Getting to Know Your New Cisco Unified IP Phone 6945

**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)

**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

**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.

**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.

**Line Keys Status Light**

- Steady - active call
- Pulsing - call on hold
- Pulsing - incoming call
- Solid - currently in use
- No call activity
- Received voicemail
### 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.

### 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.

### 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.

### 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.

### 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.

### 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.
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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 call.
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 Rmlstc soft key.
- Press the Rmlstc soft key.
  Note: This is only available for the conference originator.

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 Rmlstc soft key.
- Press the Rmlstc soft key.

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. 8 digits).
- Press the Submit soft key.

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.

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.