

Cisco 7945 Phone - 1







Phone Features



1- Line Indicator







To make a call you can press the button next to your line name to activate the line. The line changes color based on the activity on the line.

The buttons illuminate to indicate status:

- | | | | | | |
|---|---------------------------|---|-------------------------------|---|---|
|  | Green, steady—Active call |  | Amber, steady—Privacy in use |  | Red, steady—Remote line in use |
|  | Green, flashing—Held call |  | Amber, flashing—Incoming call |  | Red, flashing—Directed Call Park line unavailable |

Cisco 7941 Phone - 2










2- Phone Screen

Icon	Call State	
	On-hook line	No current calls in queue and able to receive calls
	Off-hook line	Phone off the hook or new call started
	Connected call	Call placed and picked up.
	Ringing call	Call connection in Process
	Call on hold	Call on Hold
	Remote-in-use	Another user is on your line.

Note: To clean phones gently wipe the phone screen with a soft, dry cloth. Do not use any liquids or powders on the phone. Using anything other than a soft, dry cloth can contaminate phone components and cause failures.

3 - Configuration and Audio Buttons

Button Icons

	Messages	Press to dial voicemail
	Services	Press for advanced phone services
	Help	Press for help on the phone
	Directories	
	Settings	Change phone settings
	Volume	Change speaker and phone volume, it will ask if you want to save setting after.
	Speaker	Use speaker phone (press again to hangup speaker)
	Mute	Mute outgoing audio on your line.
	Headset	Use Headset (must have headset)

4 Navigation Button



The Navigation button allows you to scroll through menus and highlight items. Click the center to select.

When a call is not being placed or is active, the button displays numbers from your placed call log.

Cisco 7945 Phone - 3

5 – Softkey Options

Softkeys are viewable from the Display Screen

By pressing a softkey you are activating the option below it.

Below are listed the softkey options that may be available depending on where you are.



< Softkey Option

< Softkey Buttons

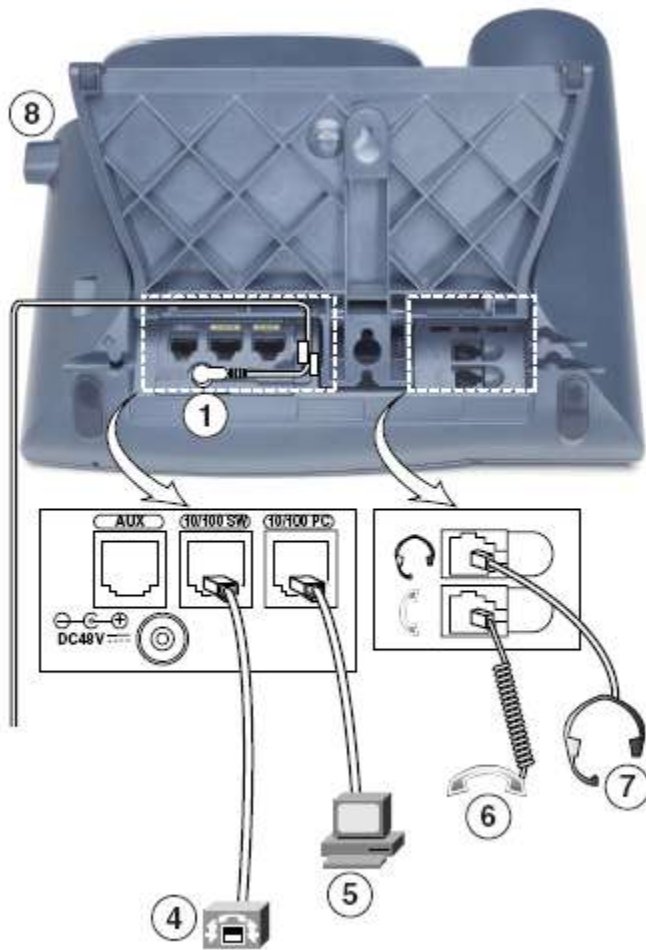
Options

AbbrDial	Dial using a speed dial index number
Answer	Answer a call
Back	Return to the previous Help topic
Barge	Add yourself to a call on a shared line
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
cBarge	Add yourself to a call on a shared line and establish a conference
CFwdALL	Set up/cancel call forwarding
Clear	Delete records or settings
Close	Close the current window
Conflist	View conference participants
Confrn	Create a conference call
Delete	Remove characters to the right of the cursor when using EditDial
Details	Open the Details call record for a multiparty call in the Missed Calls and Received Calls logs
Dial	Dial a phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect the current call
Erase	Reset settings to their defaults
Exit	Return to the previous screen
GPickUp	Answer a call ringing in another group

HLog	Prevent hunt group calls from ringing your phone by logging out of hunt groups
iDivert	Send a call to your voice messaging system
Join	Join several calls already on a single line to create a conference
MeetMe	Host a Meet-Me conference call
more	Display additional softkeys
NewCall	Make a new call
OPickUp	Answer a call ringing in an associated group
Park	Store a call using Call Park
PickUp	Answer a call in your group
QRT	Submit call problems to the system administrator
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
Resume	Resume a call on hold
RmLstC	Drop the last party added to a conference call
Save	Save the chosen settings
Search	Search for a directory listing
Select	Select a menu item or call
Transfer	Transfer a call
Update	Refresh content
VidMode	Choose a video display mode
<<	Delete entered characters
>>	Move through entered characters

Cisco 7945 Phone - 4

Rear of the Phone/Connections



Phones should be connected in the office,




















if they are not or get disconnected below is the connection locations.












- 1) Power – Phones do not use power adapters, DO NOT plug in any power cord into the unit.
- 4) Switch - Ethernet Cord from Wall to Phone
- 5) Computer- Ethernet Cord from Phone to Computer
- 6) Handset – Cord from Phone to Handset
- 7) Headset – If you have a compatible headset you can plug it into the headset port.
- 8) Foot Adjuster – Change Angle of Phone Rest

Voice Mail Keys

When entering your voicemail you have four options. From there you will have sub-options

- | | | |
|----------------------------|---|--|
| 1 – Listen to new messages | → | This option you need to type in the extension and you can leave a message. |
| 2 – Send a new message | → | 1 – Repeat the message |
| 3 – Review Old Messages | → | 2 – Save the message |
| | | 3 – Delete the Message |
| | | 4 – Reply to Message |
| | | 5 – Forward to another User |
| | | 6 – Mark Message New |
| | | 7 – Skip Back in Message |
| | | 8 – # - Always Skips Message |
| | | 9 – * - Always Exits Menu |
| 4 – Options | → | 1. Set Greeting |
| | | 2. Message Settings |
| | | 3. Personal Settings |
| | | 4. Call Transfer Settings |

How Do I?	Solution	Tip
Place a Call?	Lift the handset and dial the number OR Press the New Call softkey  and dial the number OR Press the Redial softkey 	You can also dial the number first then hit the New Call softkey 
Put a Call on Hold?	Press the Hold softkey  . The call will display a paused symbol To return to the call, press the Resume 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. Note as there is hold music, so holding in a conference call will make everyone hear the music.
Use Call Waiting?	To answer the new call, press the Answer 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 Resume softkey.  You can use the Hold and Resume 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.
Transfer a Call?	Step 1 During a call, press the Trnsfer  . Doing so automatically puts the call on hold. Step 2 Dial the number or office extension to which you want to transfer the call. Step 3 When the call rings on the other end, press Trnsfer  . Or, when the party answers, announce the call and then press Trnsfer  .	If the person you are transferring to does not answer then you can return to the original call if necessary. Press EndCall  to end the outgoing call then Resume  to take the first call off hold.
Set Up a Conference Call?	To turn a two-party call into a conference call: Step 1 During a call, press More  then the Confrn  . Doing so automatically activates a new line and puts the first party on hold. Step 2 Place a call to another number or extension. Step 3 When the call connects, press Confrn  to add the new party to the conference call.	Note Once the conference call initiator disconnects, no additional parties can be added, however the other callers remain connected. Repeat these steps to add additional parties to the conference call.
Make Hands Free Calls?	To activate the speaker: During a call, press the Speaker button  , ensure it lights up in green and then hang up the receiver. To switch from the speaker to the handset: Pick up the handset. To turn off the speaker and hang up: Press the Speaker button  . To adjust the speaker volume: Press the up or down Volume button  when the speaker is in use. Press the Save softkey  to save your change.	Speaker button is green when active.






How Do I?	Solution	Tip
<p>View my Missed Calls?</p>	<p>To view your call records: Press the Directories  button.</p> <p>Select Missed Calls (option 1) Or choose another list:</p> <p>Received Calls Placed Calls</p>	<p>Your phone's LCD display will indicate if you have missed a call. Use the Directories menu to view (and dial from) call records in your Missed Calls, Received Calls, and Placed Calls directories. A call record contains the time and date of the call, and a phone number (if available).</p>
	<p>To dial from a call record: Step 1 Follow the steps above to open your Missed, Received, or Placed Calls directory. Step 2 Use the Navigation </p> <p>button to select (highlight) a particular record. Step 3 Lift the handset or press the Dial  softkey.</p>	
<p>Forward All Calls to another extension?</p>	<p>To delete your call records: Select an entire directory and press the Clear  softkey or select a particular call record and press the Delete  softkey.</p>	<p>Note To cancel call forwarding, press the CfwdAll  softkey.</p> <ul style="list-style-type: none"> You can use call forwarding to send your incoming calls to another Cisco IP Phone, outside phone or to voicemail. If call forwarding is active and there is no answer at the forwarded number, the call will be redirected to your voice mail box
<p>Forward all of your calls directly to Voicemail</p>	<p>To forward all incoming calls to your Voicemail:</p> <p>Step 1: Press the CFwdAll  softkey. You will hear two beeps</p> <p>Step 2; Press the Messages  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>
<p>Use Voice Mail?</p>	<p>Access voice mail: Press the Messages button </p> <p>Access voice mail from outside Dial the main ext. When you hear a Cisco Unity message press *. Enter your voicemail ID and PIN/password as prompted</p>	<p>Voicemail ID: Your Ext (eg. 2500)</p> <p>When you have one or more new voice mail messages, the red light on your phone's handset remains lit.</p>
<p>Mute Call</p>	<p>Press the Mute button  to toggle mute and unmute.</p>	<p>Button will appear RED when muted.</p>
<p>Use Do Not Disturb</p>	<p>Press DND soft key . Your display shows "Do Not Disturb is active". To Deactivate: Press DND soft key again</p>	<p>When a call is received the phone light flashes but the phone does not ring.</p>

Advanced Features


Directories

Use Online Directories

To find and dial users in the system.

- 1) Press the Directories button. 
Scroll to highlight the directory to use and press Select soft key .
- 2) Select Corporate Directory enter the first few letters of either the first or last name or extension number of user and press Search soft key .
- 3) Scroll using the **Nav Button**  to select directory entry and press Dial soft key  to dial the entry number.

View Call History

- 1) Press the Directories button .
- 2) Scroll to history list.
- 3) Press 1 for Missed Calls.
Press 2 for Received Calls.
Press 3 for Placed Calls.

Establish a Meet-Me Conference.

Meet-Me allows people to have 1 single party line for everyone to call and connect to.

- 1) Lift handset and press More and Meet-Me soft keys.
- 2) Enter a Meet-Me conference number.
Numbers range is given to each department.

Join a Meet-Me Conference



- 1) Lift handset and dial the Meet-Me conference number.
- 2) From outside, callers connect to extension of meet me.

Customizing Ring Type, Background Image, and Brightness


Adjust Ringer Volume for All Calls

Use the volume key  to adjust the ringer volume.

Adjust Handset Volume for All Calls

- 1) Lift the handset.
- 2) Use volume key  to adjust volume.
- 3) Press the SAVE soft key. 

Adjust Speaker Volume for All Calls

- 1) Press the speaker button. Use volume key to adjust volume.
- 2) Press the SAVE soft key. 

Change Ring Sound

- 1) Press the Settings button.
- 2) Select User Preferences.
- 3) Select Rings.
- 4) Select Default Ring.
- 5) Scroll through ring types and press Play to hear sample rings. To choose a ring tone,
- 6) Press SELECT, SAVE, and then the EXIT soft keys.

Change Background Image

- 1) Press the Settings button.
- 2) Select User Preferences.
- 3) Scroll to Background Image and press Select.
- 4) Use 4 way navigation pad to move through images.
- 5) To Preview an image press SELECT and then PREVIEW soft keys.
- 6) To save an image Press SELECT, SAVE and then EXIT soft keys.

Voice mail shortcuts

Main Menu

From the main menu,
press:

Key	Task
1	Hear New Message
2	Send a Message
3	Review Old Messages
4	Change Setup Options

Shortcuts

While listening to the
Main menu, press:

Keys	Task
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer

Shortcuts

While listening to
a message, press:

Keys	Task
#3	Skip + delete message
#4	Skip + reply
#42	Skip + reply to all
#5	Skip + forward message
#6	Skip + save as new
#9	Skip + play message properties
##	Skip + save as is

During Message Menu

While listening to a message, press:

Key(s)	Task
1	Restart message
2	Save
3	Delete
4	Slow playback
5	Change volume
6	Fast playback
7	Rewind message
8	Pause / resume
9	Fast-forward
#	Fast-forward to end
##	Save as is

After Message Menu

After listening to a message, press:

Key(s)	Task
1	Replay message
2	Save
3	Delete
4	Reply
42	Reply to all
44	Return the call (internal extension only)
5	Forward message
6	Save as new
7	Rewind
9	Play message properties
#	Save as is