty speed-dial index and press **Add**.
6. Press **Power/End** .


Access Your Voicemail

1. Press and hold **One**  until you hear the ringtone.
2. Follow the voice prompts.


Change the Volume on a Call

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

Set Do Not Disturb

1. Press **Menu** .
2. Select **Settings > Do not disturb**.
3. Select **Disabled** (default) to turn off DND or select **Enabled** to turn on DND.
4. Press **Select** to save the setting.

Set the Coverage Warning

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



Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Your Handset



Legend

- ① Indicator light (LED)
- ② Emergency button
- ③ Headset port
- ④ Softkeys, phone control buttons (**Speaker**, **Menu**), Navigation cluster (Navigation ring and **Select** button), call control buttons (**Answer/Send**, **Power/End**)
- ⑤ Keypad
- ⑥ **Volume** and **Mute** buttons

Turn On Your Handset


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

Turn Off Your Handset

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


Lock the Handset Keypad

You can lock the handset keypad to stop accidental dialing. When you lock the keypad, you can still dial emergency numbers. The softkey label doesn't display when you lock the keypad.


Press and hold **Zero (0)**  until the message "Press and hold 0" is displayed on the screen.

Unlock the Handset Keypad

You must unlock the handset keypad to make calls. You can however, dial emergency numbers from the locked keypad. When you unlock the keypad, the softkey labels appear.

Press and hold **Zero (0)**  until the message "Press and hold 0" doesn't display on the screen.

Make a Call

- When your handset is idle, enter the phone number with the keypad.
- Press **Answer/Send** .

Report an Emergency Situation

(If configured)

Press and hold **Emergency**  for 3 seconds.

Answer a Call

Press **Answer/Send** .


Hold and Resume a Call

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


Mute Your Call

- Press **Mute** .
- To unmute yourself, press **Mute** again.

Create a Conference Call

- From an active call, press **Conf**.
- Enter the coworker's number and press **Answer/Send** .
- Press **Conf** after the coworker answers.

Transfer a Call Directly

- From an active call,
 - 6825 Handset: Press **Transfer**.
 - 6823 Handset: Press More > Transfer.
- Enter the coworker's number and press **Answer/Send** .

3. Press **Transfer**. Press Transfer before or after the coworker answers.

Consult and Transfer a Call (Consult Transfer)

Before you transfer a call, you can talk to the person that you're transferring the call to.


Ensure you have an active call that needs to be transferred.

1. Put an active call on hold by pressing **Hold**.
2. Enter the other person's phone number and press **New Call**.
3. (Optional) When the other person answers, you can talk to them.
4. After the consultation, press **Transfer** to complete your call transfer.

Add a Contact

1. Press **Recents** and highlight the recent caller.
2. Press **More**, highlight **Save as Contact**, and press **Select**.
3. Highlight the category, press **Select**, and press **Save** to save the number.
4. (Optional) Highlight a field to add or replace other information.
5. Press **Save** and press **Yes**.

Call a Local Contact


1. Press **Contacts** and highlight an entry.
2. (Optional) Press the right on the Navigation ring  to select an alternate number.
3. Press **Call**.

Call a Directory Contact


1. Press **Directory**.

2. Scroll down to highlight an entry, or press **Search**, enter a name, and press **Search**.
3. Press **Line** and select a line to call on.
4. Press **Select**.



View Your Recent Calls

1. Press **Recents**.
2. Press the Navigation ring  left or right to view different lists.


Use Push to Talk

1. Press and hold **Mute** .
2. Talk when connected and release **Mute** at the end of your message.

Assign a Speed-Dial Number

1. Press **Menu**  > **Contacts** or **Contacts**:
2. Highlight a contact.
3. Press **More** and select **Speed Dial**.
4. To reuse an existing speed-dial index entry, highlight a number, press **Delete** and press **Yes**.
5. Highlight an empty speed-dial index and press **Add**.
6. Press **Power/End** .


Access Your Voicemail

1. Press and hold **One**  until you hear the ringtone.
2. Follow the voice prompts.


Change the Volume on a Call

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

Set Do Not Disturb

1. Press **Menu** .
2. Select **Settings** > **Do not disturb**.
3. Select **Disabled** (default) to turn off DND or select **Enabled** to turn on DND.
4. Press **Select** to save the setting.

Set the Coverage Warning

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

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)