Powering Your Phone

Turning on Your Phone
- Press and hold the Power/End Call button until the red LED lights.

Turning off Your Phone
1. Press and hold the Power/End Call button for four seconds.
2. Press Power off.

Charging Your Phone
You can charge your phone using the AC Power supply (about three hours to full charge), the desktop charger (three hours to full charge), or the USB cable and a computer (about six hours to full charge).

Making Calls

During a call you can alternate between the handset and the speakerphone by pressing and holding the Speakerphone button until it changes mode.

Dialing a Number
Do one of the following to make an outgoing call:
- Enter the number to call and then press the Answer/Send button.
- Press and hold the Speaker button until the speaker icon displays on the screen. Enter the number to call, and then press the Answer/Send button.

Redialing Calls
Do one of the following to call the last number you dialed:
- Press the Answer/Send button twice.
- Use the Navigate button to select Phone and then press the Redial softkey.

Calling Entries from the Corporate Directory
With the Corporate Directory, you can search for and call any contact at your dealership.
1. Use the Navigate button to select Contacts.
2. Select Corporate directory.
3. Enter your search criteria.
4. Press the Search softkey.
5. Use the Navigate button to select the entry to dial and then press the Dial softkey.

Calling Entries from a Call History
You can view and quickly call back the last 150 missed, placed, and received calls on your phone.
1. Use the Navigate button to select Recents.
2. Select one of the following:
   - To view only your missed calls, select Missed Calls.
   - To view all calls, including missed, placed, and received, select Recents and then All recents.
3. Select the entry and then press the Answer/Send button.

Note: If the entry was an inbound call from outside your dealership, you will need to add a “9” and/or a “1” at the beginning of the number to call it. To do this, select the entry, and then press the More softkey and then select Edit dial. Add the 9 or 1 to the beginning of the number as needed, and then press the Answer/Send button.

Calling Speed Dials
1. Use the Navigate button to select Phone.
2. Select the speed dial entry to call the number.
Calling Internal Extensions from the Voice-Enabled Directory
1. Dial your voice-enabled directory number, which is usually 8090.
2. At the voice prompt, speak the name of the person you want to call.
   ▶ If the system finds a single match, it plays the greeting for the person and automatically transfers you to that person’s extension.
   ▶ If there are multiple matches, the system plays the greeting for the first matching person. If the greeting matches the person you want to call, speak Yes, and you will be connected to that person’s extension; if not, speak No, and the system presents you with the greeting for the next person.
   ▶ If the system cannot find a match, try speaking the name again, or just the person’s first or last name.

Ending Calls
Perform one of the following options to end a call:
▶ Press the End Call button.
▶ Press the More softkey and then select End call.

Answering Calls

Answering Calls
To answer an incoming call, complete one of the following:
▶ Press the Answer/Send button.
▶ Press the Answer softkey.

Answering a Second Call (Call Waiting)
▶ If you get a call while the first call is active, a second session label displays. To answer the second call and place the first call on hold, press the Answer softkey.

Muting Calls

Mute applies to all modes: handset, headset, and speakerphone.
1. You can mute your calls by pressing the Mute button. This allows you to listen to all parties on the call while preventing them from hearing any noise coming from your line.
2. Press the Mute button again to unmute your phone.

Placing Calls on Hold
1. To place a call on hold, press the Hold softkey.
2. To remove the call from on hold, press the Resume softkey.

Switching Between Calls
You can switch between multiple calls that are active on your phone.

To switch between calls, you need to know if the other call is on the same or a different line:
▶ Same line: Press the Resume softkey.
▶ Different line: Use the Navigation button to select Phones, highlight the other line, and then press the Resume softkey.
Forwarding Calls
You can forward all calls to your phone to ring to another extension or phone number.

Activating Call Forwarding
1. Use the Navigation button to select Phone.
2. Press the More softkey and then select Forward all.
3. Enter the extension or phone number to forward calls to.

Inactivating Call Forwarding
1. Use the Navigation button to select Phone.
2. Press the More softkey and then select Forward off.

Using Do Not Disturb
When Do Not Disturb (DND) is activated, incoming calls on all lines will not ring on your phone. Incoming calls continue to activate a visual alert, and you can still answer the call. If you don’t answer the call, it will be forwarded to voice mail.

Activating/Inactivating Do Not Disturb (DND)
Follow these steps to activate or inactivate Do Not Disturb:
1. Use the Navigation button to select Phone.
2. Press the More softkey and then select Do not disturb.

Diverting Calls to Voice Mail
You can redirect an incoming, active, or held call directly to voice mail.

To divert an incoming call to voice mail, press the Decline softkey or the End Call button.

Transferring Calls
You can transfer incoming calls to other extensions at your dealership. You can perform a “blind” transfer—where you don’t announce the call—or a “warm” transfer, where you announce the call to the transfer recipient.

1. While on an active call, press the More softkey and then select Transfer. This places the caller on hold.
2. Enter the number to transfer the caller to.
3. Transfer the call:
   - Blind Transfer: Press the Transfer softkey.
   - Warm Transfer: Wait for the second party to answer the call, introduce the call, press the More softkey, and then select Transfer.

Parking Calls
You can temporarily park a call at a pre-defined extension where another user can pick up the call at any other phone at the dealership.

Parking Calls
1. While on an active call, press the More softkey and then select Park. The extension where the call is parked displays on the phone’s screen.

Retrieving Parked Calls
1. Enter the extension where the call is parked. The call is now active on your phone like any other call.
2. If you parked the call, press the Resume softkey.

Reverted Calls
1. If nobody retrieves the parked call before the reversion timer expires, the call reverts back to you. Press the Answer softkey to answer the reverted call.
Cisco IP 8821 Wireless Phone

Paging
Your dealership may have installed an overhead paging system that you can access from your phone.

Write in the extensions for paging zones at your dealership.

<table>
<thead>
<tr>
<th>Zone</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Zones</td>
<td></td>
</tr>
<tr>
<td>Zone 1</td>
<td></td>
</tr>
<tr>
<td>Zone 2</td>
<td></td>
</tr>
<tr>
<td>Zone 3</td>
<td></td>
</tr>
</tbody>
</table>

**Overhead Paging**
1. Initiate a new call and then enter the extension for the overhead paging system.
2. Announce the page and then hang up to end the page session.

Call Pickup
Use the call pickup and group call pickup features to answer calls that are ringing on other phones at your dealership.

**Call Pickup**
You can use the Call Pickup feature to answer a call ringing on another phone in your pickup group. If multiple phones in the group are ringing with incoming calls, your phone will pick up the call that arrived first.
1. Use the Navigation button to select Phone.
2. Press the More softkey and then select Pickup. The call is now active on your phone.

**Group Call Pickup**
You can use the Group Call Pickup feature to answer a call ringing on a phone in a different call pickup group or any other dealership phone (regardless of pickup group). If multiple phones in the group are ringing with incoming calls, your phone will pick up the call that arrived first.

To pick up a call ringing on a phone in a different call pickup group:
1. Use the Navigation button to select Phone.
2. Press the More softkey and then select Group pickup.
3. Enter the number for the pickup group of the phone that is ringing. The call is now active on your phone.

To pick up a call ringing on any dealership phone:
1. Use the Navigation button to select Phone.
2. Press the More softkey and then select Group pickup.
3. Enter the extension of the phone that is ringing. The call is now active on your phone.

Conference Calls
You can create a conference call with multiple callers.

1. Make or receive a call from the first party.
2. Press the More softkey and then select Conference.
3. Dial the number for the second party.
4. After the second party answers the call, announce the conference and then press Merge.
Accessing Voice Mail
The first time you access your voice mailbox, the system will prompt you to record a name, a greeting, and to change your password.

Voice Mail Extension: ___________

Voice Mail Indicators
When you have a new voice mail message, the following indicators are active:
- Solid red light on the top, left-hand side of the phone
- Voice mail icon flashes next to the line label

Default Passcode: ___________

Listening to Messages
1. Access your voice mailbox:
   - Press and hold the one (1) button. OR
   - Use the Navigation button to select Recents, and then select Voicemail.
2. Follow the voice prompts.

Setting Ringtones
You can select different rings to match your preferences and distinguish between calls on lines.

1. Use the Navigation button to select Settings.
2. Select Phone settings | Sounds | Ringtone.
3. Select the ringtone you want to set for your phone and then press the Navigation button to select it. You can listen to a ringtone by selecting it and pressing the Play softkey.