

**Shaw) Business**

**SMARTVOICE**

**CISCO DECT  
6823 & 6825  
USER GUIDE**

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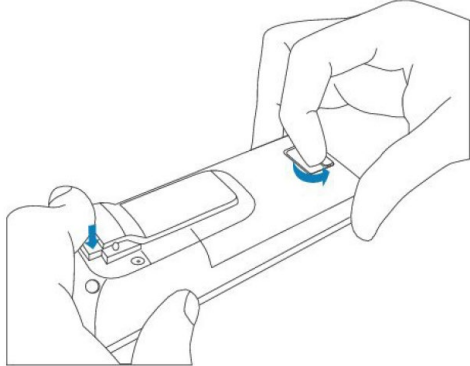
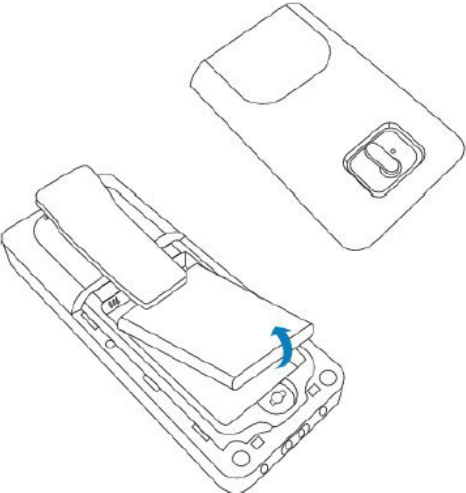
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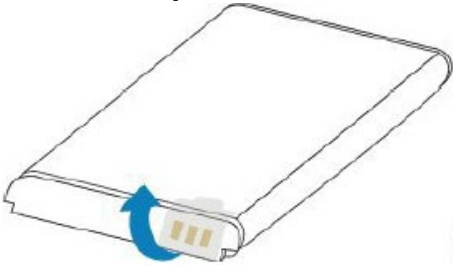
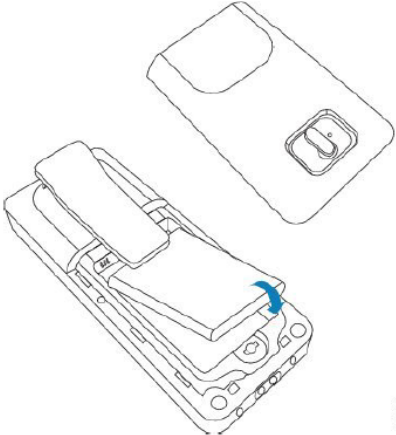
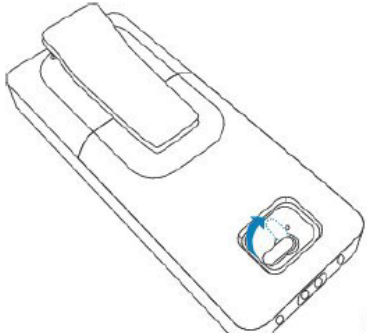
### Overview

Learn about the features of your Cisco DECT 6823 and 6825 Handset so you can initiate calls, transfer calls and much more.

### Install The Battery in the Handset

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

<p><b>Step 1</b></p>	<p>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.</p>  <p>200981</p>
<p><b>Step 2</b></p>	<p>Remove the battery from the handset.</p>  <p>200988</p>










<p><b>Step 3</b></p>	<p><b>Remove the plastic over the contacts.</b></p>  <p>301809</p>
<p><b>Step 4</b></p>	<p><b>Place the battery under the clip and drop it into the compartment.</b></p>  <p>301812</p> <p><b>The battery contacts are on the top left edge of the battery and the top left edge of the battery compartment.</b></p> <p><b>Ensure that the contacts meet and that the battery is seated in the compartment.</b></p> <p><b>Note:</b> The battery fits only one way in the compartment. Don't force the battery in the wrong way in the battery compartment.</p>
<p><b>Step 5</b></p>	<p><b>Replace the battery cover, make sure that the cover is closed, and turn the latch clockwise to the locked position.</b></p> <p><b>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.</b></p>  <p>301813</p>







### Buttons and Hardware

Your handset has many buttons and hardware features that you'll use regularly. Use the following figure and table to identify the important button and hardware features. The figure above the 6823 Handset and 6825 Handset. The 6825 Ruggedized Handset is similar to 6825 Handset in appearance.



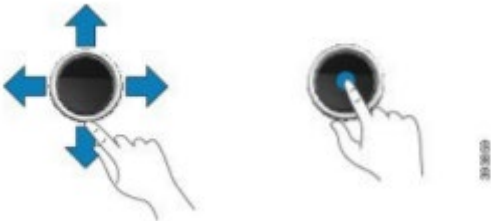
6825 & 6823 Handset Buttons and Hardware

Item	Name or Grouping	Description
1	Indicator Light (LED)	Indicator light to identify states. You can configure the event that triggers the red, yellow or green LED.
2	Headset Port	 Headset port with cover  . Remove the protective cover and plug in headset or ear buds (3.5 mm audio jack).
3	Softkeys, handset control buttons (Speaker, Menu), Navigation cluster, call control buttons (Answer/Send, Power/End).	<p><b>Softkeys</b>  Activate the option displayed on the screen</p> <p><b>Speaker</b>  Toggle the speaker mode on or off for the handset.</p> <p><b>Menu</b>  Access directories, settings, status, and other information.</p> <p><b>Navigation cluster</b>  Navigation ring and Select button:</p> <ul style="list-style-type: none"> <li>• Navigation ring (outer ring): Move up, down, left or right</li> <li>• Select button  (centre of the cluster): select a menu item.</li> </ul> <p><b>Answer/Send</b>  Answer a ringing call, or after dialing a number, press to place the call.</p> <p><b>Power/End</b>  Turn the handset on or off, or end a connected call. In menus, this button returns you to the previous screen.</p>
Item	Name or	Description

Grouping		
<p>4</p>	<p>Keypad</p>	<p>Dial numbers and enter letter. Use the keys 2 through 9 to enter letters and numbers.</p> <p> One</p> <ul style="list-style-type: none"> <li>• Enter “1” when you dial a number</li> <li>• Access voicemail by pressing and holding to automatically dial the voicemail system.</li> <li>• Enter these special text characters: . ! ? , “ @ + ; :</li> </ul> <p>Asterisk : </p> <ul style="list-style-type: none"> <li>• Press and hold to add the plus (+) symbol at the beginning of a phone number.</li> </ul> <p>Zero </p> <ul style="list-style-type: none"> <li>• Enter “0” when you dial a number.</li> <li>• Press and hold to lock or unlock the keypad.</li> <li>• Enter a space.</li> </ul> <p>Pound </p> <ul style="list-style-type: none"> <li>• Press and hold to silence the handset ringer. If configured, the handset vibrates instead.</li> <li>• Enter this special text character: #</li> </ul>
<p>5</p>	<p>Volume and Mute buttons</p>	<p> Volume</p> <ul style="list-style-type: none"> <li>• When the handset is idle, change the ring volume or turn off the ringer.</li> <li>• During a call, control the speaker volume for the active handset, headset, or speaker.</li> </ul> <p> Mute Toggle the mute feature on or off.</p>

**Navigation**

Use the outer ring of the Navigation cluster to scroll through menus and to move between fields. Use the inner Select button of the Navigation cluster to select menu items.



**Supported Characters**

When you input information, the handsets support the following characters:

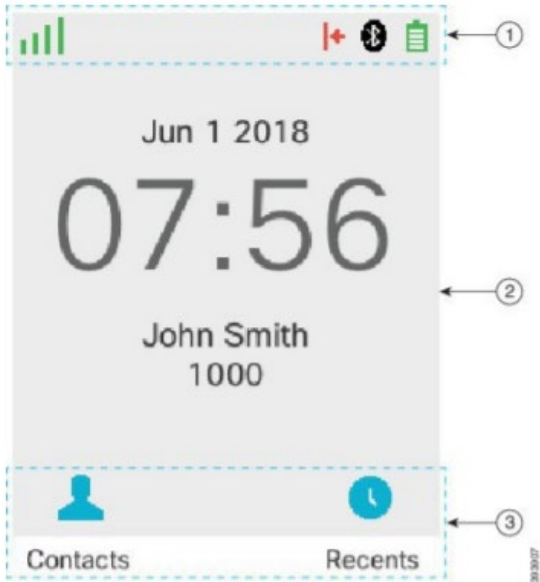
	0	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F
0			0	@	P	`	p	€	ı	°	À	Đ	à	đ		
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3		#	3	C	S	c	s	f	"	£	č	Ă	Ó	ă	ó	
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**Tip:** You can press the centre softkey in the 6823 Handset to access the special characters.



### 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. Menu items on the screen may vary based on service provider configuration.



1	At the top of the screen is the header row. The header row displays the radio signal strength and battery charge, as well several 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 their 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













Only the 6825 Handset supports Bluetooth. The feature may not be supported with certain wireless headsets.

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
	N/A	Answered call.
	N/A	Dialed call.
	N/A	Do not disturb is enabled.
	N/A	Phone is forwarded.
	N/A	Voicemail message waiting.
	N/A	Missed call.




**Make Calls**

Your handset works just like a regular phone, but the features make it easier for you to make calls.



**Make a Call**

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**

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**

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. 

**Answer a Call**

Step 1	Press Answer/Send. 
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**End a Call**

Step 1	Press Power/End. 
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## Hold and Resume a Call

You can put a call on hold and then resume it.

<b>Step 1</b>	<b>From an active call, press Hold.</b>
<b>Step 2</b>	<b>Press Resume to pick the call back up.</b>



## 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. Perform one of these actions:

<b>6823 Handset</b>	<b>Press up or down on the navigation ring.</b>
<b>6825 Handset</b>	<b>Press up or down on the navigation ring, or Press Swap.</b>

### Create an N-Way Conference Call

You can add another person into an active call to create a three-way conference call.

<p><b>Step 1</b></p>	<p><b>From an active call,</b></p> <ul style="list-style-type: none"> <li>• <b>6825 Handset:</b> Press Conf. then the Hold softkey.</li> </ul>  <ul style="list-style-type: none"> <li>• <b>6823 Handset:</b> Press More &gt; Conference &gt; Hold.</li> </ul> 
<p><b>Step 2</b></p>	<p>User A now calls User B and the call connects. User A then presses Conf again to let User B join the conference call.</p>
<p><b>Step 3</b></p>	<p>To add another participant, User A presses the Hold softkey, dials the number then presses Conf. Everyone should hear each other now and be able to have conversation. User A does this procedure again to add more participants to the call.</p>

## Transfer A Call

You can transfer a call to a coworker. You can transfer the call without waiting for the coworker to answer, or talk with the coworker before you transfer the call.

### Blind Call Transfer

6823 Handset	Press More > Select Transfer, dial the number > Press Transfer again.
6825 Handset	Press Transfer, dial the number > Press Transfer again.




### Consultative Call Transfer

6823 Handset	Press More > Select Transfer, dial the number > Press Call button> stay on the line to introduce caller then Transfer.
6825 Handset	Press Transfer, dial the number > Press Call button > stay on the line to introduce caller then Transfer.

## Ring Volume Settings

### Set The Ring Volume Settings from the Settings Menu



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

Step 1	Press Menu 
Step 2	Select Settings  > Audio 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
- Emergency High, Medium, and Low
- Alert

Step 1	Press Menu 
Step 2	Select Settings  > Audio settings
Step 3	<p>6823 Handset: Ring melody</p> <p>6825 Handset:</p> <ul style="list-style-type: none"> <li>• Ring melody</li> <li>• Ring normal msg</li> <li>• Ring urgent msg</li> <li>• Ring emergency</li> <li>• Ring emerg. high</li> <li>• Ring emerg. med</li> <li>• Ring emerg. low</li> </ul>

## Directories

Step 1	On your phone, go to Directory > Select Enterprise or Group or Group Common or Personal.
Step 2	Enter First Name or Last Name and click Search.
Step 3	The searched Enterprise or Group or Group Common or Personal contact will appear.
Step 4	Select the contact from the result.
Step 5	Press the middle "Navigating ring" to call.



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