

Your Cisco 8945 End User Training

Training provided to you by Netech Corporation



Training Overview

The phone

Basic Calling Functions

- ▶ Making calls, transferring calls
- ▶ Conference calls

Features

- ▶ Call Logs, Corporate Directory

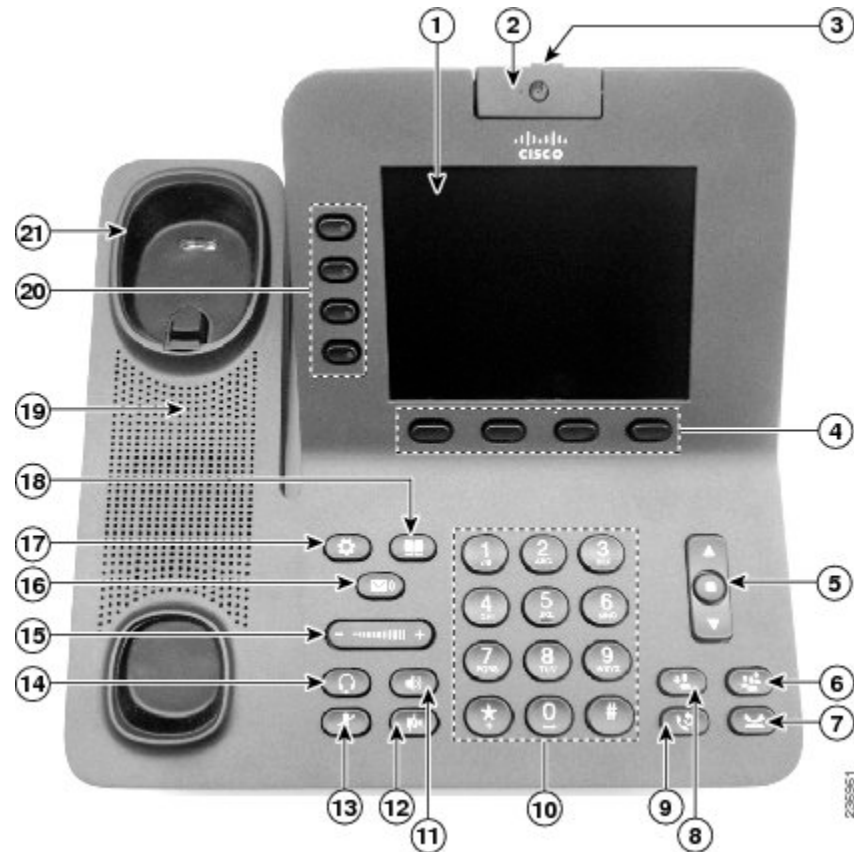
Video Calls

Setup and Accessing Voicemail

Customize Phone Settings

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 Dial Pad
- 11 Speakerphone button
- 12 Hide Video Button
- 13 Mute Button
- 14 Headset Button
- 15 Volume Button
- 16 Messages Button
- 17 Application Button
- 18 Contacts Button
- 19 Phone Speaker
- 20 Line Buttons



Basic Information

- ▶ 4 digit extension.
- ▶ Dial 9 to get an outside line.
- ▶ For life threatening events, either 911 or 9+911, both will work.
- ▶ You will need to use your Long Distance Code as Normal




Phone Screen





Phone with Multiple Lines



1. Primary Line Label
2. Header
3. Session Label (with Connected Call icon)
4. Session Label (with Held Call icon)
5. Soft Keys



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 lit headset button  or the speaker phone. 



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 , or the **Resume** soft key.

Switching between Multiple Calls

- ▶ Switch from a connected call to answer a ringing call
 - If you are on a video call – you will need to press the Minimize Soft Key to reduce the video.
 - Press **Answer** soft key or the flashing amber line button 
 - The first active call is placed on hold
 - OR PRESS THE FLASHING LINE BUTTON

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



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.









Transferring Calls

- ▶ From a connected call 
- ▶ Press **Transfer** button 
- ▶ Dial the extension/number
- ▶ Press **Transfer** button 



Warm 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



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



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

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.

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**.



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**.



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.

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

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



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.

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

▶ Adjust the picture-in-picture position

- 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.




Video Call – Choose your View

► Hide video

- 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.






Setting Up Voicemail for the first time

- ▶ Press the **Messages** button A dark, rounded rectangular button with a white envelope icon and two curved lines to its right, indicating sound or a message.
- ▶ Enter the default PIN 419876, 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 4 numbers long (or more)
- ▶ Do not hang up until the recording says you have finished enrollment.



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
- ▶ Remotely - Dial main number 740-351-4512
 - Press * when you hear the recording
 - Follow the voice prompts to enter your 4 digit extension, then your pin, then #
- ▶ Integrated with your Email
 - Single inbox allows you to retrieve your voicemail messages from your email. The voicemail boxes are synchronized. **Deleting a message from the email inbox will remove it from the phone as well.**

Change Ring Tone & Wallpaper

▶ Ring Tone:

- Press the **Applications** button
- Highlight **Preferences** and press **Select**.
- Highlight **Ringtone** and press **Select**.
- Then select a line and press **Open**.
- Select



▶ Wallpaper

- Press the **Applications** button
- Highlight **Preferences** and press **Select**.
- Highlight **Wallpaper** and press **Select**.
- Select a wallpaper, then press **Set** a wallpaper, then press **Set**.

Questions?