

# CISCO IP Phone 7945G Quick Reference Guide

## Features and Functions



FEATURE	FUNCTION
1. Line buttons	Provide access to primary and any secondary phone lines.
2. Foot stand button	Allows you to adjust the phone base angle.
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	Open/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	Open/closes the Settings menu. Use it to change phone screen and ring settings.
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	Displays phone features.

## Voicemail

### Setting Up Your Voice Mailbox

The first time you access voicemail you will be asked to enroll your mailbox. Pre-recorded prompts will guide you through the process, which includes recording your name, recording a greeting, and changing your temporary PIN - 1234. Creating a new minimum 4-digit PIN is mandatory.

**Note:** Do not hang up until you receive the system prompt: "You have finished enrollment."

### Accessing Voicemail

#### From Your Phone

1. Press the MESSAGES button.
2. Enter your four (4) digit mailbox I.D. (your extension number) 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.

#### From Offsite

1. Dial (303) 860-4295.
2. When voicemail answers, press the \* key.
3. Enter your 4-digit mailbox ID number followed by the # key.
4. Enter your PIN followed by the # key.

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
Slower 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 message properties	9
Fast-forward	9	Cancel playing message	*
Skip message	#		
Skip, save as is	##		

### Changing Voicemail Options

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

#### Re-recording Your Greeting

1. Access your mailbox.
2. Press 4 for setup options.
3. Press 1 for Greetings, and to change Greetings.

#### Re-recording Your Name

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

### Changing Your PIN/Password

1. Access your mailbox.
2. Press 4 for setup options.
3. Press 3 for personal settings.
4. Press 1 to change PIN.

## Using Your Phone

### Answering a Call

1. Lift handset, or press ANSWER softkey, or press SPEAKER button, or press HEADSET button to answer primary line.
2. Press ringing session button to answer incoming call on another session button (first call is automatically put on hold).

### Placing a Call

Use any of the following methods:

1. Lift the handset and dial the number.
2. Dial the number with the phone on hook. Then, lift the handset or press the DIAL softkey.
3. Press the button for the line you want to use.
4. Press the SPEAKER button; OR
5. Press the NEWCALL softkey; OR
6. Press the HEADSET button; OR
7. Press the REDIAL softkey.
8. Internal calls at Grant Street: Dial the 4-digit extension.
9. External calls (off-site)-Dial 9+1+10-digit telephone number.
10. To reach Emergency service, dial 911 or 9 + 911.

### Transferring an Active Call

1. Press the TRANSFER softkey to place the current call on hold.
2. Dial the number/extension to which you want to transfer the call.
3. Then, 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.
4. If the party refuses the call, press the RESUME softkey to return to the original call.

### Starting a Conference Call

To establish a conference call with up to a maximum of 6 parties (yourself and up to five others):

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

**TIP:** When the call originator hangs up, no additional parties can be added. 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.

### 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.

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

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

1. If you are assigned to a call pickup group, when a phone rings at an extension in your pickup group:
2. Pick up the handset.
3. Press the MORE key.
4. Press the PICKUP softkey.
5. The call to be picked up will begin to ring on your phone.
6. Press the ANSWER key and you will be connected.