

Cisco IP Phone 8945 User Guide

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Placing a call

To place a call on the Cisco IP Telephony (IPT) system you will follow similar dial patterns that are used with your existing phone.

For all on-campus calling you will dial the 5 digit extension. For all off-campus dialing, you must enter a 9, then dial the full telephone number, beginning with a 1 + area code for long distance calls.

Soft Keys

Soft keys dynamically change based on the state your phone is in. These buttons are located on the bottom of the LCD screen. These keys control functionally and features of your phone. To activate press the button below the soft key. If you don't see a soft key try pressing the "more" key if it is available. If you still can not find the soft key you are looking for it is most likely not a feature you can use in your phones current state.


Status Messages

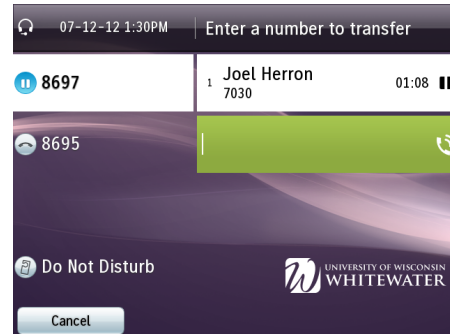
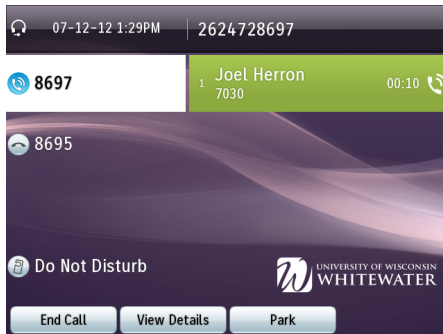
After setting certain options important messages will flash at the bottom of the screen for a few seconds after completion.

Forwarding calls to another phone

When the phone is idle a soft key option titled "Forward All" is seen. To forward your phone press the soft key below and dial the number you wish the phone to be forwarded to. To turn off the forward press the soft key below "Forward All" again. When the phone is forwarding calls you will see a message flash for a few seconds indicating your line is forwarded.

Transferring a call

While on an incoming call press the “Transfer”  button located on the bottom right of your phone. The current caller will be placed on hold. Once a transfer number has been dialed you can press the “Transfer” button at anytime to transfer the caller.




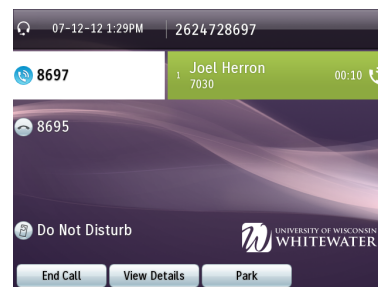
To transfer a call directly to another person’s voicemail, press the “Transfer” button, then enter * (star), then enter the extension number of the intended recipient and press “Transfer” again.

Initiating a conference call (ad-hoc)

An add-hoc conference call can have several participants and provides the same functionality as Centrex three-way calling or a six-way conference. The system is limited to a maximum conference call of 6 users. There are two methods to creating a conference call. Each method is explained below.

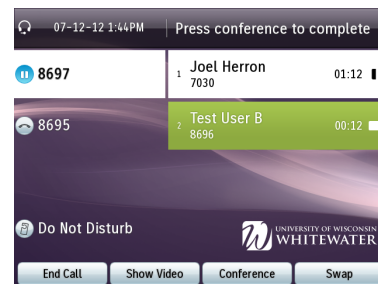
Method One (Conference)

While on a call press the Conference  button. You will now hear a dial tone and the existing caller is placed on hold. Dial the number of the person you wish to conference in to the call.




When the person picks up press the soft key below the “Conference” option to conference them into the original call or press “EndCall” to not conference them in. To return to the original caller if you did not conference in the new caller press the soft key below “Resume”.

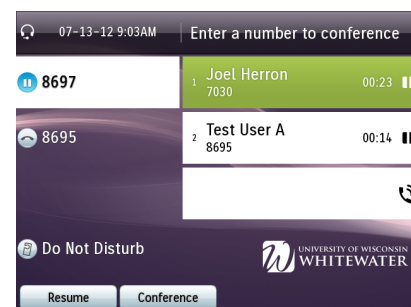
This method is the most common method when you want to add an additional caller into a call.



Method Two (other callers call you)

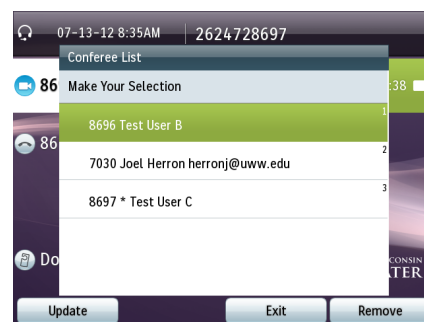
While on a call have the other caller call you, answer their call this will place the initial caller on hold. Now press the conference button , use the up or down arrow key to select “highlight” the call that is on hold. Then press the “conference” soft key to add them to the active call.

This method is commonly used when two or more people have already called you and you want to add them to a conference call.



Displaying users in a conference call

To display the users currently in a conference call press the “View Details” soft key option (you may need to press the More soft key to see this option.) A list of users connected to the conference will be displayed. The * next to a number signifies the conference initiator. If you are the conference initiator you will be see a soft key to “Remove” a user from the conference. To remove a user highlight their number and press the “Remove” soft key.



Do Not Disturb (DND)


Do not disturb allows the user to put their phone in DND mode. While in this mode the phone will only beep once, flash the line light, or both when a call comes in. From your user settings webpage you can select how you want your phone to respond when a call comes in. To use this feature press the “DND” soft key on your phone while it is on-hook. You will see a status message that the phone is in DND. To remove DND press the soft key again.

You must have a voicemail account for this feature to work correctly.

Diverting a call to voicemail (Divert)

If you are at your desk and your phone begins to ring you have the option of immediately diverting the call to your voicemail if you don't want to answer the phone. To use the feature press the "Divert" soft key when the phone is ringing. The caller will be immediately transferred to your voicemail.

Checking your voicemail from the phone

If you have voicemail configured on your line you can check it from the phone. You will press the  button. When you connect to the voicemail system it will ask you for your password. Further information on how to use the voicemail system is found in the voicemail user guide.

Using the BGSU directory


To view the BGSU directory, press the button with a book on it. You can search the BGSU directory for users' phone extensions. The corporate directory contains all faculty and staff contacts on campus.


Changing Phone Preferences

Ringtones

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

Change Ringtone for a Line


1. Press Applications .
2. Use the Navigation pad and Select to scroll and select Preferences.
3. Select Ringtone.
4. Highlight a ringtone.

5. Press Select or Edit.
6. Press Play to play the sample ringtone.
7. Press Set to apply the ringtone.
8. Press Return  to return to the Preferences screen.

Brightness

You can adjust your phone screen brightness level.

Adjust Phone Screen Brightness



1. Press Applications .
2. Use the Navigation pad and Select button to scroll and select Preferences.
3. Select Brightness.
4. To increase brightness, press the up arrow on the Navigation pad.
5. To decrease brightness, press the down arrow on the Navigation pad.
6. Press Save to set the brightness or press Cancel to exit.
- 7.

Camera Settings

Use the Camera Settings menu to change the phone camera settings by selecting the available options: Auto Transmit Video, Brightness, and Enable Video.


Enable Auto Transmit Video

You can transmit video automatically whenever a call is initiated or accepted. If a video transmission is in progress, the camera LED turns green; when on video mute, the LED turns red. The LED is turned off when the camera is not in use.

1. Press Applications .
2. Use the Navigation pad and Select button to scroll and select Preferences.
3. Select Camera Settings > Auto Transmit Video.
4. Select Yes to enable automatic video transmission or No to disable the feature.
5. Press Apply to apply the feature, or press Return  to return to the Setup screen.


Adjust Brightness

You can set the brightness of the camera.

1. Press Applications .
2. Use the Navigation pad and Select button to scroll and select Preferences.
3. Select Camera Settings > Brightness.
4. Select Brightness.
 - To increase brightness, press the up arrow on the Navigation pad.
 - To decrease brightness, press the down arrow on the Navigation pad.
5. Press Save to set the brightness, or press Exit to return to the Setup screen.

Enable Video Capability

If your system administrator enables video on the Cisco Unified Communications Manager, you can enable your phone to send video.

1. Press Applications .
2. Use the Navigation pad and Select button to select Preferences.
3. Select Camera.
4. Select Video and press Edit.
5. Select On or Off.

Communications Manager User Options Webpage

The remainder of this manual discusses the web interface to configure settings on your phone. To change your speed dial numbers and other user settings you will go to a configuration web page for your phone. The address of this page is

<https://myphone.bgsu.edu/ccmuser> **NOTE: Off Campus users must use a VPN connection to access this site.**

Make sure that if you make any changes on this page that you click the “save” button or icon before ending your session. Once you press save your phone may reboot.

Accessing speed dial and other user settings

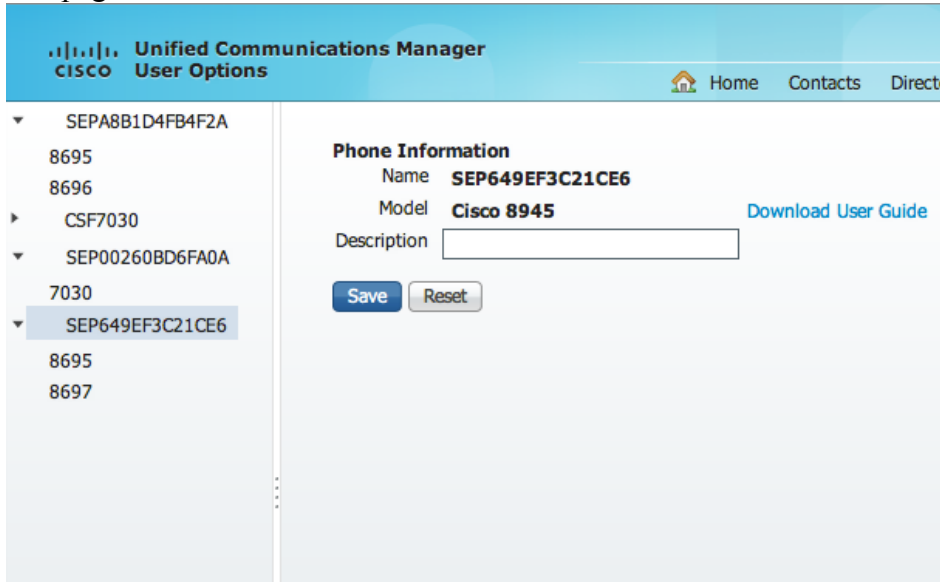
You will be prompted for your User ID and Password. Your username and password is the same username and password you use to log in to your computer each day.

Once you are logged in you will see a screen similar to the one below.

The screenshot shows the Cisco Unified Communications Manager interface. The top navigation bar includes 'Home', 'Contacts', 'Directory', 'Line Settings', and 'Phone Settings'. The left sidebar shows a tree view of users, with 'SEP649EF3C21CE6' selected. The main content area is titled 'General Settings' and 'Phone Button Configurations'. Under 'General Settings', there are checkboxes for 'Turn on Do Not Disturb' and 'Forward all calls on line 8695'. The 'Phone Button Configurations' section has a table with columns for 'Button #', 'Button Type', and 'Assignment'. Buttons 1 and 2 are assigned to lines 8697 and 8695 respectively. Buttons 3 through 9 are 'Speed Dial' buttons with empty input fields. Button 10 is a 'Speed Dial' button with the number '1234' entered. The name 'Willie Warhawk' is visible at the bottom right of the configuration area. At the bottom of the page, there are 'Save' and 'Reset' buttons.

Button #	Button Type	Assignment
1	Line	8697
2	Line	8695
3	Speed Dial	
5	Speed Dial	
6	Speed Dial	
7	Speed Dial	
8	Speed Dial	
9	Speed Dial	
10	Speed Dial	1234

To configure basic phone settings select the “Phone Settings” menu item. It will take you to a page like the one below.



The screenshot shows the Cisco Unified Communications Manager User Options interface. The top navigation bar includes 'Home', 'Contacts', and 'Direct'. A left-hand menu lists several phone identifiers, with 'SEP649EF3C21CE6' selected. The main content area is titled 'Phone Information' and contains the following fields: 'Name' (SEP649EF3C21CE6), 'Model' (Cisco 8945), and 'Description' (an empty text box). A 'Download User Guide' link is positioned to the right of the Model field. At the bottom of the form are 'Save' and 'Reset' buttons.

On this screen you will see several items the first being the name of the device. This name is not configurable and most likely will not mean anything to you. If you have more than one phone associated to your account will have a drop down box with several phones listed.

Each phone has its own configuration settings it is important that you have the correct phone selected for the remainder of the instructions.

The “model” of the phone is the model of the phone by that name. It should match the model number on your phone (usually upper right corner on the phone). Depending on your phone model different options will be available.

The “description” will usually be your name – extension.

Lastly, the “user guide” will be a PDF document that you can download. The user guide provided here is one from the manufacture and provides more details than this document.

Line Settings

To change phone settings press the “Line Settings” option at the top of the page. On this page you will see several options. If your phone has more than one line you will need to select which line you would like to configure from the left hand menu. By default your primary line is selected.

Incoming Call Forwarding

You will see several forwarding options for your phone. By default some items have been selected by the administrator.

The “Forward all calls to” option works with the “Forward All” option available on the phone. Generally, you should forward your phone from the actual phone unless you are offsite and forgot to set your “Forward All” variable from the phone.

Message Waiting Lamp

This option allows you to change your message waiting lamp indicator settings. By default the system is set to light and prompt. You shouldn’t need to change this setting unless you don’t like the light/prompt notification of new voicemail.

Audible Message Waiting Indicator

This option will turn on or off a stutter tone when you pick up the receiver to announce you have voicemail. This option is turned off by default on the system.

Add/Update your Contacts (Speed Dials)

Each user has the ability to set speed dials on a per phone basis. Depending on the model of phone and how many lines you have configured on the phone will determine how many speed dial buttons you have available. The remainder of the speed dials not appearing as a button will be referred to as abbreviated dials.

To access your phones speed dials click the “Contacts” menu at the top of the page.

Add a Contact (manual)

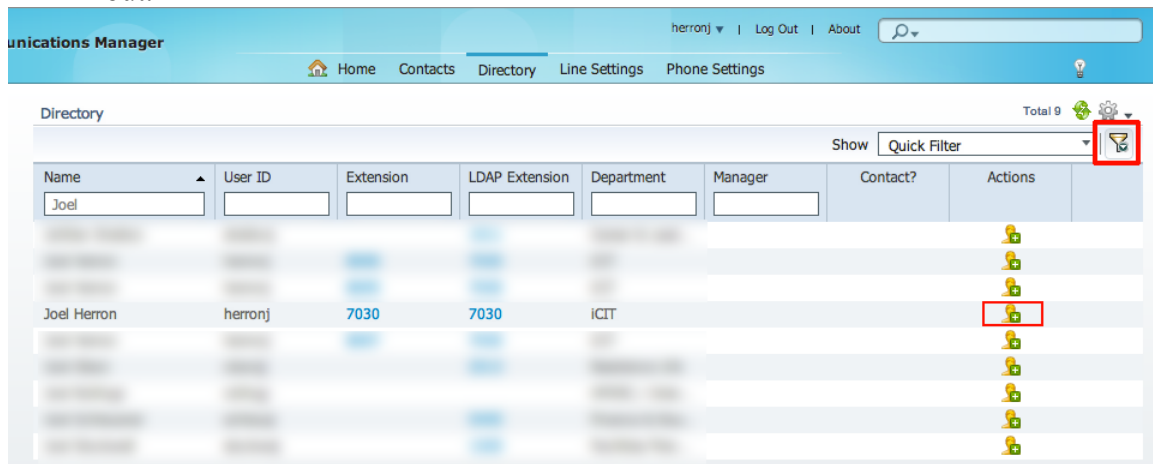
To add a new contact click on the “add contact” button, in the dialog window that opens fill in the form fields and select save. If you want to make the contact a speed dial make sure you select a speed dial number to attach to your contact as seen below.

Add Contact			
Contact Information			
First Name	Willie		
Last Name	Warhawk		
*Nick Name	Willie		
Email			
Phone Information			
	Phone Number	Speed Dial	Speed Dial Phone Label
Work	1234	3	Willie Warhawk
Home		None	Willie's Home Phone
Mobile		None	Willie's Mobile Phone

Each user can have 99 speed dials. To use them dial the speed dial number while your phone is on-hook. You can press the up arrow button on your phone to access your full speed dial list.

Add a Contact (Directory Search)

To add a contact/speed dial from the BGSU directory select the directory option at the top of the page. This will bring up the directory listing to search select the filter button on the right side of the screen as shown below. Once you've found the contact you'd like to add select the add button to the right of their row. This will display the add form from above but with your contacts information pre-filled out.



Communications Manager

herronj | Log Out | About

Home Contacts Directory Line Settings Phone Settings

Directory Total 9

Show Quick Filter

Name	User ID	Extension	LDAP Extension	Department	Manager	Contact?	Actions
Joel							
Joel Herron	herronj	7030	7030	ICIT			

Directory

The “directory” menu option will give you access to the phones “BGSU directory” from the web. This directory only contains faculty and staff members on campus and can not be edited.