



# Information Systems Cisco 7945 IP Phone Quick Reference Guide

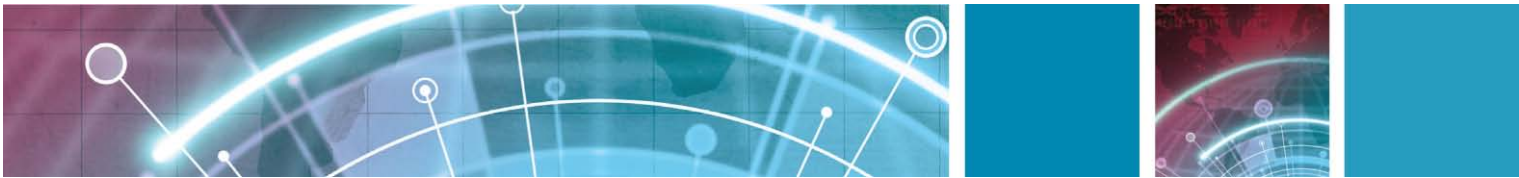




# Contents

## Cisco 7945 IP Phone Quick Reference Guide

Contents Page	2
Introduction	3
Overview of Phone	3
How Do I:	4
Place a Call?	4
Put a Call on Hold?	4
Use Call Waiting/Handle multiple Calls?	4
Transfer a Call?	4
Set Up a Conference Call?	4
Redirect an Incoming Call?	4
Operate the LCD Screen?	5
Use Voice Mail?	5
View my Missed Calls?	6
Forward All Calls?	6
Make Hands Free Calls? (speaker function)	7
Make Hands Free Calls using a headset?	7
Make a Video Call?	7
Adjust the Screen Brightness?	8
Wake the phone screen from sleep mode?	8
Adjust the Handset Volume?	8
Adjust the Ringer Volume?	8
Where to Find More Information	8



## Introduction:


This document has been written to help you get up and running with the new Cisco 7945 IP Phone.

This document will show you how to make and receive a call. Change any phone settings, forward or put a call on hold and log into your Unity Voicemail box.

## Overview of Phone:











How Do I?	Solution	Tip
<b>Place a Call?</b>	Lift the handset and dial the number  <b>OR</b> Press the <b>New Call</b> softkey and dial the number  <b>OR</b> Press the <b>Redial</b> softkey	
<b>Put a Call on Hold?</b>	Press the <b>Hold</b> softkey.  The call will display a paused  symbol  To return to the call, press the <b>Resume</b> softkey	A call on hold remains active even though you and the other party cannot hear each other. You can answer or place another call while a call is on hold.  <b>Note</b> as there is no hold music please keep the caller informed
<b>Use Call Waiting?</b>	To answer the new call, press the <b>Answer</b> softkey. When you do so, the original call is put on hold.  To return to the original call, select it (using the directional pad) and press the <b>Resume</b> softkey.  You can use the <b>Hold</b> and <b>Resume</b> softkeys and directional pad to switch between the calls.	If you are on a call when another call comes in, you will hear a call waiting tone and see caller ID information on the phone's LCD screen.
<b>Transfer a Call?</b>	<b>Step 1</b> During a call, press the <b>Trnsfer</b> softkey. Doing so automatically puts the call on hold.  <b>Step 2</b> Dial the number or office extension to which you want to transfer the call.  <b>Step 3</b> When the call rings on the other end, press <b>Trnsfer</b> . Or, when the party answers, announce the call and then press <b>Trnsfer</b> .	If the person you are transferring to does not answer then you can return to the original call if necessary. Press <b>EndCall</b> to end the outgoing call then <b>Resume</b> to take the first call off hold.
<b>Set Up a Conference Call?</b>	<b>To turn a two-party call into a conference call:</b> <b>Step 1</b> During a call, press <b>More</b> then the <b>Confrn</b> softkey. Doing so automatically activates a new line and puts the first party on hold.  <b>Step 2</b> Place a call to another number or extension.  <b>Step 3</b> When the call connects, press <b>Confrn</b> to add the new party to the conference call.  Repeat these steps to add additional parties to the conference call.	<b>Note</b> Once the conference call initiator disconnects, no additional parties can be added.
<b>Redirect an incoming call?</b>	While your phone is ringing press the <b>iDivert</b> softkey. This will cause the call to divert to voicemail as it would if unanswered.	














How Do I?	Solution	Tip
<p><b>Operate the LCD Screen?</b></p>	<p><b>To control the cursor:</b> Press the &gt;&gt; softkey to re-position the cursor.</p> <p>Press the &lt;&lt; softkey to delete a character or digit in an entry.</p> <hr/> <p><b>To select a menu item:</b></p> <div style="text-align: center;">  </div> <p>Press the <b>Navigation</b> pad to select (highlight) a menu item. Then press <b>Select</b> (Centre button with a tick).</p> <p>OR</p> <p>Press the <b>number key</b> on your phone's dial pad that corresponds to the item number in the menu.</p>	<p>Operating your phone's LCD screen is easy. Use the Navigation button, softkeys, and the keypad to make your selections.</p> <p><b>Tip</b> To exit out of a menu on your phone's LCD screen, press the <b>Exit</b> softkey.</p>
<p><b>Use Voice Mail?</b></p>	<p><b>Set up voice mail:</b> Press the <b>Voicemail</b>  button on your Cisco IP Phone or dial <b>85555</b> and enter your PIN/password as prompted.</p> <p>Allows you to save a recorded name set up a voice greeting and change your PIN/password. (Press 0 for help)</p> <hr/> <p><b>Access voice mail:</b> Press the Voicemail  button or dial <b>85555</b> and inter your voicemail pin/password as prompted.</p> <hr/> <p><b>Access voice mail from another IP Phone:</b> Press the Voicemail  button or dial <b>85555</b>. When prompted for a password press *. Enter your voicemail ID and PIN/password as prompted</p> <hr/> <p><b>Access voice mail from outside NTU:</b> Dial <b>0115 848 5555</b>. When you hear a Cisco Unity message press *. Enter your voicemail ID and PIN/password as prompted</p>	<p><b>Voicemail ID: Your Ext</b> (eg. 88500) <b>Voicemail password: 12345</b> (you should log in and change this)</p> <p>When you have one or more new voice mail messages, the red light on your phone's handset remains lit.</p> <p>For more information on using <i>Unity Voicemail</i> refer to the user guides section of the IS website.</p> <p>See <b>Where to Find More Information</b> at the end of this guide</p>







How Do I?	Solution	Tip
<p><b>View my Missed Calls?</b></p>	<p><b>To view your call records:</b>            Press the <b>Directories</b>  button.            Select <b>Missed Calls (option 1)</b>            Or choose another list:  <b>Received Calls</b>  <b>Placed Calls</b></p> <p><b>To dial from a call record:</b>  <b>Step 1</b> Follow the steps above to open your Missed, Received, or Placed Calls directory.   <b>Step 2</b> Use the <b>Navigation</b> button to select (highlight) a particular record.   <b>Step 3</b> Lift the handset or press the <b>Dial</b> softkey.</p> <p><b>To delete your call records:</b>            Select an entire directory and press the <b>Clear</b> softkey or select a particular call record and press the <b>Delete</b> softkey.</p>	<p>Your phone's LCD display will indicate if you have missed a call.</p> <p>Use the Directories menu to view (and dial from) call records in your Missed Calls, Received Calls, and Placed Calls directories.</p> <p>A call record contains the time and date of the call, and a phone number (if available).</p>
<p><b>Forward All Calls to another extension?</b></p>	<p><b>To forward all of your incoming calls to another number:</b></p> <p><b>Step 1</b> Press the <b>CFwdAll</b> softkey. You will hear two beeps.</p> <p><b>Step 2</b> Enter the number to which you want to divert all of your calls to. Enter the number exactly as you would if you were placing a call to that number.</p> <p><b>Step 3</b> After you enter the number you will hear two beeps</p> <p>The LCD screen displays a message confirming the number to which your calls are being forwarded.</p>	<p><b>Note</b> To cancel call forwarding, press the <b>CfwdAll</b> softkey.</p> <ul style="list-style-type: none"> <li>You can use call forwarding to send your incoming calls to another Cisco IP Phone or to voicemail.</li> <li>If call forwarding is active and there is no answer at the forwarded number, the call will be redirected to your voice mail box</li> </ul>
<p><b>Forward all of your calls directly to Voicemail</b></p>	<p><b>To forward all incoming calls to your Voicemail:</b></p> <p><b>Step 1:</b> Press the <b>CFwdAll</b> softkey. You will hear two beeps</p> <p><b>Step 2;</b> Press the <b>Messages</b>  button and you will hear two beeps.</p> <p>The LCD screen displays a message confirming the number to which your calls are being forwarded.</p>	



How Do I?	Solution	Tip
<p><b>Make Hands Free Calls?</b></p>	<p><b>To activate the speaker:</b> During a call, press the <b>Speaker</b>  button, ensure it lights up in green and then hang up the receiver.</p> <p><b>To switch from the speaker to the handset:</b> Pick up the handset.</p> <p><b>To turn off the speaker and hang up:</b> Press the <b>Speaker</b>  button.</p> <p><b>To adjust the speaker volume:</b> Press the up or down <b>Volume</b>  button when the speaker is in use. Press the <b>Save</b> softkey to save your change.</p>	
<p><b>Make Hands Free Calls using a headset?</b></p>	<p><b>To start a call:</b> Press the <b>Headset</b>  button (It will glow green when activated), or if it is already lit press the <b>New Call</b> softkey.</p> <p><b>To answer a call:</b> Press the <b>Headset</b>  button or if the headset button is already illuminated press the <b>Answer</b> softkey.</p> <p><b>To end a call:</b> At the end of the call press the <b>EndCall</b> softkey to disconnect. The phone will still be in headset mode ready for the next call.</p> <p><b>During a call:</b> To move a call to headset from the receiver or speaker press the <b>Headset</b>  button, confirm it lights up then hang up the receiver.</p> <p>To go back to using the normal handset pick the receiver up during a call or to answer a call and the <b>Headset</b>  light will go off.</p> <p><b>To adjust the headset volume:</b> Press the up or down <b>Volume</b>  button when the headset is in use. Press the <b>Save</b> softkey to save your change.</p>	<p><b>Note:</b> Once the headset light is on you will remain in headset mode until you press the button again or answer a call using the receiver.</p> <p>When in headset mode you only need to use the softkeys to make and answer calls</p>
<p><b>Make a video Call</b></p>	<p><b>You must have the following:</b></p> <ol style="list-style-type: none"> <li>1. Video calling enabled on your phone (look for the  icon on the phone display)</li> <li>2. A compatible webcam installed on your PC</li> <li>3. <i>Cisco Video Advantage</i> installed and running on your PC</li> <li>4. You must be calling either another party with the same setup or a 7985 video phone</li> </ol> <p>As long as the above criteria are met simply dial as normal and video will start automatically on your PC when the call connects.</p>	<p>For more information on video calling and <i>Cisco Video Advantage</i> refer to the user guides section of the IS website.</p> <p>See <b>Where to Find More Information</b> at the end of this guide</p>



How Do I?	Solution	Tip
<p><b>Adjust the Screen Brightness?</b></p>	<p>Press the Settings  button.</p> <p>Select <b>User Preferences</b> (option 1) from the menu.</p> <p>Select <b>Brightness</b> (option 4) from the menu.</p> <p>Press the <b>Up</b> or <b>Down</b> softkeys to set the desired contrast.</p> <p>Press the <b>Save</b> softkey to accept your changes.</p>	
<p><b>Wake the phone screen from sleep mode?</b></p>	<p>Press any button or lift the handset.</p> <p>After 5:30pm, the phone screen enters sleep mode to save power. In this mode, the phone screen appears blank and the <b>Display</b>  button is lit.</p>	
<p><b>Adjust the Handset Volume?</b></p>	<p>Press the up or down <b>Volume</b>  button when the handset is in use.</p> <p>Press the <b>Save</b> softkey to save your change.</p>	
<p><b>Adjust the Ringer Volume?</b></p>	<p>Press the up or down <b>Volume</b>  button when the handset is not in use (in the handset cradle).</p>	

<p><b>Where to Find More Information</b></p>	<p>The IS Service Desk should be your first point of contact if you have problems using Cisco Video Advantage or your Cisco IP phone.</p> <p>Webform at <a href="https://www.ntu.ac.uk/issr">https://www.ntu.ac.uk/issr</a>            Email to <a href="mailto:its.servicedesk@ntu.ac.uk">its.servicedesk@ntu.ac.uk</a>            Phone ext 88500</p> <p>Further user guides can be found on the Information Systems site at:  <a href="http://www.ntu.ac.uk/information_systems/help_support/user_guides/">http://www.ntu.ac.uk/information_systems/help_support/user_guides/</a></p> <p>For training enquiries contact the Centre for Professional Learning and Development  <a href="mailto:CPLDenquiries@ntu.ac.uk">CPLDenquiries@ntu.ac.uk</a></p>
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