















Cisco 8945 User Guide

Busy Lamp Field / Line Buttons

- Amber  —Ringing call on this line
- Green  —Active or held call on this line
- Red  -Shared line in-use remotely



- Application Button 
- Contacts Button 
- Voicemail Button 
- Transfer Button 
- Hold Key Button 
- Conference Button 
- Volume Toggle 
- Speaker Button 
- Mute Button 
- Headset Button 
- Navigation Button & select key 

Basic Call Handling

INTERNAL DIALING

- Dial the 4 digit extension.

EXTERNAL DIALING

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

BASIC CALL PLACING OPTIONS

- Pick up the handset.
- Press the **Call** or **Redial** icon.
- Press the Speakerphone button.
- Press a **Speed Dial button**.


ANSWERING CALLS

While idle:

- Lift the handset
- Press the speakerphone button
- Press the amber flashing session button

HOLD/RESUME

While on an active call:

1. Press the **Hold** key. 
2. Press the **Resume** softkey.

Call Waiting

During an Active call, if a second calls rings in


You will hear a single beep

To Answer (the original call will be put on hold automatically)

- Press the flashing amber line button
- Or
- Select the **Answer** softkey.

CALL JOIN



Start with two connected calls.

1. Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.
2. Press the **Conference** button .
3. Press the line button for the other (held) call.

Transfer Options

BLIND TRANSFER

While in an active call:

1. Press the **Transfer** key. 
2. Dial the intended party.
3. Press the **Transfer** key  again to complete the transfer.

CONSULT TRANSFER

While in an active call:


1. Press the **Transfer** key.
2. Dial the intended party.
3. Wait for the party to answer and announce the call, press the **Transfer** key again to complete the transfer.
4. If dialed party does not wish to take the call, press **End Call** (red hardkey), then resume the original call.

TRANSFER TO VOICEMAIL

1. Press the **Transfer** key.
2. Dial * plus the 4 digit extension.
3. Press **Transfer** again.
4. Conferencing Options

AD-HOC CONFERENCING (MAX 8)

While in an active call:

1. Press the **Conference** key. 
2. Dial the intended party.
3. Press the **Conference** key again to complete the conference.
4. Repeat to add additional parties.

VIEW CONFERENCE PARTICIPANTS

While in an Ad-Hoc or Joined Conference call:

1. Press **show detail** icon.
2. To refresh the screen participants, press the **Update** icon.

REMOVE CONFERENCE PARTICIPANTS

While in an Ad-Hoc or Joined Conference call:

1. Press **Show Detail** Icon.
2. Highlight the party you wish to remove using the toggle button.
3. Press the **Remove** icon.

Call Forwarding

To activate:

1. Press the **ForwardAll** icon.
2. Dial the desired destination don't forget to include 9+1 if forwarding to an external number.
3. To deactivate: Press the **Forward Off** icon.

TO FORWARD CALLS TO VOICEMAIL:

1. Press the CFwdAll soft key
2. Press the Messages button

Divert


During a ringing call press the **Divert** icon.

This feature will redirect the caller to Voicemail.

Accessing Phone Directories


CALL LOG DIRECTORIES

To access Missed, Placed, or Received Calls:

1. Press the  **Application** button.
2. Select Call History.
3. Select the line to view.
4. Your phone will display the last 199 entries Missed, Placed, and Received calls'.
5. To view specific information on a call.
6. Press **More** soft key, then press **Details**.

CORPORATE DIRECTORY

To access the corporate directory:

1. Press the  **Directory** button
2. Select the **Corporate** Directory.
3. Perform a search by name or extension.
4. Press the **Dial** softkey to call the entry or press the **EditDial** softkey to modify the entry prior to dialing.

MANAGING YOUR PHONE FROM THE WEB

By accessing the web link from the Intranet,

you can administer phone options such as User Settings, Directory features, Abbreviated Dials via a web user interface.

URL: <https://bcc-cucm1.ads.brookdalecc.edu/ucmuser>

Enter your User ID: first initial of first name & last name

Default Password: 12345

ABBREVIATED DIALS

1. Select User Options
 2. Select Device(from the drop down list)
 3. Select Speed Dials
 4. Enter a number in the number field
 5. Enter the number exactly how it would be dialed
 6. Enter a name in the Label field
 7. Select Save
 8. The entry(s) will be downloaded to your phone
 9. Note: Take a note of the abbreviated dial memory number (01-199)
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TO CALL AN ABBREVIATED ENTRY

1. Dial the 2 digit memory location (01-199)
 2. Do not lift the handset or press the speaker key
 3. Press the Speed Dial soft key
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Voicemail

ID & PIN

Internally from your own phone:

Press the Message Key

The "default" PIN is **"07738"**

You will be prompted to change it during initial set up.

INITIAL SETUP

Follow the prompts to setup your mailbox

"Record your name"

"Record your greeting"

"Change your temporary PIN"

"Change your "Directory" listing"

If you "hang up" before you have completely enrolled, you will have to repeat the setup process next time you access voicemail.

INTERNAL ACCESS

Internally from another phone:

1. Press the Message envelope
 2. Press the Asterisk *
 3. Enter 4-digit extension #
 4. Enter your PIN & #
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EXTERNAL ACCESS

1. Dial your direct number (wait for answer)
 2. Press the "*" key
 3. Enter 4-digit extension #
 4. Enter your PIN & #.
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MAIN MENU

[1] Listen to messages

[2] Send a message

[3] Review old messages

[4] Setup options

PERFORMING COMMON TASKS

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

WHILE LISTENING TO MESSAGES

[3] Delete

[4] Slower

[6] Faster

[#] Skip

AFTER LISTENING TO MESSAGES

[1] Repeat Message

[2] Save Message

[3] Delete Message

[4] Reply to Message

[5] Forward a Message

[6] Save message as new

[7] Go back 5 seconds

[9] Message Properties

[#][#] Skip to next message

[*] Cancel playing messages

[1] [4]-Previous Message

[1][6] Next Message
