CISCO IP PHONE
8945 User Guide

Presented by
Setting up Voice Mail for the First Time:

- Press the Messages key on your phone, your default password is “123321”.
- Follow the recorded instruction to record your name, your greeting(s), and reset your password.

Accessing Voice Mail:

From your Email:

- Your voicemails will appear in your Inbox. You will see an email similar to this –

  ![Message from PATRIOT BANK](image)

  Attached in the email is a wave file. Double click on this file to listen to your voicemail. You can also save the file, or forward the email to other users.

From Your Internal Phone:

- Press the Messages button on your phone and enter your password followed by the # key.
- Select option 1 for new messages.

From Another Internal IP Phone:

- Press the Messages button on any IP phone.
- When prompted for a password, press the * key.
- Enter your ID (4-digit extension) and the # key, and then enter your password followed by the # key.
- Select option 1 for new messages.

From an External Phone:

- Dial your full telephone number, let your voice mail pick up and press the * key. Enter your ID (extension) and password to access your messages.
You can enter up to three numbers per entry. Home, Work and Mobile. Do not forget to add the outside access code 9. For example; Anne Weston below is programmed with 92819538899 where 9 is the outside line access code.

Directory:
You can also search a user’s phone number and create a contact by logging into the web.

To search for entries in the Phone directory; follow instructions below:
- Click on Directory Tab.

<table>
<thead>
<tr>
<th>Name</th>
<th>User ID</th>
<th>Extension</th>
<th>LDAP Extension</th>
<th>Department</th>
<th>Manager</th>
<th>Contact</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABE Office</td>
<td>2072</td>
<td>20573</td>
<td></td>
<td>BE - Adult Fami...</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Academic Admin Asst.</td>
<td>2423</td>
<td>2423</td>
<td></td>
<td>BE - Instruction</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alicia Ufuso</td>
<td>1225</td>
<td>1225</td>
<td></td>
<td>BE - Registrar</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anna Adams</td>
<td>1236</td>
<td>1236</td>
<td></td>
<td>BE - Stem Grant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aramir Ramirez</td>
<td>1204</td>
<td>1204</td>
<td></td>
<td>BE - Techno...</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amber Lee Johnson</td>
<td>1220</td>
<td>1220</td>
<td></td>
<td>BE - Business</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amy Gonzales</td>
<td>1208</td>
<td>1208</td>
<td></td>
<td>BE - Stem Grant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Angie Abigo</td>
<td>1208</td>
<td>1208</td>
<td></td>
<td>BE - Stem Grant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anna Garza</td>
<td>1204</td>
<td>1204</td>
<td></td>
<td>BE - Foundation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anna Hazelipq</td>
<td>1204</td>
<td>1204</td>
<td></td>
<td>PL - Instructor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anna Tilman</td>
<td>1204</td>
<td>1204</td>
<td></td>
<td>PL - Instructor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ash Garcia</td>
<td>1204</td>
<td>1204</td>
<td></td>
<td>BE - Library</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Back Office</td>
<td>1204</td>
<td>1204</td>
<td></td>
<td>PL - Admin...</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Becky Simonson</td>
<td>2282</td>
<td>2282</td>
<td></td>
<td>BE - Business</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Belinda Fernandez</td>
<td>2208</td>
<td>2208</td>
<td></td>
<td>BE - Student</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Belinda Munoz</td>
<td>2711</td>
<td>2711</td>
<td></td>
<td>BE - Tenn...</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ben Shelton</td>
<td>2422</td>
<td>2422</td>
<td></td>
<td>BE - Instructor</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Click Action and Add the contact along with the Outside Access Code if needed for their Home or Mobile phone.

Voice Mail Features:
- Option 1 – New messages
- Options 2 – Send a message
- Option 3 – Saved messages
- Option 4 - Setup Options
  - **Option 1 – Greetings** – There are five greeting options for you to choose from: Standard, Closed, Alternate, Internal, & Busy.
  - **Option 2 – Messaging Settings** – message notification, menu style, edit private lists.
  - **Option 3 – Personal Settings** – change password, change recorded name, change directory listing.

PHONE CONTROLS

Mute a call:
- Press the **Mute** button.
- To turn off mute, press Mute again or lift the handset.

Change the volume:
- Press the up or down volume key located in the middle left hand side of the button area to increase or decrease the ringing volume or listening volume.

Change the ring type:
- Press the **Application** button
- Scroll down one to **Preferences (2)**
- Select **Ringtone**
- Select the line for which you want to change the ring tone for
- Navigate up or down to select a ring type
• Press the **Play** soft key to hear a sample of the selected ring type.
• Press **Set** to choose the ringtone.
• Press **Apply To All button** to update all lines with ringtone

**Call History:**
• You may view Missed, Received and Placed Calls by pressing the down arrow of the blue navigation button.
• You can also check Call History by pressing the Application button and selecting Call History.
• A black left arrow indicates a received call, a red left arrow indicates a missed call, and a right arrow indicates a placed call.
• After you highlight a specific call, you can view details, call, edit dial or clear it.

**To speed dial a Missed, Received, or a Placed call:**
  o For external calls, highlight the call, press more, EditDial, place a 9 or 91 in front of the number and then press Call.
  o For internal calls, just press Call after highlighting the number.

**Forward All Calls:**
To forward all calls:
• Press the **Forward All** soft key. You will hear two beeps.
• Enter the number to which you want to forward all your calls. An arrow point up and to the left will appear next to your line.
To un-forward all calls:
• Press the **Forward Off** soft key.

**DND (Do Not Disturb)**
• To silence your ringer for incoming calls, press the DND button on your main display

**Self View**
To view yourself through the camera. Make sure lens cover is open.

---

**DIRECTORIES**

**Personal Directory:**
• Press the **Directories** button
• Use the navigation button to select the **Personal Directory**

---

**To configure entries in contacts; follow instructions below:**

Click on **Contacts Tab**
• **Click Add New** to add a new entry.

**Fill out information and assign a Speed Dial if needed.**
## Contacts:

Contacts are available on your IP Phone and can be created via the web GUI. Follow instructions below to program your contacts. To view them on your IP phone; press the **Directories Button**, then **Personal Directory**. When prompted to login; use the same username and PIN that you used to login to the CCM User Page (for example; J Doe and 123321).

### Contacts:

Personal Directory is your own directory where you can store numbers via the User Options page. This is a secure directory which is only accessible by your phone and is not shared with rest of the organization.

<table>
<thead>
<tr>
<th>Button #</th>
<th>Button Type</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Line</td>
<td>2519</td>
</tr>
<tr>
<td>2</td>
<td>Speed Dial</td>
<td>2255</td>
</tr>
<tr>
<td>3</td>
<td>Speed Dial</td>
<td>2522</td>
</tr>
<tr>
<td>4</td>
<td>Speed Dial</td>
<td>912819538001</td>
</tr>
<tr>
<td>5</td>
<td>Speed Dial</td>
<td>eNetsolutions NoC</td>
</tr>
</tbody>
</table>

### BASIC CALL FEATURES

#### Place a call:
- Lift the handset and dial the number.
- Press a line button and dial the number.
- Press the Speaker button and dial the number.
- Press the NewCall soft key and dial the number.

#### Answer a call:
- Lift the handset.
- Press the line button associated with the call.
- Press the Answer soft key.

#### End a call:
- Hang up the handset.
- Press the Speakerphone button.
- Press the EndCall soft key.

#### Redial the most recently dialed number:
- Lift the handset and press the Redial button or simply press the Redial soft key button to activate the speakerphone.

#### Place a call on hold:
* While on a call, press the **Hold** button.
* To return to the call, press the **Resume** soft key.
* If multiple lines are on hold, use the scroll keys to select the desired line before you press **Resume**.

### Change between handset and speakerphone during a call:

- **Handset to speakerphone:**
  - Press the **Speakerphone** button and hang up the handset.
- **Speakerphone to handset:**
  - Lift the handset.

### Park a Call

- **Press the More soft key and press Park.** A park zone extension will be assigned to the call.
- **To retrieve the parked call, get a dial tone, and enter the park zone extension from any IP phone.**

### Call Transfer:

- **During a call, press the Transfer button.** This places your caller on hold.
- **Dial the extension or number to which you want to transfer the call.**
- **When you hear ringing, press Transfer button, or when the party answers, announce the call and press Transfer.** If the party refuses the call, press the **End Call** soft key button then the **Resume** soft key button to return to the original call.

### Transfer a call directly into voicemail:

- **During a call, press the Transfer button.**
- **Dial *extension (example: *9623)**
- **Press the Transfer button and hang up.**

**To Remove a Speed Dial**

- Simply select the “+” next to the speed dial and remove the information.
You can configure up to 3 Speed Dials that will appear on the phone. The rest 196 entries can be setup as Abbreviated Dialing Numbers.

Press Save.

Conference Calls:
To place a conference call:

- During a call, press the Conference button. This will put your caller on hold and automatically select a new line.
- Place a call to another person.
- When the call connects, press Conference button again to join the calls.
- Repeat the first three steps to add people to the conference call (up to 6).

Conference Details:
Displays the list of callers on a conference call, with the ability to select and remove callers from the conference call.

- While on a Conference Call, press the View Details soft key.
- You can then highlight the caller you want to disconnect from by pressing the Remove soft key.
Accessing Cisco Unified User Options via a Web Browser:

The Cisco User Options Web Browser Page allows the IP Phone users to manage their phone via an internet browser. Users can forward calls, configure speed dials, and configure personal address book entries for their phone.

- Using your browser, go to http://myphone.coastalbend.edu/ucmuser (hint: save as favorite after logging in).
- Enter your user name and password (example user name: J Doe for John Doe) and use your network password.

Forwarding calls:

- Under General Setting on the Home Page

Speed Dials & Abbreviated Dialing:

Speed Dials
To Add a Speed Dial

- Under General Settings on the Home page choose the button press the “+” button next to it to fill the information. Please add 9 if it’s an external call and 91 in front of the number if it’s a Long Distance Number.
- The Speed Dial numbers will display on your phone as text.
- Press Save.