




***CISCO IP PHONE
8945 User Guide***

Presented by



VOICE MAIL


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 –


 Cisco **Unity** Connection Messaging System Message from PATRIOT BANK 7134007100

- 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.

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"/>	None ▾	<input type="text"/>
Home	<input type="text"/>	None ▾	<input type="text"/>
Mobile	<input type="text"/>	None ▾	<input type="text"/>

Notes

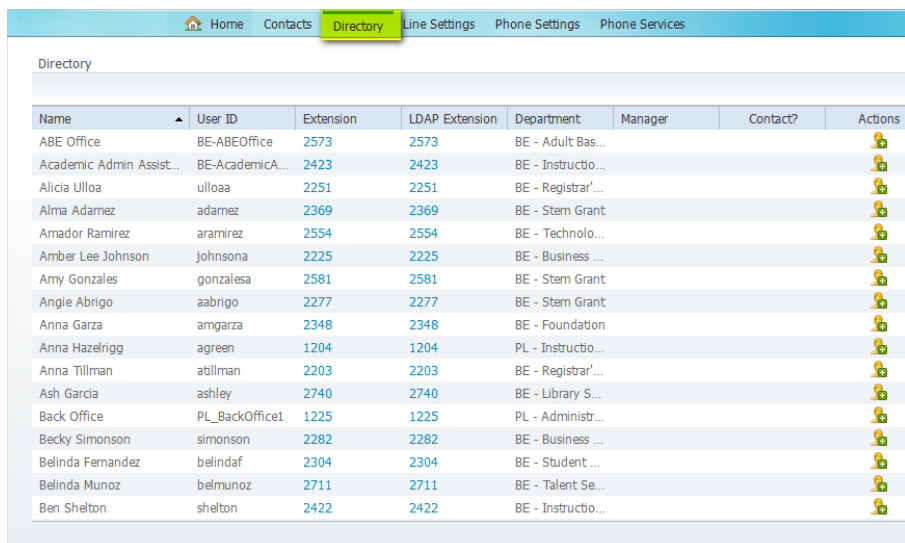
- You can enter up to three numbers per entry. Home, Work and Mobile. Do not forget to add the outside access code 9. For example; Anne Weston below is programmed with 92819538899 where 9 is the outside line access code.

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 - Instructo...			
Anna Tillman	abillman	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 - Instructo...			

- 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:

- For external calls, highlight the call, press more, EditDial, place a 9 or 91 in front of the number and then press Call.
- 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:

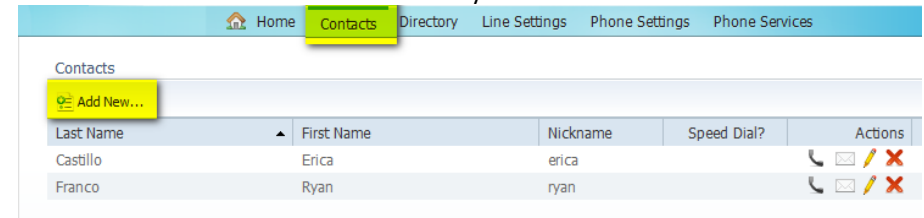
- Press the Directories button
- Use the navigation button to select the Personal Directory



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.

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

[Ok] [Cancel]

Phone Button Configurations

Button #	Button Type	Assignment
1	Line	2519 Jennifer Keels x2519
2	Speed Dial	2265 Ryan
3	Speed Dial	2522 Erica
4	Speed Dial	912819538801 eNetsolutions NoC
5	Speed Dial	
6	Speed Dial	
7	Speed Dial	
8	Speed Dial	
9	Speed Dial	
10	Speed Dial	

Enter Number (default)

Phone Number:

Button Label:

Enter Speed Dial from Contact

Contact Name:

Phone:

Button Label:

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.

- 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.*

Company Directory:

- Press the Directories button
- Use the navigation button to select the Company 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 **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.

CONFERENCE CALLING

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	2265	Ryan	
2	2522	Erica	
3	912819538801	eNetsolutions NoC	
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

[Save](#) [Reset](#)










To Remove a Speed Dial

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

General Settings

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


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 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"/> 

- 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:

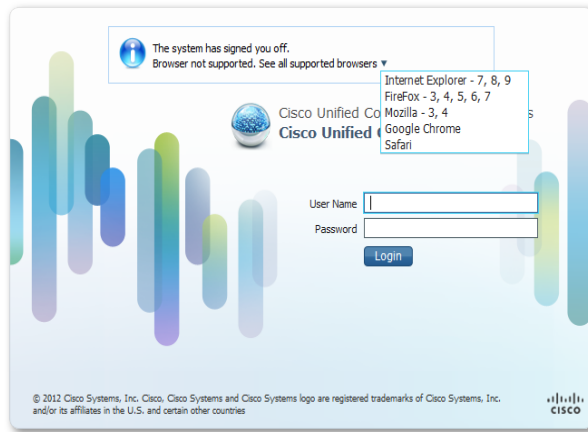
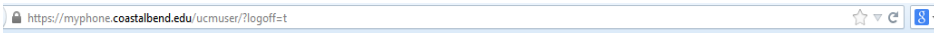
Displays the list of callers on a conference call, with the ability to select and remove callers from the conference call.

- 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.

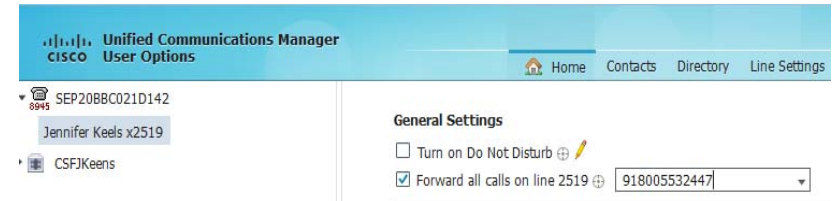
- Using your browser, go to <http://myphone.coastalbend.edu/ucmuser> (hint: save as favorite after logging in).
- Enter your user name and password (example user name: JDoe for John Doe) and use your network password.



Forwarding calls:

- Under General Setting on the Home Page

- 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**.