Griffith
UNIVERSITY

Getting Started
With Your Phone

(Standard Phone)

Cisco Unified IP Standard Phone (model 8945)

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Getting to know your phone

This chapter covers:

- Your Phone/Phone Overview

- Adjusting the footstand

- Video camera preferences and features

- Preferences

When using your phone, different buttons will display on the screen at various times. In the manual, these are referred to as soft keys. To use them, you need to press the button directly underneath the soft key.

Your phone

The Cisco Unified phone model 8945 is a colour screen video phone. Not only does it allow you to place and receive phone calls, it allows you to have face to face interaction.

Camera

Phone screen

Handset with light strip

Feature/Session buttons

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Navigation pad and select button

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Volume button

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Headset button

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Footstand

The footstand at the back of your phone can be adjusted for a higher or lower viewing angle, depending on your preferences.

Adjusting the Footstand

To adjust the footstand, align the tabs on the back of the footstand with the two different sets of holes.

Video Camera

The Standard Cisco Unified Video Phone (model 8945) has a camera attached that allows you to make a video call with one or more other video phones at the University.

Enable Auto Transmit Video

You can transmit your video automatically whenever a call is initiated or accepted.   If a video transmission is in progress, the light next to the camera turns green, and when on video mute it turns red. The light next to the camera is turned off when the camera is not in use.

1. Press the **Applications** button.
2. Select **Preferences**. (Use the Navigation pad and Select button to scroll and select.)
3. Select **Camera Settings** > **Auto Transmit Video** option.
4. Select **Yes** to enable automatic video transmission or **No** to disable the feature.
5. Press the '**Apply'** soft key to apply the feature, or press the **Return** soft key to return to the Set-up screen.

Self-View Video

Self-View Video allows you to see the view from your camera when you are not in a video call. Use Self-View video before making video calls to help set up and position your camera effectively.

1. Press the '**Self View'** soft key (you may need to press *More* soft key first).

2. Tilt the lens up or down to correct the display.

3. Press the **Exit** soft key when finished.

Camera Brightness

The Brightness setting affects quality of the video that you transmit to others; it does not affect video that you receive from other parties.

Adjust the Camera Brightness

1. Press the **Applications** button.

2. Select **Preferences** (use the *Navigation* pad and *Select* button to scroll and select.)

3. Select **Camera Settings**.

4. Select **Brightness** and perform one of the following:

   - **To increase brightness**: Press the up arrow on the *Navigation* pad.

   - **To decrease brightness**: Press the down arrow on the *Navigation* pad.

5. Press the **Save** soft key.

6. Press the ↰ soft key followed by the **Exit** soft key to return to the home screen.

   The brightness is set.

Video Screen Features

From a video call, you can do the following:

- Enable Full Screen Video
- Mute the Video
- Swap between views
- Adjust the Picture-in-Picture (PIP) position

Enable Full Screen Video

1. Press the **Swap** soft key (you may need to press the **'More'** soft key first).

2. Press the **Swap** soft key to return to the original view.

Mute the Video

1. Press the **Mute Video** button. The light next to the camera will turn red.

2. Press the **Mute Video** button to unmute the video. The light next to the camera will turn green.

Swap between Views

You can find your '**Self View**' (the image that your camera transmits to others) displayed by default in the picture-in-picture (PIP) window in a corner of your phone screen. From the 'full-screen' view, you can press the **Swap** soft key to display '**Self View'**, '**Full Screen**' and to move the other party's image to the picture-in-picture view window.

To swap between views, perform the following:

1. Press the **Swap** soft key to toggle between the full-screen video view and the Picture in Picture video view. You may need to turn on picture in picture view first by pressing the ▪ soft key.

Adjust the Picture-in-Picture Position (PIP)

1. Press the **Picture-in-Picture** soft key to move the PIP window to a different quadrant of the screen.

2. To disable PIP, press the **Picture-in-Picture** soft key **five times**.

Preferences

Preferences allow you to set user preferences for the following items:

- Ringtone
- Brightness

Ringtones

You can choose the ringtone, per line, that your phone plays to indicate an incoming call.

Change Ringtone for a Line

1. Press the **Applications** button.

2. Use the *Navigation* pad and *Select* button to scroll and select **Preferences**.

3. Select **Ringtone**.

4. Highlight a ringtone.

5. Press the **Play** soft key to play the sample ringtone.

6. Press the **Set** soft key to apply the ringtone.

7. Press the **Return** soft key to return to the **Applications** screen.

Screen Brightness

Screen brightness changes the background brightness on the phone screen.

Adjust the Screen Brightness

1. Press the **Applications** button.

2. Use the *Navigation* pad and *Select* button to scroll and select **Preferences**.

3. Select **Brightness** and perform one of the following:

   - *To increase brightness*, press the up arrow on the **Navigation** pad.

   OR

   - *To decrease brightness*, press the down arrow on the **Navigation** pad.

4. Press the **Save** soft key to set the brightness or press the **Cancel** soft key to cancel.

5. Press the **Exit** soft key to return to Applications screen.

Calling Features

This chapter covers:

- Making calls
- Ending calls
- Receiving calls
- Put a call on Hold
- Redial a call
- Call Back
- Transfer a call
- Forward calls
- Mute a call
- Call Pickup
- The Griffith Phonebook

> When using your phone, different buttons will display at various times. In the manual, these are referred to as soft keys. To use them, you need to press the button directly underneath the soft key.

Making Calls

To make a call, you can alternate between handset, headset, and hands-free mode by pressing the Speakerphone or Headset buttons or by picking up the handset.

1. To make a call perform *one* of the following:

   - Lift the handset and enter phone number.

   OR

   - Press the **Speaker Phone** button and enter phone number.

   OR

   - Press the **Headset** button and enter phone number.

   OR

   - Press down arrow on the **Navigation Pad** to get your call history and select.

On-hook Dialling

On-hook dialling allows you to enter a phone number before getting a dial tone and lift the handset to complete the call.

Dial a Number On-hook

To dial a number on hook, perform the following:

1. With the handset on hook, enter a phone number or one of your speed dial numbers (e.g. 1). The new call dialling screen displays.

2. Perform one of the following to complete the call.

   - Press the **Call** soft key

   OR

   - Lift the handset

   OR

   - Press the **Speakerphone**

   OR

   - Press the **Headset** button

Ending Calls

There are several ways to end a call on your phone.

End a call

1. Perform *one* of the following:

   - Replace the handset in its cradle.

   OR

   - Press the End Call soft key.

   OR

   - Press the Headset button or the Speakerphone button.

Receiving Calls

You can answer a call by lifting the handset or you can use other options.

Answer

1. Perform one of the following:

   - Lift the handset.

   OR

   - Press the **Speakerphone** button.

Answer with Headset

1. Perform one of the following:

   - Press the **Headset** button if unlit.

   OR

   - If the Headset is lit, press **Answer**.

Send a call to Voice message

1. Press the **Divert** soft key whilst listening to incoming call ring tone.

Hold

Hold allows you to put an active call into a held state. Your phone allows one active call at a time; other calls are put on hold.

Hold and Resume a Call

1. Press the **Hold** button.

   The Hold icon displays and the line button pulses green.

2. To resume the highlighted call, do one of the following:

   - Press the pulsing green session button

   OR

   - Press the **Resume** soft key

   OR

   - Press the **Select** button in the Navigation pad.

Swap between Holding and Active Calls

You can use session buttons to swap between holding and connected calls. For example, if you have a held call and an active call, pressing the Session button for the held call resumes that call and places the other call on hold automatically.

Redial

Redial allows you to call the most recently dialled phone number by pressing a button.

Redial a Number

1. Press the **Redial** button, to place the call on a specific phone line.

Call Back

Use Call Back when you dial someone and receive a busy tone. This feature will alert you once the line is free.

Set up a Call Back Notification

1. Press the **Callback** soft key while listening to the busy tone or ring sound.

   A confirmation screen displays on the phone.

2. Press the **Exit** soft key to exit the confirmation screen.

3. Your phone alerts you when the line is free. Then press the **Dial** soft key to place the call again.

Transfer

Transfer allows you to redirect a connected call from your phone to another number:

- You can redirect a single call to another number that you specify.
- You can also connect two calls on one line or two different lines to each other (without remaining on the line yourself).

Before completing a transfer procedure, you can press the **Swap** soft key to toggle between calls, which allows you to speak privately with each party or the **Cancel** soft key to cancel the transfer.

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Transfer a call to another Number

1. Start with an active call (not on hold).

2. Press the **Transfer** button. On the top of the screen it will say "enter a number to transfer" followed by pressing transfer to complete.

3. Do one of the following to enter the transfer recipient's phone number:

   - Using the keypad, enter the transfer recipient's phone number.

   OR

   - Press a speed-dial button.

4. Press the **Transfer** button or the **Transfer** soft key. (You do not have to wait for the recipient to answer to complete the transfer)

5. You will be notified if the transfer was successful.

Swap between Calls before Completing a Transfer

Before completing a transfer procedure you can press the **Swap** soft key to toggle between calls, allowing you to speak privately with each party.

1. Press the **Swap** soft key to toggle between the two calls.

   This allows you to consult privately with the party on each call before you complete the transfer.

Forward All

Forward All allows you to forward calls from any line on your phone to another number. You can set up Forward All directly on your phone for any line.

Forward Calls on your Phone

1. From your phone, press the **Forward All** soft key.

2. Enter a phone number, or select an entry from the *Call History* list. (You may also press the **Messages** button to forward all calls to voicemail.)

   Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded.

3. To verify that your calls are forwarded, look for a Forward All icon in the line label.

Cancel Forward Calls on your Phone

1. Press the **Forward Off** soft key.

   Call forwarding is cancelled.

Mute

Mute allows you to block audio input for your handset, headset, and speakerphone, so that you can hear other parties on the call but they cannot hear you.

Mute your Phone

1. Press the **Mute** button (Mute button light goes red).

   The audio is blocked and visual confirmation displays.

2. Press the **Mute** button (light goes off).

   The audio is returned.

Call Pickup

Call Pickup allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone. If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).

Answer a Call using Pickup

1. Press the **PickUp** button to transfer a ringing call within your pickup group to your phone and wait for the call to move to one of your session buttons on the left side of your phone

   *If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line button, then press the **PickUp** button.*

Griffith Phonebook

The Griffith Phonebook contains corporate contacts that you can access and dial on your phone.

Search for and Dial a Contact

1. Press the **Contacts** button.

2. Select the **Griffith Phonebook** soft key or use the *Navigation* pad and *Select* button to scroll and select.

3. Select one or all of the following search criteria to search for a co-worker:

   - First Name

   - Last Name

   - Number

4. Enter the search criteria information, by pressing the letters on the keypad, keep pressing the same number to change the character.

5. Press the **Submit** soft key. Based on your search criteria, you may receive a number of entries, use the *Navigation* pad and **Select** button to scroll and select.

6. To dial, perform any of these actions:

   - Press the **Dial** soft key.
   OR
   - Press the **Select** button.
   OR
   - From the keypad, press the number that is displayed in the upper right-hand corner of the contact label.
   OR
   - Press the **Speakerphone** button.
   OR
   - Press the **Headset** button.
   OR
   - Pick up the handset.

Search for and Dial a Contact while on a Call

The first call is automatically put on hold while the second call gets dialled.

1. Press the **Contacts** button.

2. Select the **Griffith Phonebook** soft key or use the *Navigation* pad and *Select* button to scroll and select.

3. Select one or all of the following search criteria to search for a co-worker:

   - First Name

   - Last Name

   - Number

4. Enter the search criteria information and press the **Submit** soft key.

5. Press the **Dial** soft key.

Applications

This chapter covers:

- Working with your call history

- Login to a video phone as yourself

When using your phone, different buttons will display on the screen at various times. In the manual, these are referred to as soft keys. To use them, you need to press the button directly underneath the soft key.

Call History

Call History allows you to view information on the last 150 calls on your phone. An icon displays indicating the type of call:

Received

Placed

Missed

The caller ID is displayed with the call icon. If the caller ID is unavailable, then the phone number is displayed. If the phone number is unavailable, then "Unknown number" is displayed. All Call History items are integrated into one list and are ordered by time (latest to oldest). You can sort the Call History list by all lines, each line, or by missed calls. You can sort the call history for each line by selecting the individual line for which you want to see the call history, or select the *All Calls* soft key to see the merged history for all lines. You can also dial a number directly from the Call History list.

View Call History

1. Press the **Applications** button.

2. Press the **Call History** soft key.

   The phone screen displays the call history with an icon associated for each type of call.

   Received

   Placed

   Missed

3. Press the ↶ soft key to return to the **Applications** screen.

View Call Record Details

1. Press the **Applications** button.

2. Select **Call History**.

   The phone screen displays the call history with an icon associated for each type of call.

3. Select a call record and press the **View Details** soft key (you may need to press *More* soft key first). The phone screen displays the time stamp, duration of the call, caller's name, caller's directory number and any alternate number.

4. Press the **Return** soft key to return to the Call History screen.

5. Press the **Exit** soft key to return to the Main screen.

Filter Call History

1. Press the **Applications** button.

2. Select **Call History** or use the *Navigation* pad and *Select* button to scroll and select.

3. Press the **Missed Calls** soft key.

   The Call History screen displays only the missed calls on the selected line.

4. To view all calls in the Call History screen, press the **All Calls** soft key.

5. Press the **Return** soft key to return to the **Applications** screen.

Dial from Call History

1. Press the **Applications** button.

2. Select **Call History** or use the *Navigation* pad and *Select* button to scroll and select.

3. From the *Call History* screen, highlight the call you want to dial and do one of the following:

   - Press the **Call** soft key.

   OR

   - Pick up the handset.

   OR

   - Press the **Select** button.

   OR

   - Press the **Speakerphone** button or **Headset** button.

Edit Number from Call History

1. Press the **Applications** button.

2. Select **Call History** or use the *Navigation* pad and *Select* button to scroll and select.

3. From the *Call History* screen, highlight the call you want to edit.

4. Press the **EditDial** soft key (you may need to press *More* soft key first).

5. Press the up or down arrow on the *Navigation* bar to move the cursor to the desired location.

6. Press the **Delete** soft key to delete numbers on the left of the cursor.

7. Press the **Call** soft key to dial the new edited number.

8. Press the **Return** soft key to return to the Call History screen.

Clear Call History

1. Press the **Applications** button.

2. Select **Call History** or use the *Navigation* pad and *Select* button to scroll and select.

3. Press the **Clear List** soft key to clear the entire call history on the phone (you may need to press *More* soft key first).

4. Press the **Delete** soft key to delete the call history on the phone.

5. Press the **Exit** soft key to return to Applications screen.

Delete Call Record from Call History

1. Press the **Applications** button.

2. Select **Call History** or use the *Navigation* pad and *Select* button to scroll and select.

3. Highlight the call you want to delete.

4. Press the **Delete** soft key to delete the number from Call History (you may need to press *More* soft key first).

5. Press the **Delete** soft key again to confirm or press the **Cancel** soft key to cancel.

6. Press the ↩ soft key to return to the **Applications** screen.

Login to a Video Phone as yourself

If you are sitting at another desk for a day you can log into any video phone on any campus. This means that phone will become your phone for the day and you will be able to make and receive calls as if you were sitting at your own desk.

Login to a Video Phone

1. Press the **Applications** button.

2. Select the **Extension Mobility** option on the screen.

3. In the **UserID:** field, enter your sNumber using the keypad. Keep pressing the keys to change the character.

4. Once you have entered your sNumber correctly press the down arrow button.

5. In the **PIN:** field, please enter your PIN number using the keypad.

6. Once you have entered the PIN correctly, press the **SUBMIT** soft key.

7. If the above credentials have been entered correctly the phone will go through a reset process and initialise with your telephone number.

Logout of a Video Phone

Sometimes you may need to logout of a phone (i.e. if you are temporarily logged in on a different phone).

1. Press the **Applications** button.

2. Select the **Extension Mobility** option on the screen.

3. A prompt will appear on the screen showing

   ➤ Logout sNumber?

   With Yes No & Set PIN written across the bottom of the screen.

4. Select the **Yes** option and the phone will reset and go back to a logged out number.

Voice Mail

This chapter covers:

- Personalise your Voice Mail

- Change your Pin

- Check for Voice Mail

- Listen and action Voice Mail

- Access your Voice Mail externally

When using your phone, different buttons will display on the screen at various times. In the manual, these are referred to as soft keys. To use them, you need to press the button directly underneath the soft key.

Voice Messages

Voice messages are stored on your voicemail system. You can personalise your voicemail, check and listen to voice messages.

Personalise your Voicemail

1. Press the **Messages** button, then follow the recorded voice prompts to personalise your voicemail.

Change your Pin

1. Press the **Messages** button, then follow the recorded voice prompts to set or change your voicemail pin.

Check for Voice Mail

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

2. Look for a **Message** icon on your phone extension.

   The red background indicates that there are new voice messages. A grey voicemail Icon displays on the right side of the phone screen.

   A count of your new voice messages displays on the Message icon and Voicemail icon.

Listen to Voice Mail

1. Press the **Messages** button.

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 is removed from next to your phone extension, and the Voicemail icon is removed from the right side of the phone screen.

   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.*

Access your Voice Mail from any phone

1. Dial your office phone number.

2. When your voicemail answers, press (*)**.**

3. When prompted, enter your ID number (your extension number) followed by **(#)**.

4. When prompted, enter your Pin number followed by **(#)**.