



Add Contact ✕

Contact Information

First Name

Last Name

*Nick Name

Email

Phone Information

	Phone Number	Speed Dial	Speed Dial Phone Label
Work	<input type="text" value="2251"/>	<input type="text" value="None"/>	<input type="text"/>
Home	<input type="text"/>	<input type="text" value="None"/>	<input type="text"/>
Mobile	<input type="text"/>	<input type="text" value="None"/>	<input type="text"/>

CISCO IP PHONE 6945 Series User Guide

Notes

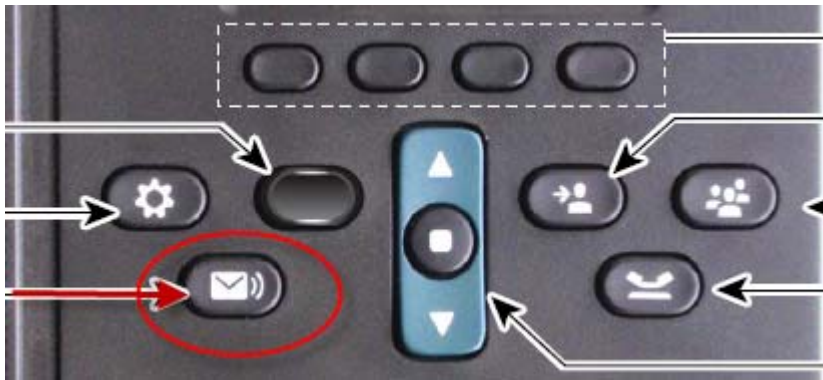
Presented by



VOICE MAIL

Setting up Voice Mail for the First Time:

- Press the messages key on your phone.
- Follow the recorded instruction to record your name, record your greeting(s), and reset your password. Wait until the system tells you that you have completed enrollment before hanging up.



Accessing Voice Mail:

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 (extension) and the # key, and then enter your password and 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.

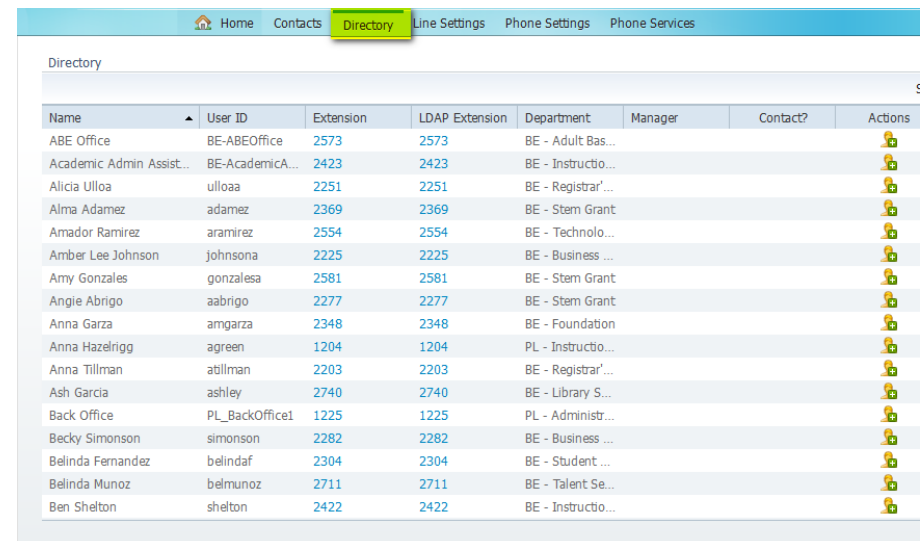
- You can enter up to three numbers per entry. Home, Work and Mobile. Do not forget to add the outside access code 9. For example; Anne Weston below is programmed with 92819538899 where 9 is the outside line access code.

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**.



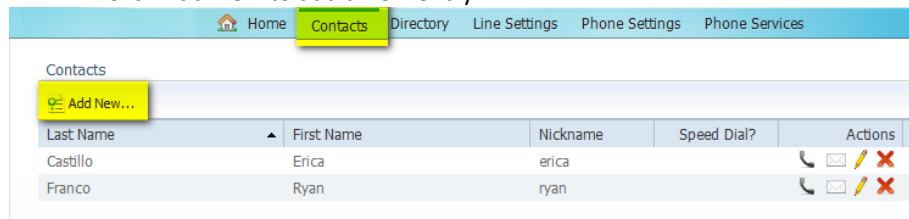
Name	User ID	Extension	LDAP Extension	Department	Manager	Contact?	Actions
ABE Office	BE-ABEOffice	2573	2573	BE - Adult Bas...			
Academic Admin Assist...	BE-AcademicA...	2423	2423	BE - Instructo...			
Alicia Ulloa	ulloaa	2251	2251	BE - Registrar...			
Alma Adamez	adamez	2369	2369	BE - Stem Grant			
Amador Ramirez	aramirez	2554	2554	BE - Technolo...			
Amber Lee Johnson	johnsona	2225	2225	BE - Business ...			
Amy Gonzales	gonzalesa	2581	2581	BE - Stem Grant			
Angie Abrigo	aabrigo	2277	2277	BE - Stem Grant			
Anna Garza	amgarza	2348	2348	BE - Foundation			
Anna Hazelrigg	agreen	1204	1204	PL - Instructio...			
Anna Tillman	atillman	2203	2203	BE - Registrar...			
Ash Garcia	ashley	2740	2740	BE - Library S...			
Back Office	PL_BackOffice1	1225	1225	PL - Administr...			
Becky Simonson	simonson	2282	2282	BE - Business ...			
Belinda Fernandez	belindaf	2304	2304	BE - Student ...			
Belinda Munoz	belmunoz	2711	2711	BE - Talent Se...			
Ben Shelton	shelton	2422	2422	BE - Instructio...			

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

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.

Add Contact

Contact Information

First Name

Last Name

*Nick Name

Email

Phone Information

	Phone Number	Speed Dial	Speed Dial Phone Label
Work	<input type="text" value="912819538833"/>	None ▼	Sumit's Work Phone ▼
Home	<input type="text" value="912819538800"/>	None ▼	Sumit's Home Phone ▼
Mobile	<input type="text" value="912817312424"/>	None ▼	Sumit's Mobile Phone ▼

- You'll be prompted for your ID (extension) and # key, then your password followed by the # key.

Unified Messaging (voicemails in Inbox)

- Your voice messages will appear in your Inbox and will contain a WAV file attachment with the recording. You play a voice message by opening the attachment.
- If you would like to forward the voicemail to someone, simply forward the email.

Voice Mail Features:

Option 4 - Setup Options

- Option 1 – Greetings** -- There are three greeting options for you to choose from: Standard, Closed, Alternate,.
- 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

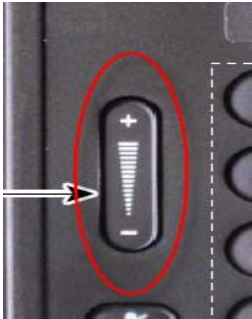
Mute a call:

- 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 on the lower right hand side of the phone to increase or decrease the ringing volume or listening volume.
- After adjusting the listening volume, you will be prompted to save the new setting.



Change the ring type:

- Press the **Settings** button.
- Select **Preferences**.
- Select **Ringtone**.
- Use the scroll key to select a ring type.
- Press the **Play** soft key to hear a sample of the selected ring type.
- Press **Set** and then press **Apply** to save your selection.
- Exit the directory menu.

DIRECTORIES

Call History:

- You may view Missed, Received and Placed Calls by pressing the Directories button.
- To view Missed Calls, press the Directories button, **Select** the missed calls directory display the missed calls list.
- You can also press the up arrow on your blue navigation button to view call history.
- When you are finished, press the **Exit** soft key twice to exit the Directory menu.

Phone Button Configurations

Button #	Button Type	Assignment	
1	Line	2519	Jennifer Keels x2519
2	Speed Dial	<input type="text" value="2265"/>	Ryan
3	Speed Dial	<input type="text" value="2522"/>	Erica
4	Speed Dial	<input type="text" value="912819538801"/>	eNetsolutions NoC
5	Speed Dial	<input checked="" type="radio"/> Enter Number (default) Phone Number: <input type="text"/> Button Label: <input type="text"/> <input type="radio"/> Enter Speed Dial from Contact Contact Name: <input type="text"/> Phone: <input type="text"/> Button Label: <input type="text"/>	
6	Speed Dial		
7	Speed Dial		
8	Speed Dial		
9	Speed Dial		
10	Speed Dial		

Save Reset

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; JDoe 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.

Home Contacts Directory Line Settings **Phone Settings** Phone Services

Phone Information

Name **SEP20BBC021D142**

Model **Cisco 8945** [Download User Guide](#)

Description

Phone Language **English, United States**

Speed Dials for This Phone

	Number	Label	ASCII Label
1	<input type="text" value="2265"/>	<input type="text" value="Ryan"/>	<input type="text"/>
2	<input type="text" value="2522"/>	<input type="text" value="Erica"/>	<input type="text"/>
3	<input type="text" value="912819538801"/>	<input type="text" value="eNetsolutions NoC"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>	<input type="text"/>
11	<input type="text"/>	<input type="text"/>	<input type="text"/>
12	<input type="text"/>	<input type="text"/>	<input type="text"/>
13	<input type="text"/>	<input type="text"/>	<input type="text"/>
14	<input type="text"/>	<input type="text"/>	<input type="text"/>
15	<input type="text"/>	<input type="text"/>	<input type="text"/>
16	<input type="text"/>	<input type="text"/>	<input type="text"/>
17	<input type="text"/>	<input type="text"/>	<input type="text"/>
18	<input type="text"/>	<input type="text"/>	<input type="text"/>
19	<input type="text"/>	<input type="text"/>	<input type="text"/>
20	<input type="text"/>	<input type="text"/>	<input type="text"/>

To Remove a Speed Dial

- Simply select the "+" next to the speed dial and remove the information.



To speed dial a Missed, Received, or a Placed call:

- Press the directories button.
- Use the scroll keys to select desired call history option on the Directory menu.
- Use the scroll keys to select the number you want to speed dial.
- Press the Dial soft key to speed dial the selected extension
 - To dial an external number - Press the More button, then Edit Dial soft key. Press the up arrow on the blue toggle button and enter a "9" then the Dial soft key to call an external number, "9" and "1" for long distance.

Personal Directory:

- Press the Directories button
- Use the navigation button or press 4 to select the Personal Directory
- Log in to the directory using your user ID and PIN.
- Search for your personal entries.
- Press Dial soft key to dial the selected number

Note: Personal Directories are setup in the UCM User Options Menu. Instructions are later in the presentation.

Corporate Directory:

- Press the **Directories** button
- Use the **Navigation** button or press 5 to select the Corporate Directory
- Use the **Navigation** button to enter the Last, First or Number fields search option, and press the **Search** soft key to find your selection
- Use the **Navigation** button to find your listing
- Press **Dial** soft key to dial the selected number

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 **Speaker** button.
- Press the **EndCall** soft key.



Place a call on hold:

- While on a call, press the **Hold** key.
- 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**.

Redial the most recently dialed number:

- Lift the handset and press the **Redial** soft key, or simply press the **Redial** soft key to activate the speakerphone.

Forward All Calls:

To forward all calls to another extension:

- Press the **FwdAll** soft key. You will hear two beeps.
- Enter the number to which you want to forward all your calls. A flashing right arrow will appear next to your phone number on the LCD to indicate that all calls are being forwarded.

To cancel forward all calls:

- Press the **FwdAll** soft key. You will hear two beeps, The flashing arrow will no longer display next to your phone number on the LCD, indicating that forward all calls in not active.

General Settings

- Turn on Do Not Disturb
- Forward all calls on line 2519

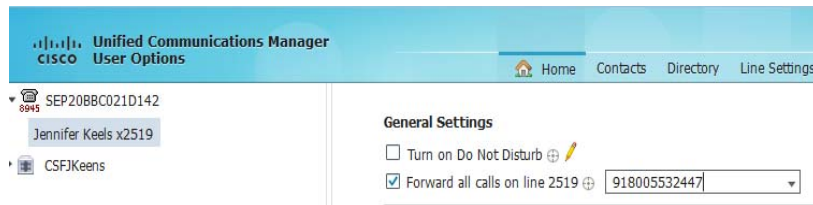
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5	Speed Dial	<input type="text"/>	
6	Speed Dial	<input type="text"/>	
7	Speed Dial	<input type="text"/>	
8	Speed Dial	<input type="text"/>	
9	Speed Dial	<input type="text"/>	
10	Speed Dial	<input type="text"/>	

Save Reset

- 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**.

- Check the Forward all calls and either enter the phone number including the 9 to dial out, or select the voicemail option from the dropdown menu.



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**.

Change between handset and speakerphone during a call:

- To move a handset call to speakerphone, press the Speaker button and hang up the handset.
- To move a speakerphone call to your handset, lift your handset.



Call Transfer:

To transfer without talking to the transfer recipient:

- During a call, press the **Transfer** button. This places the call on hold.
- Dial the transfer recipient’s number.
- Press Transfer again.

To talk to the transfer recipient before transferring the call:

- During a call, press the **Transfer** button.
- Dial the transfer recipient’s number.
- If the recipient accepts the transferred call, press Transfer.
- If you decide you do not want to complete the transfer, press Cancel, then Resume to return to the original call.

Transfer a call directly into voicemail:

- During a call, press the **Transfer** button. This places the call on hold.
- Dial ***extension (example: *2232)**
- Press **Transfer** soft key again.

Call Park:

To park a call:

- During a call, press the **Park** soft key to park a call. The system will display the park zone number (XX). Press **Park** again to park the call.

To retrieve a parked call:

- Select the phone from which you wish to retrieve the parked call.
 - Pick up the handset and dial the park zone number to retrieve the call.

DND (Do Not Disturb):

The DND feature allows you to silence your ringer.

- While your phone is in the idle state, press the **DND** softkey.

CONFERENCE CALLING



Conference Calls:



To place a conference call:

- During a call, press the **Conference** button. This will automatically select a new line and place the other party on hold.
- Place a call to another person.
- When the call connects, press **Conf** soft key to add this person to the conference call.
- Repeat the first three steps to add people to the conference call.

Conference List:

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

To Activate Conference List:

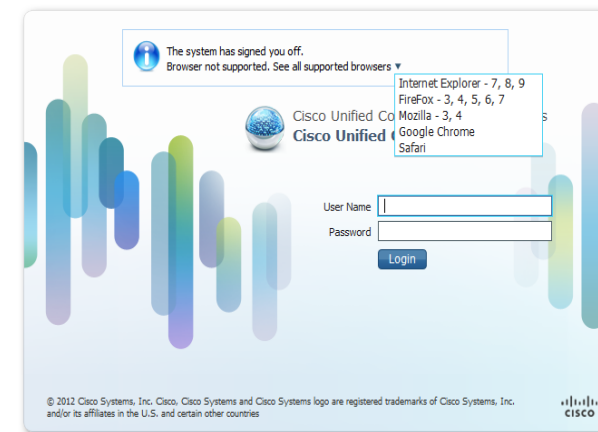
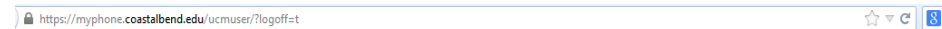
- While on a **Conference Call**, press the **Details** softkey.
- You can then highlight the caller you want to disconnect from by pressing the **Remove** softkey.



Accessing Cisco Phone User Options via the 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: JDoe for John Doe) and use your network password.



Forwarding calls:

- Under General Setting on the Home Page