

Welcome!

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**Cisco 8945**  
**End User Training**



# Welcome

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**Instructor:** Name

**Schedule:** One hour and fifteen minutes

- Phone Orientation
- Call Handling Features
- Voice Mail

**Reference Cards**

**Conversion:** Date and Details

**Cell Phone Consideration**



# Phone Orientation

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# Cisco 8945 Phones

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# Phone Orientation

- 11. Speakerphone
- 12. Video Mute
- 13. Audio Mute
- 14. Headset
- 15. Volume
- 16. Messages
- 17. Applications
- 18. Contacts
- 19. Phone's Speaker
- 20. Programmable line and feature buttons
- 21. Headset Rest



- 1. Phone Screen
- 2. Video Camera
- 3. Lens Cover Slide
- 4. Softkey
- 5. Navigation and Select
- 6. Conference
- 7. Hold
- 8. Transfer
- 9. Redial
- 10. Keypad



# Call Handling Features



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# Placing Calls

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## To place a call:

- Lift the handset or  
Press a line button or  
Press the **Speaker**  button or  
Press the **Headset**  button or  
Press the **New Call** softkey

## Dial the number



# Dialing

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## To call another extension:

- Dial the **4**-digit extension number

## To call an outside line:

- Dial **9** + **1** + **10**-digit telephone number

## To call Campus Security:

- Dial **3131** or **911** or **9** + **911**







# Answering Calls

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## To answer an incoming call:

- Lift the handset or  
Press the ringing line button or  
Press the **Speaker**  button or  
Press the **Headset**  button or  
Press the **Answer** softkey



# Video Calling Features

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**Video Calls will be automatic when calling another 8945 Video phone.**

- **Move Camera:** To center yourself in field of view
- **Privacy Shutter:** Blocks video from being sent
- **Video Mute** button: Blocks video from being sent
- **Minimize** softkey: Returns phone to home screen
- **Show Video** softkey: Returns phone to video mode
- **PIP** softkey: Move and remove PIP
- **Swap** softkey: Near-end/Far-end full screen toggle



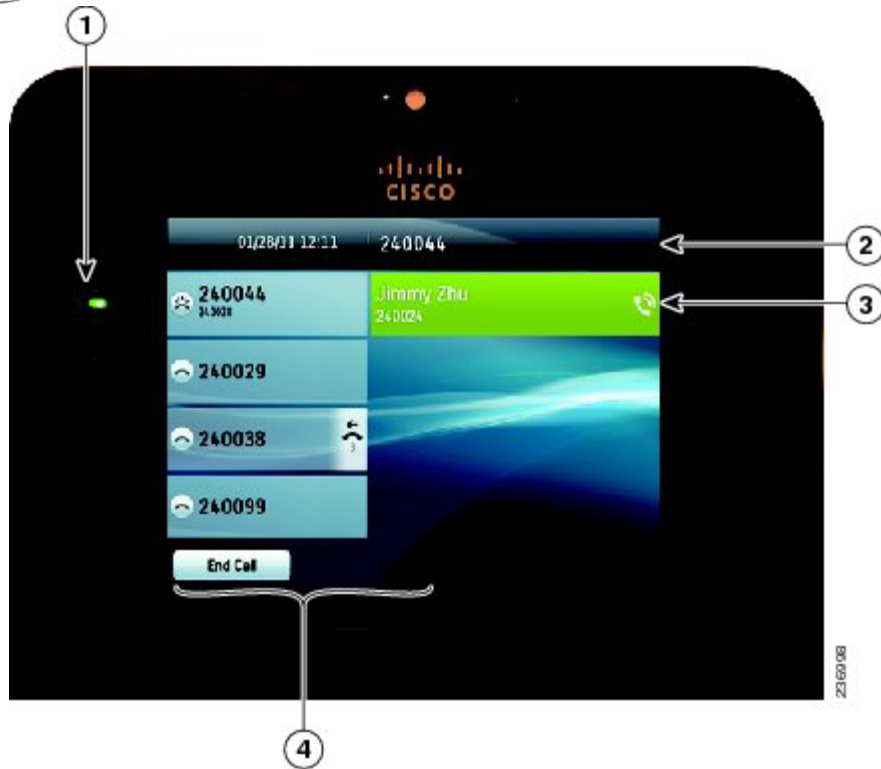
# Call States

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-  **Solid green: Active call.**
-  **Flashing green: Held call.**
-  **Flashing amber: Incoming call.**
-  **Solid red: Shared line in use.**



# Phone Screen and Call Icons



Icon	Status
	Line in Use
	Line on Hold



# Call Hold

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## To place a call on hold:

- Press the **Hold**  button

## To retrieve a held call:

- Press the flashing line button or  
Press the **Resume** softkey



# Placing a Second Call

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**To place a second call on the same line:**

- Press the **Hold** button
- Press the **New Call** softkey
- Dial the number



# Answering a Second Call

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## To answer a call waiting:

- Press the ringing line button



# Managing Multiple Calls

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**To toggle between held calls on the same line:**

- Press the flashing line button





# Shared Line Appearances

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**To answer a call on a shared line appearance:**

- Press the ringing line button

**To toggle between held calls on shared line appearances:**



- Press the flashing line button



# Ending Calls

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## To end a call:

- Replace the handset or  
Press the **Speaker**  button or  
Press the **Headset**  button or  
Press the **End Call** softkey



# Redial

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**To redial the last number called:**

- Press the **Redial**  button



# Call Transfer

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## To transfer a call:

- Press the **Transfer** 🗣️ button
- Dial the 4-digit extension number
- *Option: Announce the caller*
- Press the **Transfer** 🗣️ button or hang up



# Call Transfer

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## If no answer or line is busy:

- Press the **End Call** softkey
- Press the **Resume** softkey

## To swap between the two calls:


- Press the **Swap** softkey



# Direct Call Transfer

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**To transfer two callers on the same line to one another:**



- While connected to one caller, highlight the call to transfer to
- Press the **Transfer**  button



# Call Transfer to Voice Mail

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**To transfer a call to a subscriber's voice mail box:**



- Press the **Transfer**  button
- Dial \* + the **4**-digit extension number
- Press the **Transfer**  button or hang up



# Conference Calling – Ad Hoc

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## To place up to an 6-way conference call:

- While on an active call, press the **Conference**  button
- Dial the next participant
- *Option: Announce the conference*
- Press the **Conference**  button

## To add additional participants:

- Repeat the above steps






# Conference Calling - Join

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**To add an incoming caller to an existing call/conference:**

- Answer the incoming call
- Use the navigator button to highlight the held call to add to
- Press the **Conference**  button



# Conference Calling - List

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## To view active participants:

- Press the **View Details** softkey

## To remove a conference participant:

- Use the Navigator button to highlight participant to remove
- Press the **Remove** softkey



# Call Forwarding

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**Call Forward Busy** – *on a busy condition, the system automatically forwards the incoming call to your pre-programmed call forward busy destination.*


**Call Forward No Answer** – *on a no answer condition, the system automatically forwards the incoming call to your pre-programmed call forward no answer destination.*



# Call Forwarding - All

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**To forward all of your incoming calls to another number:**

- While on-hook, press the **Forward All** softkey
- Dial the **4**-digit extension number or  
Press the **Messages**  button to forward calls to Voice Mail

**To deactivate call forwarding:**

- Press the **Forward Off** softkey



# Call Divert

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**To immediately forward a ringing, live, or held call to voice mail:**

- Press the **Divert** softkey



# Do Not Disturb

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**To disable/re-enable the ringer for all incoming calls:**

- While on-hook, press the **DND** softkey



# Call Pick Up

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**To answer a call ringing on another phone within your pick-up group:**

- Lift the handset
- Press the **PickUp** softkey
- Press the **Answer** softkey



# Voice Mail

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# Calling Voice Mail

## Message Waiting Indicator Light To call Voice Mail from your desk

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

## To call Voice Mail from an outside line:

- Dial **(781) 891-2666**
- Press **\***
- Enter your **Mailbox ID Number+ #**
- Enter your **PIN + #**

**Mailbox ID Numbers:**  
4-digit extension number

**Starter PIN:**  
1 2 + extension number



# Voice Mail Enrollment

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## To Initialize your voice mail box:

- Press the **messages** button
- Enter the **Starter Password 1 2 + #**
- Record your **First and Last Name**
- Record a **Personal Greeting**
- Enter a **PIN**



# Voice Mail Main Menu

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- 1 Play New Messages**
- 2 Send a Message**
- 3 Review Old Messages**
- 4 Setup Options**
- 5 Find a message**
- 6 List Meetings**
- 7 Play External Messages**

**0 Help**

**\* Exit**



# 1 or 3 During Message Review

<b>Restart</b>	<b>Save</b>	<b>Delete</b>
<b>1</b>	<b>2</b>	<b>3</b>
<b>Slow</b>	<b>Volume</b>	<b>Fast</b>
<b>4</b>	<b>5</b>	<b>6</b>
<b>Rewind</b>	<b>Pause</b>	<b>Fast Forward</b>
<b>7</b>	<b>8</b>	<b>9</b>
<b>Cancel</b>	<b>Help</b>	<b>End</b>
<b>*</b>	<b>0</b>	<b>#</b>

## **Tips:**

**Press \* To cancel,  
Back up or Exit**

**Press 0 for Help**

**Press ## to  
toggle between  
Name and  
Number entry**



# 1 or 3 After Message Review

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<b>Repeat</b>	<b>Save</b>	<b>Delete</b>
<b>1</b>	<b>2</b>	<b>3</b>
<b>Reply</b>	<b>Forward</b>	<b>New</b>
<b>4</b>	<b>5</b>	<b>6</b>
<b>Rewind</b>		<b>Properties</b>
<b>7</b>	<b>8</b>	<b>9</b>
<b>Cancel</b>	<b>Help</b>	<b>Cancel</b>
<b>*</b>	<b>0</b>	<b>#</b>



## 2 – Send a Message

- Record the Message
- Address the message
- Press **#** to send or  
Press **1** for delivery options

**91** – add name

**92** – listen to names on list

**95** – copy message to self

### Delivery Options:

<b>Urgent</b>	<b>Return Receipt</b>	
<b>1</b>	<b>2</b>	<b>3</b>
	<b>Review</b>	<b>Re-record</b>
<b>4</b>	<b>5</b>	<b>6</b>
<b>Add to Message</b>		
<b>7</b>	<b>8</b>	<b>9</b>
<b>Cancel</b>	<b>Help</b>	<b>Send</b>
<b>*</b>	<b>0</b>	<b>#</b>



# 4 – Message Options

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## 1 - Greetings:

- 1 – Edit the standard greeting
- 2 – Turn on/off alternate greeting
- 3 – Edit other greetings
- 4 – Hear all greetings

## 2 – Message Settings:

- 1 – Change message notification
- 3 – Change menu type
- 4 – Edit private distribution lists

## 3 – Preferences

- 1 – Change PIN
- 2 – Change recorded name
- 4 – Transfer settings
- 5 – Alternate contact



# Unified Messaging

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## **New Voice Mail Messages:**

- Voice Mail In Box
- Email In Box - Wave File Attachment

## **Saving Voice Mail Messages:**

- Listening in voice mail, considers it read in email
- Listening in email, considers it heard in voice mail

**Tip:** Depending on your outlook settings, opening a message in email, considers it heard in voice mail and will turn off message indicator lamp

## **Deleting Voice Mail Messages:**

- Deleting in voice mail, deletes in email – moves to deleted folder, purged automatically in 15 days
- Deleting in email, deletes in voice mail – moves to deleted folder

**Tip:** Moving the message from email to a folder, deletes the message in voice mail



# Thank You!

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