Getting to Know Your New Cisco Unified IP Phone 6945

TEXAS A&M UNIVERSITY CORPUS CHRISTI

Phone Screen Icons

- Off-hook / connected call
- On-hook
- Incoming call
- Missed call
- Placed call
- Received call
- Call forwarding enabled
- Call on hold
- Message waiting

Buttons

- Applications/User Preferences
- Contacts/Corporate Directory
- Messages
- Headset
- Speakerphone
- Mute
- Navigation pad and Select button
- Transfer
- Conference
- Hold
- Volume
- Feature buttons (left side of screen)
- Session buttons (right side of screen)

Line Keys Status Light

Green	steady - active call
Green	pulsing - call on hold
Amber	pulsing - incoming call
Red	solid - currently in use
No color	no call activity
Handset light	received voicemail

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Feature Icons

- Common task, such as for Answer, Call Back, and Speed Dial
- All Calls enabled
- Do Not Disturb (DND) in use
- Intercom call–one-way (whisper)
- Intercom call–two-way (connected)
- Line Status–monitored line in use
- Line Status–monitored line ringing (Call Pickup only)
- Line Status–monitored line in the DND state
- Mobility
- Secure call

Handset, Speaker, or Headset Volume

To adjust the volume during an active call:

- Press the **up** or **down Volume** button.
- Press the **Save** soft key to save the volume setting.

Ringer Volume

To adjust the volume while not on an active call:

- Press the **up** or **down Volume** button to hear a sample ring.
- Press the **up** or **down Volume** button to adjust the volume to the desired level.

Note: Soft Keys—Options displayed on the screen which change depending on which features you are accessing.
Navigation Button—Allows you to scroll through menu items and highlight items on display screen.

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Place a Call

- Internal calls - on campus: Dial 4-digit extension.
- External calls (off-site): Dial **9+1+10**-digit telephone number.
- To reach Campus emergency service, dial **4444.**

Use one of the following options:

- Lift the handset and dial the number.
- Press the button for the line you want to use.
- Press the **Speaker** button.
- Press the **NewCall** soft key.
- Press the **Headset** button.
- Press the **Redial** soft key.

Answer a Call

Use one of the following options:

- Lift the handset.
- Press the **Answer** soft key.
- Press the line button to answer using the **Speaker**.
- Press the **Headset** button.

Place a Call on Hold

- Press the **Hold** soft key or if another call is ringing, press the **Answer** soft key, which puts the first call on hold.

To return to the call on hold:

- Press the **Resume** soft key.

If multiple calls are on hold:

- Press the **Navigation** button to select the call.
- Press the **Resume** soft key.

Transfer a Call

To transfer an active call:

- Press the **Transfer** soft key. The call is placed on hold.
- Dial the number to where you want to transfer the call.
  Note: To transfer directly to voice mail, press * before the number.
- When the party answers, announce the call (optional).
- Press the **Transfer** soft key again and hang up.

If the transfer fails:

- Press the **EndCall** and **Resume** soft keys.

Call Park

To put a call on hold so it can be retrieved from any other phone in the system:

- Press the **More** soft key.
- Press the **Park** soft key.
- Note the 4-digit Call Park number displayed on the screen.
- Hang up.

To retrieve a parked call:

- Lift the handset.
- Dial the 4-digit Call Park number.

Forward Calls

To forward all incoming calls:

- Press the **CFwdALL** soft key.
- To send to voice mail, press the **Message** button
  OR—To send to another phone, dial 9+ the outside phone number **OR—**Dial 4-digit extension where you want your calls to be forwarded.

To cancel and receive incoming calls:

- Press the **CFwdALL** soft key again.

To toggle between hearing and silencing the ringer for incoming calls:

- Press the **DND** soft key.

To transfer an incoming call directly to voice mail:

- Press the **iDivert** soft key.

End a Call

Use one of the following options:

- Hang up the handset.
- Press the **EndCall** soft key.
- Press the **Speaker** button.
- Press the **Headset** button.

Voice Mail Button (See Next page for user guide)

When the handset's red light indicator is lit, you have a message. To access voice mail:

- Press the **Message envelope** button.
- Follow the voice instructions.

Note: See Instructions on initializing and setting up your personal Voice Mailbox in the **Using Your Voice Mail** section of this user guide

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Conference Call

To establish a conference call with up to a maximum of 6 parties (yourself and up to five others):

- While on an active call, press the **More** soft key.
- Press the **Conf** soft key to open a new line. The call is placed on hold.
- Dial the next party you want to add to the conference call.
- When the call is answered, press the **Conf** soft key again to add the new party to the call.

To rejoin the conference call if a called party is not available:

- Press the **EndCall** soft key.
- Press the **Resume** soft key. You are connected with the conference already in progress.
- To add additional parties, repeat the previous steps.

To end the conference call:

- Press the **EndCall** soft key or hang up.

Direct Transfer

To transfer two active calls to each other without staying on the line:

- Scroll to highlight any call on the line.
- Press the **Select** soft key.
- Scroll to highlight the second call.
- Press the **Select** soft key.
- Press the **More** soft key.
- Press the **DirTrfr** soft key. The two calls are now connected to each other and you are dropped from the call.

Conference Call—Participants

To view a list of conference participants:

- While on an active conference call, highlight the active conference.
- Press the **More** soft key.
- Press the **ConfList** soft key. Participants are listed in the order they joined the call, with the most recent at the top.

To remove a participant from the conference call:

- Highlight the participant you want to remove from the Conference List.
- Press the **More** soft key until you see the **RmIstc** soft key.
- Press the **RmIstc** soft key.
  Note: This is only available for the conference originator.

Call Pickup (If available)

To answer a call ringing at another phone in your Call Pickup Group:

- Pick up the handset to display the **Pickup** soft key.
- Press the **Pickup** soft key.
- Press the **Answer** soft key. You are now connected to the call.

To answer a call ringing at another phone outside of your Call Pickup Group:

- Pick up the handset to display the **GPickup** soft key.
- Press the **GPickup** soft key.
- Enter the assigned Group Pickup Code.
- Press the **Answer** soft key. You are now connected to the call.

Note: Speed Dials are configured for buttons on the phone and **Abbreviated Dial** is used for softkey buttons on the phone. You may program up to 99 Speed Dials/AbbrDials.

For example, if you program an abbreviated dial starting at line 3, you will dial **3 > AbbrDial** softkey button to place the call you have previously programmed as an abbreviated dial.

Call Logs

To view your missed, placed, or received call history:

- Press the **Directories** button.
- Press the **Navigation** button to highlight the desired log.
- Press the **Select** soft key to display the information.

To make a call from a call log entry:

- Press the **EditDial** soft key to edit the displayed number for dialing, if needed.
- Lift the handset and press the **Dial** soft key to make the outgoing call.

Corporate Directory

To search and call someone listed in the corporate directory:

- Press the **Directories** button.
- Press the **Navigation** button to highlight Corporate Directory.
- Use the dial pad to search for an entry by spelling part or all of the name.
- Press the **Search** soft key.
- Press the **Navigation** button to highlight the desired entry.
- Lift the handset and press the **Dial** soft key to make the outgoing call.

Extension Mobility

To log onto an open telephone:

- Press the **Services** button.
- Select **Extension Mobility**.
- Enter your 10?-digit telephone number.
- Enter your PIN.
  Note: Your default first-time PIN is 12345??.
- Press the **Submit** soft key.

If this is the first time logging into your profile, you will be prompted to sign in again and change your PIN:

- Scroll down to the *PIN* field.
- Enter a new PIN (min. 6? digits).
- Press the **Submit** soft key.

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