Your Cisco 8945 End User Training

State of Illinois

Central Management Services

Training provided to you by Netech Corporation

Training Overview

The phone

Basic Calling Functions
- Making calls, transferring calls

Features
- Call Logs, Corporate Directory

Video Features
- Customize Phone Settings

Setup and Accessing Voicemail

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8945 Overview

1	Phone Screen
2	Video Camera
3	Lens Cover button
4	Soft key buttons
5	Navigation pad and Select button
6	Conference button
7	Hold button
8	Transfer button
9	Redial button
10	Key Pad
11	Speakerphone button
12	Video Mute button
13	Mute button
14	Headset buton
15	Volume button
16	Messages button
17	Applications button
18	Contacts button
19	Phone Speaker
20	Line buttons
21	Handset

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Basic Information

- 5 digit extension for internal

- Dial 9 to get an outside line

- In case of an emergency 9911 will work.

- Some long distance restrictions apply.

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To Place, Answer and End Calls

- To Place a Call – Pick up Handset and enter the number, OR
  - ◦ Press an unlit line button
  - ◦ Press the **New Call** soft key
  - ◦ Press the unlit headset button or the speaker phone.

- To Answer a Ringing Call – Pick up Handset, OR
  - ◦ Press the flashing amber
  - ◦ Press the unlit headset button or the speaker phone.
  - ◦ Press the **Select** button on the Navigation bar.

- End Call – Hang up Handset or **End Call** soft key, OR
  - ◦ Press the Press the lit headset button or the speaker phone.

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Using Hold & Resume

▸ While on an active call press **Hold** .

▸ The hold icon displays and the line button pulses green.

▸ To return to the call – press the pulsing green button , then the **Resume** soft key.

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Switching between Multiple Calls

- Switch from a connected call to answer a ringing call
  - Press **Answer** soft key or the flashing amber line button
  - The first active call is placed on hold

- Switch between calls on one line
  - Make sure the call you want to switch to is highlighted
  - Press **Resume** soft key

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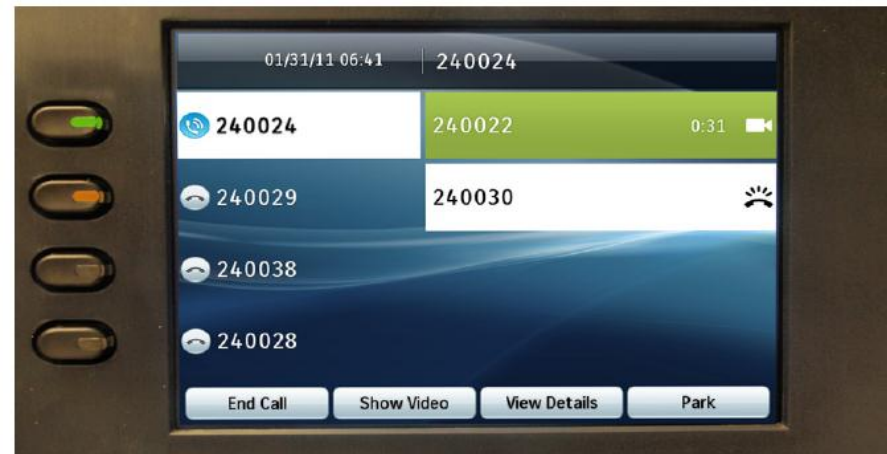
Mute

- To mute audio only, press the **Mute** button
  - When on Mute is on, the mute button will be red.
  - To resume audio, press the **Mute** button.

- To mute video only, press the **Video Mute** button
  - To resume video, press the **Video Mute** button.

- To verify you video is muted, look for:
  - **Video Mute** button will be red.
  - A red light on your camera.
  - A mute "self view" image with a red icon

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Divert

Use Divert to redirect a ringing or active call to voicemail. This will only be on phones with Voice Mail.

- To redirect an incoming (ringing) call while on another call, use the Navigation pad to highlight the incoming call and then press the **Divert** softkey.

- You can silence the incoming (ringing) call by pressing the **Volume** button down once, and then let the incoming call go to the target number voicemail.

- To redirect an incoming call while not on a call, press the **Divert** softkey.

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Transferring Calls

▸ From a connected call 📞

▸ Press **Transfer** button

▸ Dial the extension/number

▸ Press **Transfer** button

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Blind Transfer

- Transfer a call without talking to the recipient

  - From an active call, press **Transfer**

  - Enter the extension number

  - Press **Transfer** again to complete the transfer

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Consult Transfer

▸ Let the transfer recipient know who is on the other line

◦ From an active call, press **Transfer**

◦ Enter the extension number

◦ **Wait for the transfer recipient to answer**

◦ Press **Transfer** again to complete the transfer

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Transfer Direct to Voicemail

▸ Send the person on the line directly to the transfer recipient's voicemail

  ◦ From an active call, press **Transfer**

  ◦ Press the Asterisk (star) key before the extension

  ◦ Press **Transfer** again to complete the transfer

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Forwarding all Calls

- Press **Forward All** Softkey

- Enter the extension # or the **Message Button** (to forward to a voice mail.)

- Look for the Forward All icon on your screen

- To Cancel, press **Forward Off** Softkey

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Conference Calls

- From a connected call 📞 , press the **Conference** Button 👥

- Make a new call

- Press the Conference button (before or after the party answers)

- Wait for the call to connect

- Repeat these steps to add more participants

- You are able to have up to 6 individual callers on at a time

- Call ends when all participants hang up.

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Conference Calls

- Conference in a held call:
  - From a connected call press the **Conference** button.
  - Press the pulsing green line button for the held call that you want to add.

- Remove conference participants:
  - During conference, press the **View Details** softkey.
  - To remove a call, highlight a name and press **Remove**.

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Join Calls Across Lines

- Join connected calls together in a conference:
  - Start with two connected calls.
  - Make sure that one of the calls is active (not on hold). If both calls are on hold resume one call.
  - From a connected call press the **Conference** button.
  - Using the Navigation pad and select button ⊙ highlight and select the call on hold.
  - The Conference begins. (The conference is established on the lines that had the active calls.)

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Call History

- View call history:
  - Press **Applications** button
  - Select **Call History**
  - Highlight **Missed Calls** **Placed Calls** or **Received Calls**

- Dial from a call log:
  - Scroll to a call and press the Select button in the Navigation pad or the Call softkey.
  - If you need to edit the displayed number, press **EditDial** softkey **(9)**
  - Press **Call** to place the call

- To erase your call logs press **Clear:**
  - Doing so erases all call records in all logs

- To view details for a call, highlight the call and press these softkeys: **More** > **Details**.

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Corporate Directory

▸ Press the **Contacts** button

▸ Enter search criteria and press **Submit**

▸ To dial, scroll to a listing and press the **Select** button in the Navigation pad or the **Dial** softkey.
  ◦ Or - Pick up the handset, press Speaker o Headset buttons.

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Making a video call

- Dial the phone as usual.
  - If the other party's has a video enabled phone, the call will include 2-way video.
  - If the other party does not have a camera, call will not include video.

- Your phone can display video from another party even if you do not have a camera enabled during the call.

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Video Call – Choose your View

- During a video call, you can:
  - Enable full-screen video
  - Swap between views
  - Adjust the picture-in-picture position
  - Hide video

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Video Call – Choose your View

- **Full Screen Video**
  - Press the **Full Screen** softkey.
  - To return to the window view, press the **Minimize** softkey.

Note: If you are in the full-screen view and receive a new call, the pop-up notification displays to alert you.

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Video Call – Choose your View

- **Swap between views**
  - You can find your "self view" (the image that your camera transmits to others) displayed by default.
  - From the full-screen view, you can press the **Swap** softkey to display your "self view" full-screen and to move the other party's to the picture-in-picture (PIP) window.
  - Press **Swap** again to move your "self view" to the PIP Window.

Video Call – Choose your View

▶ **<u>Adjust the picture-in-picture position</u>**

◦ Press the **PIP** softkey ⬚ to move the PIP window or to hide the PIP window.

The icon on the PIP softkey indicates where the PIP window will appear when you next press the PIP softkey.

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Video Call – Choose your View

- **<u>Hide video</u>**
  - To hide all video on your screen, press the **Hide Video** softkey.
  - Hide video is available from the window view only (not full screen).
  - To view video again, press the **Show Video** softkey.

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Turn On or Off Mobile Connect

- With the phone on-hook, press the **Mobility** button to display the current remote destination status (Enable or Disable).
- Press the **Select** button to change the status.
- Press the **Exit** softkey.

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Switch an In-Progress to Mobile

- During an active call press the **Mobility** button.
- Select **Send call to mobile**.
- Answer the in-progress call on your mobile phone.
  ◦ The desk phone line button turns red.

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Hand off Mobile call to Desk Phone

- While on your mobile phone with an active call your desk phone line will be red.
- Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
- Press the red flashing line button on your desk phone within 5 to 10 seconds and start taking on the desk phone.

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Setting Up Voicemail for the first time

- Press the **Messages** button ✉

- Enter the default PIN (**643125),** then #

- Set up and personalize your voice message service by following the instructions:
  - Record your name
  - Record your message (pause and press # when you stop talking)
  - Pick a new PIN – must be at least four numbers long and no trivial passwords.

- Do not hang up until the recording says you have finished enrollment.

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Accessing Voicemail

- New message indicators
  - A solid red light on handset
  - A voicemail icon next to the line button

- Press **Messages** button
  - Follow the voice prompts

- From any Cisco phone
  - Press the **Message** button
  - Press * when you hear the recording
  - Follow the voice prompts
    - Enter your ID (your **10-digit** ext)
    - Enter your PIN

- Remotely - Dial your DID number
  - Press * when you hear the greeting
  - Enter your ID (your **10-digit** ext)
  - Enter your PIN

- Integrated with your Email
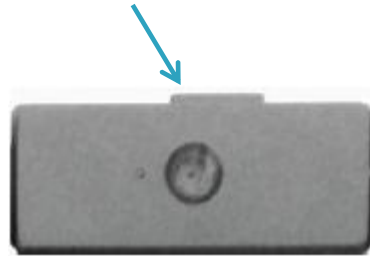
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Change Ring Tone

▶ Ring Tone:
  ◦ Press the **Applications** button
  ◦ Highlight **Preferences** and press **Select.**
  ◦ Highlight **Ringtone** and press **Select.**
  ◦ Then select a line and press **Open**.
  ◦ Select a ringtone and press **Play**, then press **Set**.

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Video Settings

- Adjust the Camera View, Brightness or Auto Transmit
  - Press the **Applications** View ⚙
  - Select **Accessories**
  - Highlight Cisco Unified Camera
  - Press the **Set-Up** softkey
  - Select View Area Or Brightness or Auto Transmit

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Blocking Camera

▶ To block your video transmission:
  ◦ Mute your camera.
  ◦ Close the shutter

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Questions?

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