How to…
Use a Standard Cisco Phone Model 8945

Introduction

The standard colour screen video phone issued for staff at Griffith University is the Cisco Unified IP model 8945. This guide will show you how to use the various features of the phone.

Step 1: Making Calls

1 There are several ways to make a call on this phone:

- Lift the **handset** and dial the phone number
- Press the **speaker phone button** and dial the number
- Press the **headset button** and enter the phone number
- Press the **applications button** , select **call history**, then use the **navigation pad** and **select** button to scroll and select.
- With the handset On-Hook, enter phone number (the On-Hook Dialling screen displays) or use the **navigation pad** to scroll through Call History. Select **Call**, lift the handset, or press the Speakerphone or Headset button.

Step 2: Transfer a call

1 Start with an active call (not on hold). Select the **transfer button** then enter the recipient's phone number.

2 The transfer is complete. You do not need to wait for the recipient to answer.

Step 3: Conferencing

To add another party to an existing call:

1 Start with a connected call that is not on hold. Select the **Conference button** .

2 Enter the recipient's phone number and wait for the party to answer.

3 Select the **conference button** again or the **conference softkey**. The conference will begin. If you need to add more parties to the call, repeat **steps 3.1 to 3.2** as needed.

To swap between calls before completing a conference:

This step enables you to consult privately with the party/parties on each call before combining the calls into a conference.

1 After calling a new conference participant, but before adding the participant to the conference, select the **Swap softkey** to toggle between the two calls.

To view conference participants:

1 Select the **View Details** softkey while in a conference call.

To remove conference participants:

1 Select the **View Details** softkey while in a conference.

2 Highlight the participant you want to remove, then select the **Remove softkey**.

Step 4: Voicemail

To personalise your voicemail:

1 Select the **Messages button** then follow the voice prompts.

To check if you have voicemail:

1 A solid red light on your handset will display to indicate you have voicemail.

2 Look for a **message icon** on your phone extension. If there is a red background to it, this means you have new voice messages. A count of your new voicemail messages will display on the message icon and voicemail icons.

To listen to a voicemail:

1 You can either:
- Select the **Messages button**
- Select the **Session button** next to the voicemail icon.

2 Follow the prompts to listen to your voice messages.

After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the message icon next to your phone extension will drop off. It will also disappear from the right side of the phone screen.

To access your voicemail from any phone:

1 Dial your office phone number.

2 When your voicemail answers, select the **star button** (*).

3 Follow the prompts to:
- enter your ID number (extension number) followed by the **hash button** (#)
- enter your PIN followed by **hash button** (#)

Note: Your old NEC voicemails are still accessible and you can collect them by dialling 57040. When it answers, **dial (*) then (#) (Star - Hash)**. You will then hear a greeting asking for your extension number.

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