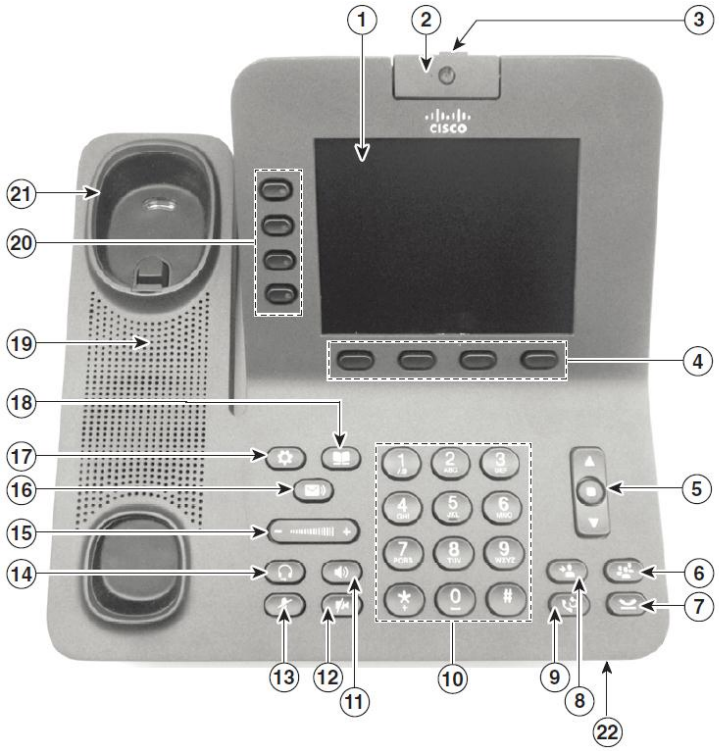
Cisco® 8945



PHONE FEATURES

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LINE BUTTON STATUS LIGHTS

- Green Steady—Active Call
- Green Flashing—Held Call
- Amber Steady—Privacy or Intercom
- Amber Flashing—Incoming Call
- Red Steady—Remote Line in Use
- Red Flashing—Remote Call on Hold

CALL HANDLING

Internal Calls

- Dial 4-digit Extension

External Calls

- Local: 9+Number
- Domestic: 9+1+Area Code+Number
- International: 9+011+Country Code+Number
- Emergency External: 9911

Placing a Call

- Lift Handset and press **Call**
- Press **New Call** softkey or **Redial** button
- Press **Speaker** and/or **Headset** button

Answering a Call

- Lift the Handset and press **Answer** softkey
- Press **Speaker** or press **Headset**

Answering a Second Line:

- Press **Answer** softkey or Highlight the incoming call and press the line button

Placing a Call on Hold

- Press **Hold** button
- Press **Answer** softkey (puts first call on hold)

Return to Call on Hold

- Press **Resume**

If Multiple Calls are on Hold

- Press **Navigation** button to select call and press **Resume**

CALL TRANSFER

Transfer

To transfer while on an active call:

- Press the **Transfer** button
- **Dial** the intended party
- (Optional) Announce the caller when line is picked up
- Press **Transfer** button to complete

Note: If dialed party does not wish to take the call, press **End Call**, then resume original call.

Transfer to voicemail:

- Press Transfer button
- Dial ***** + **4-digit extension**

CALL FORWARD

To forward all incoming calls:

- Press the **FwdALL** softkey
- Dial 4-digit extension for an internal call or dial 9+1 if forwarding to external number

To forward to voicemail:

- Press the **FwdALL** softkey
- Press the **Messages** button

To cancel and receive incoming calls:

- Press the **Fwd Off** softkey again

CALL PARK

Put call on hold and retrieve from any phone:

- During a call, press **Park** softkey, hang up

To retrieve parked call:

- **Dial the Call Park number**

Call rings back to phone if not retrieved

DIVERT

Send incoming call to voicemail while on a call:

- Press **Divert** softkey

To redirect incoming call while not on a call:

- Press **Divert** softkey

CONFERENCE

Ad Hoc Conference (MAX #6)

While on an active call:

- Press **Conference** button
- **Dial** the intended party
- When call connects, press **Conference** button to connect the calls
- Repeat to add additional parties

To rejoin conference if party is not available:

- Press **EndCall** softkey
- Press **Resume** softkey and you are connected with conference in progress.

View Conference Participants

- Press the S**how detail** softkey
- To refresh the screen, press **Update**

Remove Conference Participants

- Press **Show Detail** softkey
- Highlight the party you wish to remove using the **Navigation** button
- Press the **Remove** softkey

VIDEO CALLS

The built-in video camera allows you to make a point-to-point video call with another Cisco Unified IP phone.

CALL HISTORY

Call Log

- Press the **Applications** button
- Highlight **Call History**
- Select **Open** softkey

Note: Scroll through missed or all calls (max. of 150 #s each)

To view more information for call (time stamp):

- Press **More** softkey, then press **Details**

PHONE DIRECTORIES

Personal Directory

To access your Personal Directory:

- Press **Contacts** button
- Select **Personal Directory**
- Enter your **NETID** & Temporary PIN **12345**
- Perform a search by name or extension

University Directory

To access the University Directory:

- Press **Contacts** button
- Select **University Directory**
- Perform a search by name or extension
- To dial, scroll to listing, press **Select** button in the Navigation pad or the **Dial** softkey

Help Desk

For website support:
http://www.newschool.edu/information-technology/telephone/

OR

To submit a service request form by email:
voicemail@newschool.edu

VOICEMAIL

First Time Logging On

To access voicemail from your phone:

- Press the **Messages** button
- Enter your default PIN **12345** + #

You are prompted to change your PIN.

- Record your Name
- Record your Greeting
- Change your Temporary PIN
- Change your Directory Listing

Note: If you hang up before completing setup, you need to repeat setup again.

Internal Sign-on

From your phone:

- Press **Messages** button
- Enter your **password** + #

From another phone:

- Press **Messages** button
- Press ***** key
- Enter your **4-digit extension** + **PIN** + #

External Voicemail Access

- Dial your direct number
- Press ***** key
- Enter **4-digit extension** + #
- Enter your **PIN** + #

Main Menu

{1} Listen to messages
{2} Send a message
{3} Review old messages
{4} Setup options

Greetings

- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting
- 4-3-2 Re-record Name
- 4-3-1 Change PIN (password)
- Enter new password to confirm, press #

Direct to Voicemail

To leave someone a voicemail message without having to call them:

- Press ***** + **4-digit extension**

Checking Messages

To check for messages after logging in:

- Press 1 to listen to new messages
- Press 3 to review saved messages
- Press 3, then 2 to listen to deleted messages

Note: New messages and Saved Messages are never deleted.

The following options can be used while listening to your mail:

1	Restart	6	Fast Playback
2	Save	7	Rewind
3	Delete	8	Pause or Resume
4	Slow Playback	9	Fast forward-End
5	Change Volume	#	Skip Message
		# #	Keep Msg. New

After listening to messages:

1	Repeat	6	Mark As New
2	Save	7	Skip Back
3	Delete	9	Msg. Properties
4	Reply	*	Cancel Playing Msg
5	Forward	0	Help