

Cisco Unified IP Phone 8945

1	Phone screen
2	Video Camera
3	Lens Cover button
4	Softkey buttons
5	Navigation pad and Select button
6	Conference button
7	Hold button
8	Transfer button
9	Redial button
10	Keypad

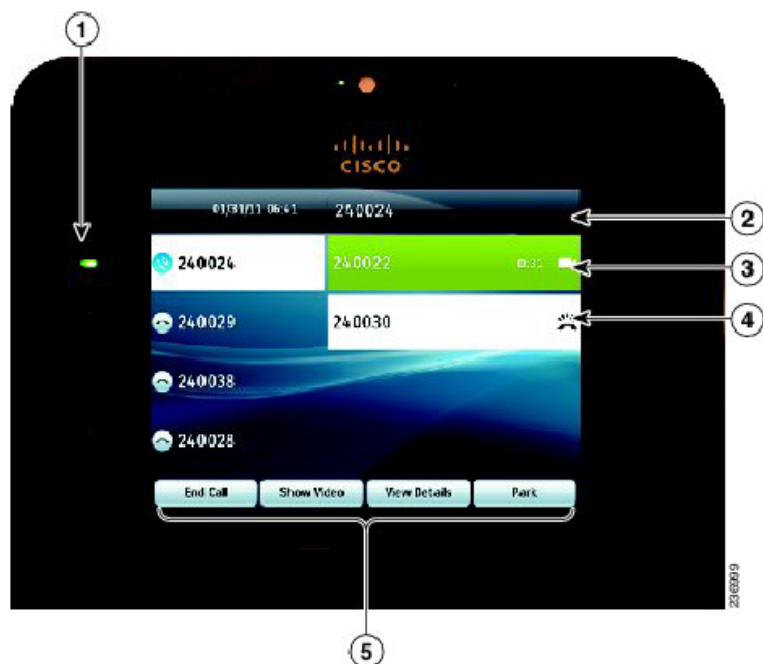
11	Speakerphone button	13	Mute button
12	Video Mute button	14	Headset button
		15	Volume button
		16	Messages button
		17	Applications button
		18	Contacts button
		19	Phone Speaker



200661






Phone Screen Features

Cisco Unified IP Phone 8945



1	Primary line label	Displays information about the primary phone line. Look for the blue icon on the line label to see which line is selected. In this case, the primary line is selected, and the displayed information is for the primary line only.
2	Header	Displays the date, time, and information (such as phone number) about the selected line.
3	Primary line details and other phone information	Displays information (such as call status and duration) about a connected call associated with the selected line.
4	Secondary line details and other phone information.	Displays information (such as call status and duration) about a connected call associated with the selected line.
5	Softkeys	Softkey options for the selected call only. If you select a different call (by pressing a feature button or the Navigation pad, or by answering a ringing call), the softkey options may change.


Color LEDs reflect the call state. LEDs can *flash* (blink on and off rapidly), *pulse* (alternately dim and brighten), or appear solid (glow without interruption).

- Flashing amber : Ringing call. Press this button to answer the call.
- Solid green : May be a connected call or an outgoing call that is not yet connected. If the call is connected, press this button to display the call details or the participants of a conference call. If the call is not yet connected, press this button to end the call.
- Pulsing green : Held call. Press this button to resume the held call.
- Solid red : Shared line in use remotely. Press this button to barge into the call (if Barge is enabled).
- Pulsing red : Shared line call put on hold remotely. Press this button to resume the held call.

Note: More information on icons and Softkey Definitions can be found in the Quick start guide

Place Call Using Speakerphone

Procedure


Step 1 Press .

Step 2 Enter a number.



Place Call Using Headset

Procedure

Step 1 If the headset button is lit, press **New Call** and enter a number.

Step 2 If the headset button is not lit, press  and enter a number.

Tips

- You can dial on-hook, without a dial tone (pre-dial). To pre-dial, enter a number, then go off-hook by lifting the handset, or pressing Dial,  or .


Redial Number

Procedure

Step 1 To place the call on any phone line, press **Redial**.

Step 2 To place the call on a specific phone line, select the line to obtain dial tone and press **Redial**.

Divert Call

You can silence the incoming (ringing) call. Press **Volume**  down once, then let the incoming call go to the target number (voicemail or predetermined number set up the system administrator).

Procedure

Step 1 To redirect an incoming (ringing) call while on another call, use the **Navigation**




pad to highlight the incoming call, then press **Divert**. Otherwise press **Divert** to redirect the current, active call.


Step 2 To redirect an incoming call while not on a call, press **Divert**.

Step 3 To redirect a held call, first resume the call and then press **Divert**.

Hold call

Procedure


Step 1 To put a call on hold, press the **Hold**  hardkey.




The Hold icon  displays and the line button pulses green.

Step 2 To resume the highlighted call, do one of these:

- Press **Hold** again.
- Press the pulsing green session button.

Answer

To answer a ringing call , lift the handset. Or:

- Press the flashing amber session button  (right side).
- Press the **Answer** softkey.
- Press the (unlit) headset button  or speakerphone button .

Respond to Call Waiting Notification

To answer the ringing call, press the flashing amber session button or press **Answer** to answer the call. You can also use the Navigation pad and scroll to the call and press **Select** to answer it. Your phone puts the original call on hold automatically and connects the ringing call.

Procedure

-
- Step 1** If the call is on a different line, you must first press the line button or **All Calls**, if available, to display the ringing session and then answer the call.
- Step 2** If the call is on the same line and not visible, as there are many calls, then you must scroll to display the sessions.
- Step 3** If a programmable feature button is set up by your system administrator to answer calls, you can press the feature button to answer a ringing call, regardless of the line of the call or the line that is currently visible. The phone automatically switches the line to display the call.
-

Swap Between Holding and Active Calls

Procedure

Use the session buttons to swap between holding and connected calls.

If you have a held call and an active call, press **Session** for the held call to resume that call and place the other call on hold automatically.

Put Call on Hold by Answering New Call

If you are already on a call and receive a new call, answering the new call puts the first call on hold automatically.

View All Calls On Phone

All active calls from all the lines on your phone are displayed in chronological order, oldest to newest.

Procedure

Step 1 To view all calls, press **All Calls**.

Step 2 If you do not see the All Calls button, press **Primary Line**.

Transfer


Transfer allows you to redirect a connected call from your phone to another number:

- You can redirect a single call to another number that you specify.
- You can also connect two calls on one line or two different lines to each other (without remaining on the line yourself).

Before completing a transfer procedure, you can press **Release** or **Cancel** to cancel the transfer or you can press **Swap** to toggle between calls, which allows you to speak privately with each party.

Transfer Call to Another Number

Procedure

- Step 1** Start with an active call (not on hold).
- Step 2** Press **Transfer**  and do one of the following to enter the transfer recipient's phone number:
- Press the pulsing green session button of a held call (right side).
 - Enter the transfer recipient's phone number.
 - Scroll to a Call History record and press **Call**.
 - Press a speed-dial button.
 - Press **Speed Dial**, enter a speed-dial number or highlight the number you want to call, and press **Speed Dial** again.
 - Press **Active Calls** and select a held call. The transfer completes immediately.
- Step 3** Press **Transfer** or **Transfer**.
You do not need to wait for the recipient to answer to complete the transfer.
-

Note: To transfer a caller directly to someone's Voice mail precede the users extension with a #


example #49803

Forward All Calls

Procedure


Step 1 On any idle line from which you want to forward your calls, press **Forward All**.

Step 2 Enter a phone number, or select an entry from the Call History list.

Depending on how your voicemail system is set up, you may be able to press **Messages**  to forward all calls to voicemail.

Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded.

Step 3 To verify that your calls are forwarded, look for:

- A Forward All  icon in the line label.
- The forwarding information in the header.

Step 4 To cancel call forwarding, press **Forward Off**.

When forwarding calls from your phone:

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

Call Back

Call Back allows you to receive an audio and a visual notification on your phone when a busy or unavailable party becomes available.

Callback may appear on your phone as a feature button or a softkey. For more information, contact your system administrator.

Set Up Call Back Notification

Procedure

- Step 1** Press **Callback** while listening to the busy tone or ring sound.
A confirmation screen displays on the phone.
 - Step 2** Press **Exit** to exit the confirmation screen.
Your phone alerts you when the line is free.
 - Step 3** Press **Dial** to place the call again.
-

Conference

Conference allows you to talk simultaneously with multiple parties in an ad hoc meeting.


When you are talking on a call, use **Conference** to dial another party and add them to the call.

If you have multiple phone lines, you can alternately use **Conference** to combine two calls across two lines. For example, if you have a call on Line 1 and a call on Line 2, you can combine the calls into a conference.

As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.

Add Party to Call to Create Conference


Procedure

- Step 1** Start with a connected call that is not on hold.
- Step 2** Press **Conference**  and do one of the following:
- Enter the phone number for the party you want to add and press **Call**.
 - Press a speed-dial button.
 - Press **Speed Dial**, enter a speed-dial number and press **Speed Dial** again.
 - Press **Active Calls** and select a call.
 - Select a call from the Call History.
- Step 3** Wait for the party to answer (or skip to step 4 while the call is ringing).
- Step 4** Press **Conference**.
The conference begins.
-

Join Calls into Conference

The conference is established on the line that had the active call.

Procedure

- Step 1** Start with two connected calls.
- Step 2** Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.
- Step 3** Press **Conference** .
- Step 4** Press the line button for the other (held) call or if the held call is on another line:
- Press **Active Calls**.
 - Choose a call from the list.
 - Press **Conference**.

The conference begins. The conference is established on the line that had the active call.

View Conference Participants

You can view the details of the last 16 participants who joined the conference.

Procedure

While in a conference, press **Show Details** to view a list of participants.

Remove Conference Participants

Procedure

- Step 1** While in a conference, press **Show Details**.
- Step 2** Highlight the participant that you want to remove, then press **Remove**.
-


Call History

Call History allows you to view information about the last 150 calls on your phone. The Call History lists individual calls and call groups chronologically from the most recent call to the oldest one. If your phone has multiple lines, calls on all lines are added together. The oldest calls over the 150-call limit are dropped from the history.

View Call History

Procedure




Step 1 Perform one of the following actions:

- Press **All Calls** .
- Press **Applications** and select **Call History**.

Step 2 Use the Navigation pad and Select button to scroll and select a call record or call group.

Step 3 Press **Exit** to return to the Applications screen.

For each call record or call group, an icon to the left of the caller ID shows the call type:

- Received—
- Placed—
- Missed—




Line Status in Call History

Your Call History list can display the status of monitored lines, if the feature is enabled by your system administrator. Each call history item in the Call History lists displays an icon to identify the state of the line. The following states are available:

- Unknown
- Idle
- Busy
- DND




Dial from Call History

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the Navigation pad and Select button to scroll and select **Call History**.
- Step 3** From the Call History screen, select the call record that you want to dial and perform one of the following actions:
- Press **Call**.
 - Pick up the handset.
 - Press **Select** .
 - Press **Speakerphone**  or **Headset** .
- Step 4** When the phone is in idle, you can press the down arrow on the **Navigation** pad to display the On-Hook Dialing screen.
-

Edit number from Call History

Procedure




- Step 1** Press **Applications** .
- Step 2** Use the Navigation pad and **Select** to scroll and select **Call History**.
- Step 3** Highlight the call record that you want to edit.
- Step 4** Press **EditDial** .
You may need to press **More** first.
- Step 5** Press the right or left arrow on the **Navigation** pad to move the cursor to the desired location.
- Step 6** Press  to delete numbers on the left of the cursor.
- Step 7** Press **Call** to dial the new edited number.
- Step 8** Press **Return**  to return the Call History screen.
-

Corporate Directory

The Corporate Directory contains corporate contacts that you can access on your phone. Your system administrator sets up and maintains the directory.

Search and Dial Contact

Procedure





- Step 1** Press **Contacts** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Corporate Directory**.
- Step 3** Select one or all of these search criteria to search for a coworker:
- First Name
 - Last Name
- Step 4** Enter the search criteria information, press **Submit**, and select a contact.
- Step 5** To dial, perform one of these actions:
- Press **Dial**.
 - Press **Select**.
 - From the keypad, press the number that displays in the upper right corner of the contact label.
 - Press **Speakerphone** .
 - Press **Headset** .
 - Pick up the handset.
-

Line Status

Line Status indicators allow you to view the state of a phone line that is associated with a speed-dial button. Your system administrator sets up Line Status indicators on your phone.

Line Status Indicators


Line Status indicators show the state of a line.

Icon	Indicator
	Line is in use.
	Line is idle.
	Line is ringing. (Only for Call Pickup.)
	Line is in a Do Not Disturb (DND) state.

Messages


Personalize Voicemail

Procedure

- Step 1** Press **Messages** .
- Step 2** Follow the voice prompts.
-

Listen to Voice Messages





Check for voice messages in any of these ways:

- Look for a solid red light on your handset.
- Look for a **Message icon**  on a line label.

The red background indicates that there are new voice messages.

- Listen for a stutter tone (if available) from your handset, headset, or speakerphone when you place a call.

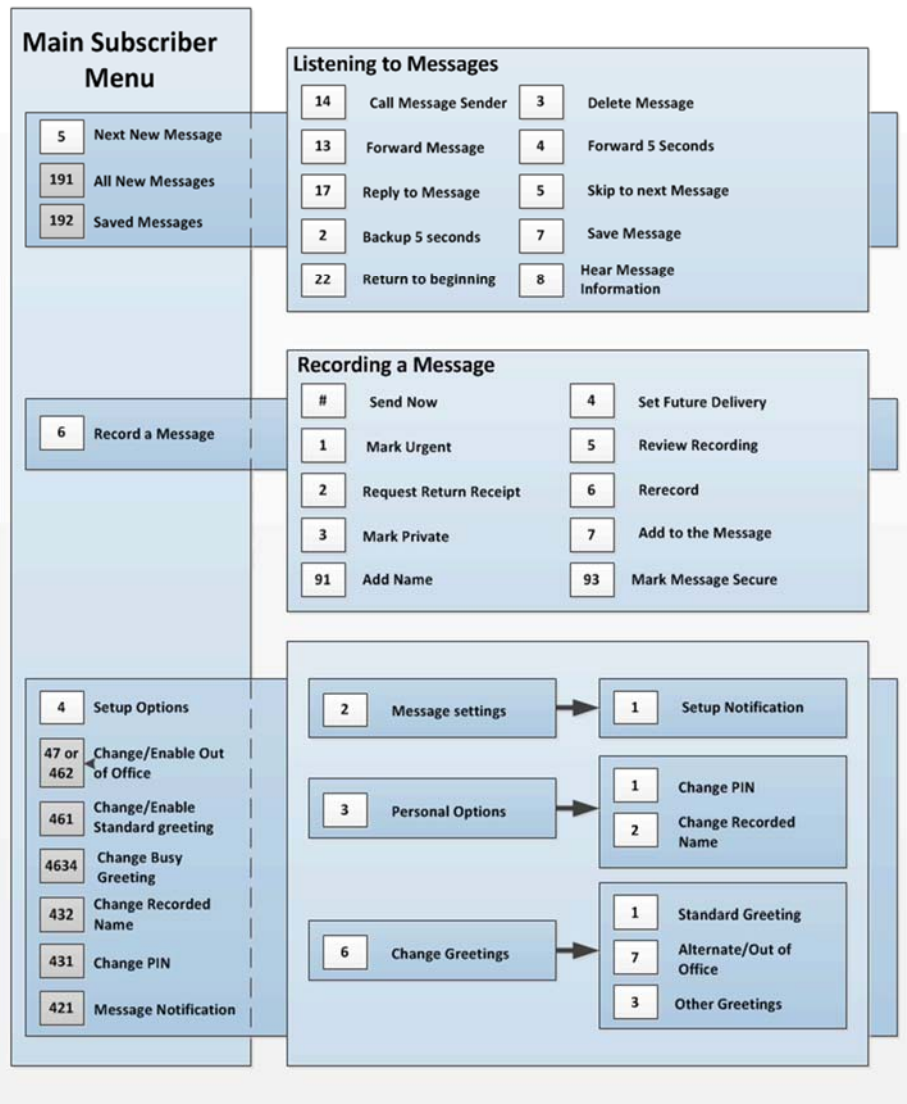
Procedure

- Step 1** To listen to voice messages, do one of the following:
- Press **Messages** .
 - Select a line with a **Message icon** .
 - Press **Session**  next to the **Voicemail icon** .
 - On a Cisco Unified IP Phone 9971 touchscreen, press **Voicemail** .
- Step 2** Follow the prompts to listen to your voice messages.
-

UCD Voicemail system Quick reference

Voicemail Web site <https://amccuc01.ucdenver.pvt/ciscopca>

To Access voicemail form outside dial 303-315-6245.
When you hear the greeting start playing, hit the * key. You will be asked to enter your ID and password.



Unified Messaging

Checking Voice Messages in Outlook 2013, 2010 and 2007

You can forward and reply to voice messages from other users but not to those from outside callers.

The screenshot shows the Outlook interface for viewing a voice message. The 'ViewMail' tab is active, displaying a playback control bar for a 'Voice Message'. The message details are as follows:

From: Bill Smith <bsmith@servername.company.com> Sent: Tue 11/16/2010 10:30 AM
 To: Anne Jones (ajones)
 Cc:
 Subject: New meeting time

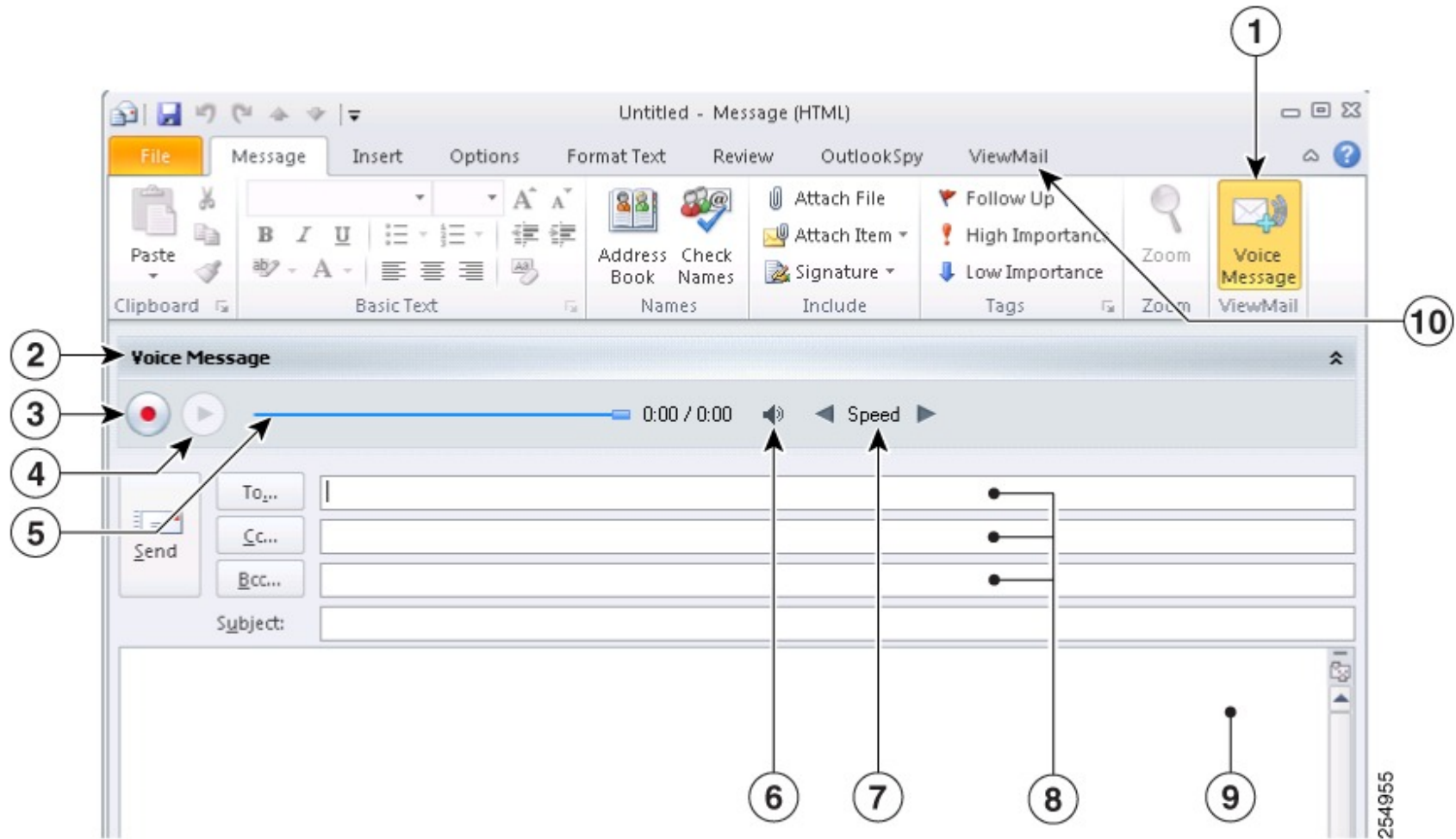
Attachments: Message, VoiceMessage.wav (14 KB), ATT00001.txt (355 B)

1	Stop playback.	5	Select the Speed arrows to increase or decrease playback speed.
2	Start/pause playback.	6	Transcription of voice message. (Depending on how your voicemail system is set up, this feature may not be available.)
3	Progress and length of message recording.	7	The ViewMail tab provides additional message options.
4	Select the Volume icon, then slide indicator to increase or decrease playback volume.		

Note: For user with Unified Messaging a plugin will be available that will allow you to play voicemails directly in Outlook without launching an external application such as Windows media player or iTunes. If you do not have the plugin you may still play the voicemail in your preferred media player application.

Composing Voice Messages in Outlook 2013, 2010 and 2007

In Outlook, select the **New** icon, or select **Voice Message** in the New list. Or press **Ctrl-Shift-M**.



1	Make the mail message a voice message, showing audio controls and the ViewMail tab.	6	Select the Volume icon, then slide indicator to increase or decrease playback volume during playback.
2	Message type label.	7	Select the Speed arrows to increase or decrease playback speed during playback.
3	Record a voice message.	8	Enter recipient names, as applicable.
4	Play back your voice message recording.	9	Enter text to accompany the voice message, as applicable. Note that text and attachments are supported only with non-secure messages.
5	Progress and length of message recording during playback.	10	The ViewMail tab provides additional message options.

User Options web pages

Your Cisco Unified IP Phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to sign in to your Cisco Unified CM User Options web pages, where you can control features, settings, and services for your Cisco Unified IP Phone. For example, you can set up speed-dial buttons from your User Options web pages.

Procedure

- Step 1** Obtain the portal URL, user ID, and default password from your system administrator. Typically, the portal URL is `http://<ip_address or hostname>/ucmuser`.
 - Step 2** Open a web browser on your computer and enter the URL.
 - Step 3** If prompted to accept security settings, select **Yes** or **Install Certificate**.
 - Step 4** Enter your user ID in the Username field.
 - Step 5** Enter your password in the Password field.
 - Step 6** Select **Login**.
 - Step 7** To sign out, select **Logout**.
-

User Options web pages

Your Cisco Unified IP Phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to sign in to your Cisco Unified CM User Options web pages, where you can control features, settings, and services for your Cisco Unified IP Phone. For example, you can set up speed-dial buttons from your User Options web pages.

Procedure

- Step 1** Obtain the portal URL, user ID, and default password from your system administrator. Typically, the portal URL is `http://<ip_address or hostname>/ucmuser`.
 - Step 2** Open a web browser on your computer and enter the URL.
 - Step 3** If prompted to accept security settings, select **Yes** or **Install Certificate**.
 - Step 4** Enter your user ID in the **Username** field.
 - Step 5** Enter your password in the **Password** field.
 - Step 6** Select **Login**.
 - Step 7** To sign out, select **Logout**.
-

UCD User options URL <https://amccucm01.ucdenver.pvt/ucmuser>
User ID and Password is your Network login