

## Features and Functions

Cisco Unified IP Phone 7945G



FEATURE	FUNCTION
1. Line buttons	Provides access to primary and any secondary phone lines
2. Footstand button	Allows you to adjust the angle of the phone base.
3. Display button	Awakens the phone screen from sleep mode. <ul style="list-style-type: none"> <li>No color—Ready for input</li> <li>Green steady—Sleep mode</li> </ul>
4. Messages button	Auto-dials your voice message service.
5. Directories button	Opens/closes the Directories menu. Use it to access call logs and directories.
6. Help button	Activates the Help menu.
7. Settings button	Opens/closes the Settings menu. Use it to change phone screen and ring settings.
8. Services button	Opens/closes the Services menu.
9. Volume button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
10. Speaker button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11. Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12. Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
13. 4-way Navigation pad and Select button	Allows you to scroll through menus and highlight items. Use the Select button to select an item that is highlighted on the screen.
14. Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15. Softkey buttons	Each activates a softkey option (displayed on your phone screen).
16. Handset light strip	Indicates an incoming call or new voice message.
17. Phone screen	Shows phone features.

## Getting Help

- Visit [www.webster.edu/helpdesk/phones](http://www.webster.edu/helpdesk/phones), or
- Call 314-968-5995 (toll-free 866-435-7270)

## Using Your Phone

### Placing a Call

Use any of the following methods:

1. Lift the handset and dial a number.
2. Press the **NEWCALL** softkey and dial a number.
3. Press the **REDIAL** softkey.
4. Dial the number with the phone onhook. Then, lift the handset or press the **DIAL** softkey.

DIALING NOTES	
FOR...	DIAL...
Local calls	9 + Number
Long distance calls	9 + 1 + Number + Account Code
Emergency	911 or 9 + 911
Campus security	6911

### Answering a Second Call

If you are on a call when a second call comes in, you will hear a call-waiting tone or see a flashing indicator light on the handset rest, depending upon the configuration of your phone.

#### To answer the new call on the same line:

1. Use the **NAVIGATION** button to select the call.
2. Press the **ANSWER** softkey to answer the call. The first call will automatically be put on hold.

#### To return to the original call:

1. Use the **NAVIGATION** button to reselect the call.
2. Press the **RESUME** softkey to reconnect to the call.

#### For calls on a separate line:

Press the **LINE** button for the incoming call. The call on the other line will automatically be put on hold.

### Putting a Call on Hold

#### To place a call on hold while on the call:

Press the **HOLD** softkey.

#### To retrieve a held call:

Press the **RESUME** softkey.

If multiple calls are on hold, use the **NAVIGATION** button to select the desired call before you press **RESUME**.

*Note: If you have multiple lines and want to see caller ID for a holding call, press the ? button followed by the appropriate Line button.*

### Transferring an Active Call

1. Press the **TRANSFER** softkey. This places your current call on hold.
2. Dial the number/extension to which you want to transfer the call.
3. At this time you can either press the **TRANSFER** softkey to complete the transfer or wait for the called party to answer so you may announce the call while the original call stays on hold, then press the **TRANSFER** softkey.

*Note: If the party refuses the call, press the Resume softkey to return to the original call.*

### Starting a Conference Call

1. While on a call, press the **MORE** softkey, then the **CONFRN** softkey. This will put the first call on hold and give you a new line to make a second call.
2. Dial the number/extension of the third party you wish to add to the call.
3. When the third party answers, press the **CONFRN** softkey again to add this party to the conference.

*Note: When the call originator hangs up, no additional parties can be added. You can have up to 6 parties including you. Additional parties can be added to the conference by repeating the above steps.*

### Forwarding All Calls

1. Press the **CFWDALL** softkey. You should hear a beep.
2. Enter the internal extension to which you want to forward all of your calls.
3. Press the pound key (#) or the **ENDCALL** softkey. The phone display will be updated to show that the phone is forwarded.
4. To cancel call forwarding, press the **CFWDALL** softkey.

#### To forward to voice mail:

Press the **CFWDALL** button and then the **MESSAGES** button. Calls will go directly to voice mail.

### Call Pickup (if assigned to a pickup group)

If you're assigned to a call pickup group, when a phone rings at an extension in your pickup group:

1. Pick up the handset.
2. Press the **MORE** key.
3. Press the **PICKUP** softkey.
4. The call to be picked up will begin to ring on your phone.
5. Press the **ANSWER** key and you will be connected.

---

## VoiceMail

### Setting Up VoiceMail

The first time you access voicemail, you will be asked to initialize your mailbox. Pre-recorded prompts will guide you through the initialization process, which includes recording your name, recording a greeting, and changing the initial password to a password of your choice. The initial password is **12345**.

### Accessing VoiceMail

#### From Your Phone:

1. Press the **MESSAGES** button.
2. Enter your password followed by the # key when prompted.
  - Press **1** to listen to new messages.
  - Press **2** to send a message.
  - Press **3** to review old messages.
  - Press **4** to access Setup options.

#### While Out of the Office:

1. Dial your direct line and wait for voicemail.
2. When voicemail answers, press \* key.
3. Enter your 4-digit mailbox ID number followed by the # key.
4. Enter your password followed by the # key.

Optionally, you can dial 314-246-8950 directly and follow the steps starting at Step 3.

## Message Commands

WHILE LISTENING TO A MESSAGE		AFTER LISTENING TO A MESSAGE	
To...	PRESS...	To...	PRESS...
Restart message	1	Replay	1
Save	2	Save	2
Delete	3	Delete	3
Slow playback	4	Reply to an internal user	4
Change volume	5	Forward message	5
Fast playback	6	Save the message as New	6
Rewind message	7	Rewind message	7
Pause/resume	8	Play the message properties	9
Fast-forward	9		
Skip message	#		

## Changing VoiceMail Options

Use the following procedures to change the setup of your voicemail after you've completed initial enrollment.

### Re-recording Your Greeting

1. Access your own mailbox.
2. Press **4** for Setup options.
3. Press **1** for Greetings.
4. Press **1** to change greetings.

### Re-recording Your Name

1. Access your own mailbox.
2. Press **4** for Setup options.
3. Press **3** personal settings.
4. Press **2** to change name.

### Changing Your Password

1. Access your own mailbox.
2. Press **4** for Setup options.
3. Press **3** personal settings.
4. Press **1** to change password.

## Cisco Personal Communicator

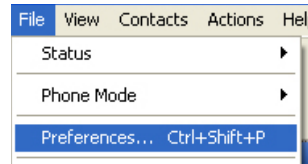
### Logging In

1. Launch from the shortcut on your desktop.
2. Enter your Connections user name.
3. Enter the password given to you by the system administrator.
4. Login Server: *Presence*
5. Click **Log In**.

## Setting Personal Communicator Preferences

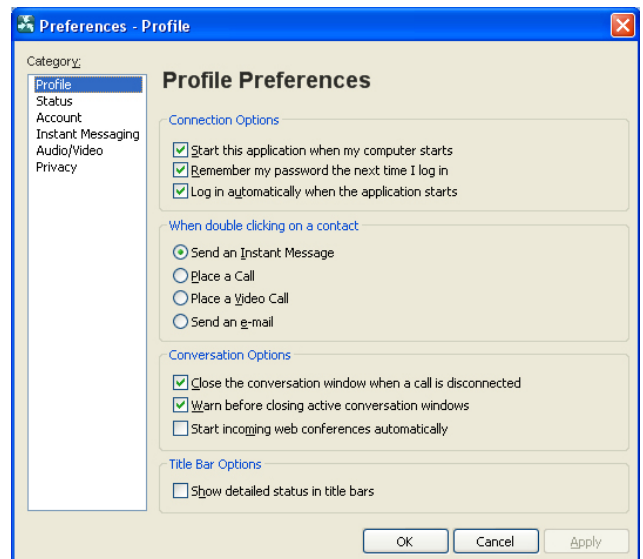
Before you begin using the Personal Communicator client, you should set a few preferences. You only need to set these once.

1. Select **File > Preferences** from the menu bar at the top of the console.



2. In the **Profile** category, make sure the first 3 boxes are checked:

- Start the application when my computer starts
- Remember my password the next time I log in
- Log in automatically when the application starts



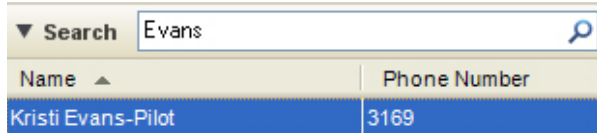
3. Click the **Account** category.
4. In **Voice Messaging**, enter your Connections user name and the password you were given by the system administrator.
5. **Optional:** If you do not want to hear sounds when you receive instant messages, click the **Instant Messaging** category and uncheck the option **Play a Sound When I Receive a Message**.
6. Click **OK**.

The Communicator client is now ready for use.

## Adding Contacts

You may search for people and add them to your contact list so that you can easily call or instant message them.

1. In the **Search** box, enter the last name (or first name, extension, etc.) of the person you wish to add and press **ENTER**. Matching names and numbers are listed as search results.



2. Add the contact(s) you want in one of two ways:
  - Click and drag a name into any of your contact groups.
  - Right-click on a contact's name, select **Add Contact to Group**, and choose the group to which you wish to add them.

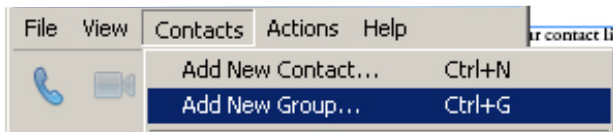
Next to each contact in your list, you'll find an icon indicating the person's current availability.

PRESENCE ICON	WHAT IT MEANS
Available	Contact is logged in to Communicator and available
Idle	Contact has been inactive for more than X minutes
Busy	Contact's phone is in use or off the hook
Away	Contact has been inactive for more than X minutes
Unavailable	Contact isn't logged in to Communicator

## Adding Contact Groups

Create groups to organize your contacts. For example, you can create a group for a specific department and add all the contacts who work in the department to it.

1. Select **Contacts > Add New Group**.
2. Type a name for the group.
3. Click **Save**.

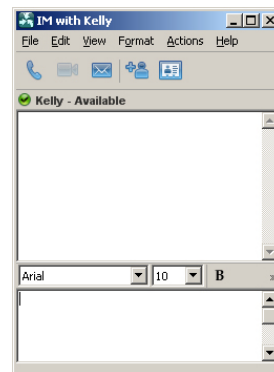


## Phone, Email, or IM a Contact

1. Locate the person you want to contact in the Communicator console:
  - Find the person's name in your contact list, or
  - Type a name in Search to find the person in the directory
2. Click the person's name.
3. Choose a communication method from the **Actions** menu or click the corresponding icon:

To...	SELECT FROM ACTIONS...	OR CLICK...
Place a call	Place a Call and choose the phone number to call	
Send an email	Send E-mail	
Send an IM (instant message)	Send an Instant Message <i>Note: Alternatively, you can double-click a contact's name.</i>	

## Sending an Instant Message



1. Start an instant message using one of the methods above.
2. Type your message in the bottom pane of the window.
3. Press **ENTER** on your keyboard to send the message.

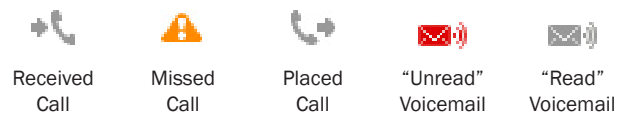
Messages exchanged between you and the contact are logged as a conversation in the top pane of the IM window. However, they

will be lost when you close the window.

*Note: From the IM window, you may also choose to call or email the contact.*

## Recent Communications

Your calls and voicemail communications are summarized in the Recent list. Each item is labeled with an icon.



New items, also known as "unread" items, are shown in bold type. You can sort the list by clicking a column header or filter it by selecting an option from the drop-down list.

