

# Cisco IP Phone Models 7941 and 7945



## Cisco IP Phone Models 7941 and 7945

### Training / Quick Reference Guide



January 20, 2010

#### **Emergency Calls**

- Dial 911 or 3 911

#### **Change Between Speaker & Handset**

- Speaker to handset: Lift handset.
- Handset to speaker: Press the Speaker button and hang up.

#### **Place a Call**

- Lift handset (or press the Speaker button, the line button, or New Call soft key) and dial number.
- Dial "3" for an outside line.
- To place a call directly to voice mail, dial \* + extension.

#### **Answer a Call**

- Lift handset
- If you are using a headset, press Headset.
- If you are using the speakerphone, press Speaker or Answer soft key.

#### **To End a Call**

- Hang up handset (or press the Speaker button, the line button or End Call soft key).
- If you are using a headset, press Headset or End Call soft key.

#### **Answer a 2nd Call**

*NOTE: Answering a 2<sup>nd</sup> call automatically puts the 1st caller on hold.*

- If call is on another line press the ringing line key to connect to second call.
- If Call is on same line press the Answer soft key.
- To disconnect one of the calls press End Call soft key on the call.

#### **Redial the Last Number Called**

- Lift handset, press Redial soft key.
- If you are using speaker phone, press Redial soft key.

### **Mute a Call**

- Press the Mute button. Mute button lights.
- To turn off mute, press the Mute button again.

### **Place a Call on Hold**

- While on a call, press HOLD soft key.
- To return to a call, press RESUME soft key or press line button of the active call.

### **Immediate Divert to Voice Mail**

- If called party: While line is ringing, call is connected or call is on hold, press iDivert soft key.
- If calling party: While call is connected or on hold, press iDivert soft key.

### **Transfer a Call**

- OPTION 1: Soft key transfer: While on call, press Trnsfer soft key. First call is placed on hold. Dial number to transfer call to. Press Trnsfer a second time before called party answers (blind transfer) or after announcing the transfer.
- OPTION 2: On-hook transfer: While on call, press Trnsfer soft key. First call is placed on hold. Dial number to transfer call to. Hang up the phone before called party answers (blind transfer) or after announcing the transfer.
- To cancel the transfer (before pressing the Trnsfer soft key a second time or before hanging up), press End Call and then Resume soft keys to disconnect second call and return to original call.

### **Park a Call**

- Call Park allows users to put a call on hold in the system and pick it up at another phone.
- While on call, press more and then Park soft keys.
- Display shows extension number call is parked at. *Normally the extension is between 6130 to 6139 or 6140 to 6149.* Note the number then Hang up.
- To retrieve call from any IP phone, dial the appropriate Park number.
- If a parked call is not picked up in 60 seconds it will ring back at the phone that originally parked it.

### **Call Pickup**

*Note: Pick Up groups allow users to answer other users' phones without having to actually go to the phone that is ringing.*

- Lift handset, press More and PickUp and the Answer soft keys to answer call in own pickup group.
- Lift handset and press More and GpickUp soft keys and then the call pickup group number to answer call in another call pickup group. Press the Answer soft key.

### **Do Not Disturb**

- To Activate: Press DND soft key. Your display shows "Do Not Disturb is active". When a call is received the phone light flashes but the phone does not ring.
- To Deactivate: Press DND soft key again.

### **Forward All Calls**

- Press CFwdAll soft key. After you hear 2 beeps enter number to forward all calls to. **(To forward all calls to voice mail, press the Messages button.)** Flashing arrow on LCD indicates calls are forwarded.
- Press CFwdAll soft key again to cancel the forwarding option. You will hear 1 beep. The flashing arrow will disappear.

### **Establish an "Ad-Hoc" Conference**

- Only the person who originated the conference can add more people to it. A user can conference in as many people as his phone device and system parameters allow.
- While on call, press More and then Confrn soft keys.
- This selects an available line and puts 1<sup>st</sup> call on hold. Place call to another person. When call connects, press Confrn again to connect all parties. Repeat as necessary.
- If you decide not to conference the called party, press End Call and Resume to disconnect 2<sup>nd</sup> call and return to original call.

### **List Conference Participants**

- Users can view conference participants and initiator can remove participants.
- Press Conference list soft key to display list of participants.
- Press Update soft key to update participant list.
- To remove participant, select name from list and press Remove soft key.
- Press Exit soft key to return to conference call.

### ***Establish a Meet-Me Conference.***

- Meet-Me conferences allow people to have virtual group meetings over the phone. A Meet-Me conference has to be established from an IP phone.
- Lift handset and press More and Meet-Me soft keys.
- Enter a Meet-Me conference number. *Numbers range from 6200 - 6204.*

### ***Join a Meet-Me Conference***

- Lift handset and dial the Meet-Me conference number.

### ***Join Multiple Active Calls***

- Users can join up to 16 active calls (on the same line) on an ad-hoc conference.
- Select active calls to join to a conference. Press Join soft key.

## **Directories**

### ***Use Online Directories***

*The directories allow users to view and dial calls missed, received, and made by the user as well as find and dial users in the system.*

- Press the Directories button. Scroll to highlight the directory to use and press Select soft key.
- If in Corporate Directory enter the first few letters of either the first or last name or extension number of user and press Search soft key.
- Scroll to select directory entry and press Dial soft key to dial the entry number.
- Press Exit soft key twice to exit menu.
- Use EditDial soft key to add or delete dialing digits as necessary and then press Dial to place a call.

### ***View Call History***

- Press the Directories button.
- Scroll to history list.
- Press 1 for Missed Calls.
- Press 2 for Received Calls.
- Press 3 for Placed Calls.

## **Directories Continued**

### ***Call from Call History***

- Press the Directories button.
- Navigate to number from history list.
- Press DIAL soft key if the number is correct including the 3 for an outside line.
- Press EDITDIAL soft key if additional numbers are needed prior to dialing.

## **Customizing Ring Type, Background Image, and Brightness**

### ***Adjust Ringer Volume for All Calls***

- Use the volume key to adjust the ringer volume.

### ***Adjust Handset Volume for All Calls***

- Lift the handset. Use volume key to adjust volume. Press the SAVE soft key.

### ***Adjust Speaker Volume for All Calls***

- Press the speaker button. Use volume key to adjust volume. Press the SAVE soft key.

### ***Change Ring Sound***

- Press the Settings button. Select User Preferences. Select Rings. Select Default Ring. Scroll through ring types and press Play to hear sample rings. To choose a ring tone, Press SELECT, SAVE, and then the EXIT soft keys.

### ***Change Background Image***

- Press the Settings button. Select User Preferences. Scroll to Background Image and press Select. Use 4 way navigation pad to move through images. To Preview an image press SELECT and then PREVIEW soft keys. To save an image Press SELECT, SAVE and then EXIT soft keys.

### ***Adjust Brightness (Or Contrast on 7941 Phone)***

- Press the Settings button. Select User Preferences. Press Select soft key to select Brightness. Adjust brightness using UP and DOWN soft keys or the + and – on the volume key. Press the SAVE soft key.

## Cisco Unity Voice Mail Shortcuts

### Main Menu From the main menu, press:

Key	Task
1	Hear New Message
2	Send a Message
3	Review Old Messages
4	Change Setup Options

### Shortcuts While listening to the Main menu, press:

Keys	Task
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer

### Shortcuts While listening to a message, press:

Keys	Task
#3	Skip + delete message
#4	Skip + reply
#42	Skip + reply to all
#5	Skip + forward message
#6	Skip + save as new
#9	Skip + play message properties
##	Skip + save as is

### During Message Menu

#### While listening to a message, press:

Key(s)	Task
1	Restart message
2	Save
3	Delete
4	Slow playback
5	Change volume
6	Fast playback
7	Rewind message
8	Pause / resume
9	Fast-forward
#	Fast-forward to end
##	Save as is

### After Message Menu After listening to a message, press:

Key(s)	Task
1	Replay message
2	Save
3	Delete
4	Reply
42	Reply to all
44	Return the call (internal extension only)
5	Forward message
6	Save as new
7	Rewind
9	Play message properties
#	Save as is

## Cisco Unity Voice Mail

### Activating Your Voice Mailbox

- The first time you access your voice mail box you will be prompted through a voice tutorial to record your name, record your standard greeting, and set your personal password. **The default password is 12345**
- You must complete this tutorial to activate your voice mailbox.

### Accessing Your Voice Mailbox

- **FROM YOUR OWN PHONE:** Press the Messages button and then enter your password when prompted.
- **FROM ANY OTHER IP PHONE:** Press the Messages button and then the asterisk (\*) key. Enter your voice mail ID (usually the same as your 4 digit extension) and password when prompted.
- **FROM OUTSIDE THE COUNTY OFFICES:** Call 815-895-1600. You will be asked to enter your voice mail ID (usually your 4 digit extension) followed by the (#) key. Then you will be asked to enter your password followed by the (#) key.

### Express Messaging

- **FROM AN INTERNAL EXTENSION:** Press the asterisk (\*) key prior to the extension you want to call and you will be connected to the voicemail box for that extension.

### Transfer Directly to Voicemail

- Answer the incoming call.
- Press the TRANSFER soft key.
- Dial \* followed by the 4 digit extension.
- Press the TRANSFER soft key and hang up.

### Voicemail Greetings

- Users typically use only their standard (default) and alternate voice mail greetings.
- The alternate greeting is often referred to as an “extended absence” greeting and is used when the user does not want their standard greeting to play.
- If the alternate greeting is not activated, the system will default to play the user’s standard greeting.
- If the alternate greeting is active it will supercede all other greetings.
- There are 6 greeting options, Standard, Closed, Alternate, Busy, Internal and Holiday.

## ***Sending Messages (Compose) from Unity***

- Login to your mailbox.
- At the Main Menu, press 2 to send a message
- Record your message and press #
- Enter the recipients 4 digit extension followed by #
- Hint - Pressing ## will bypass the mailbox user info.
- Add additional recipients if desired.
- Press # when finished adding recipients to the list.
- Press # to send the message.

## ***Voicemail Distribution Lists***

- When sending messages (composing) from Unity users can send messages to individual internal extensions or distribution lists.
- Enter distribution list number followed by #.

## ***Paging Over Telephone***

- Paging zones are setup for some departments to use paging over the telephone.
- Dial the 4 digit number of the paging zone you want to access and broadcast your message.
- Phones that have DND active and users that are on calls will not hear the page.

## **Additional Features**

### ***Online Help***

- Press? key and then any other key.
- Press? twice quickly for feature information.
- Press? twice quickly while on call to view call stats.

### ***Set Notification When Busy Line is Available***

*For internal extensions only.*

- When receiving a busy signal (or ring on rollover line) after calling an internal extension, press Call Back soft key.
- Press Exit soft key to close confirmation screen.
- When notified (visual and audible alert on phone) that internal extension is available, press Dial soft key to dial the number.

## **Customizing Your Phone via a Web Configuration Tool**

Every phone user has the ability to access an online customization tool to allow the user to enable and configure certain features on his/her phone. Many of these options can also be performed on the phone itself.

### ***Access Online Tool***

- Open web browser on PC.
- Click in the address field and enter
- <http://10.200.1.10/ccmuser>
- Enter your user ID and password. Your user ID is typically the last 4 digits of your phone number. The default password is 12345.

### ***Speed Dial / Abbreviated Dials (maximum of. 99)***

- From main menu select User Option>Device and select phone to add speed dial to.
- Press Speed Dials, enter number and text in Speed Dial area, and press Save.

### ***Using Abbreviated Dial / Speed Dial***

- While on-hook, dial the 1 or 2-digit speed dial code previously defined.
- Press AbbrDial softkey to dial the number associated with the Speed Dial code set up by user.

The screenshot shows a web browser window with the address bar containing the URL: <https://10.200.1.10:8443/ccmuser/deviceEdit.do?key=5b8a531e-9c7c-43a5-93bc-e82d222bb37f>. The page title is "Cisco Unified CM User Options" and the subtitle is "For Cisco Unified Communications Solutions". The main content area is titled "Device Configuration" and includes a navigation bar with "Save", "Reset", "Line Settings", and "Speed Dials" buttons. Below this, there is a "Status" section showing "Status: Ready". The "Device" section displays the following information: Name: SEP00215554D4C1, Model: Cisco 7945, Description: IMO Office, and a link to "Download User Guide". The "Do Not Disturb" section includes a "Do Not Disturb" checkbox, a "DND Option\*" dropdown menu set to "Ringer Off", and a "DND Incoming Call Alert" dropdown menu set to "< None >". At the bottom of the form, there are "Save", "Reset", "Line Settings", and "Speed Dials" buttons. A small information icon and the text "\*: indicates required item" are visible at the bottom left of the page.

### **Personal Address Book (max. 500 entries)**

- From main menu select User Options>Personal Address Book.
- New Entry: Press Add New, enter information and press Save.
- Search: Enter information and press Find.
- Edit: Search and select entry, edit information and press Save.
- Delete: Search and select entry and press Delete.

### **Change Password**

- A password is needed when accessing your online configuration tool. The default password is 12345.
- Select User Options>User Settings, enter password information, and press Save.

### **Change PIN**

- A PIN is needed when accessing certain services on Web page and phone: i.e. Personal Address Book. The default PIN is 12345,
- Select User Options>User Settings, enter PIN information, and press Save.

## **Using Address Book**

### **Personal Address Book**

- Press the Directories button and select Personal Directory.
- Enter user ID and PIN.
- Select Personal Address Book.
- Search: Enter letters from first or last name and press Submit. Select entry and press Select soft key. Select a phone number and press Dial soft key or pick up the handset to dial the number.
- New Entry: Press Submit and then New soft keys.
- Enter name information and press Submit. Enter phone numbers and press Submit.

## **Using Cisco Unity Personal Communications Assistant (Ciscopca)**

**Note: This configuration tool is for advanced users. Please contact IMO for additional assistance using the Cisco Unity Personal Communications Assistance.**

### **Access Online Tool**

- Open web browser on PC.
- Click in the address field and enter
- <http://10.200.1.12/ciscopca>
- Enter your user ID and password. Your user ID is typically the last 4 digits of your phone number. The default password is 12345.

## **List of Soft Keys**

**Note: Soft keys change as users place and proceed through calls.**

<b>Soft Key</b>	<b>Description</b>
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Accept	Accepts the current edits. For instance, adding an entry to your personal directory.
Add	Adds an entry to the personal directory.
Alpha	Toggles character input mode from numeric to alphanumeric.
Answer	Answers and incoming call.
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
CFwdALL	Forwards all calls.
Clear	Clears directory history.
Confirm	Connects callers to a conference call.
DelAll	Deletes all entries in the personal directory.
Delete	Deletes selected item.
Dial	Dials the displayed number.
Directories	Provides access to phone directories.
DND	Enables and disables the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
Edit	Selects a number and activates the cursor for editing.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection or screen.
GPickUp	Selectively picks up calls to a phone number that is member
Hold	Places an active call on hold. Resumes a held call.

<b>Soft Key</b>	<b>Description</b>
Message	Dials the local voice-mail system.
Monitor	Enables the user to switch from the handset to the speaker to listen to a call hands-free.
Monoff	Enables the user to switch from the speaker to the handset and continue talking on the call.
More	Scrolls through additional soft key options (for example, use the more soft key to locate the Number soft key).
Mute	Toggles muting on and off.
NewCall	Opens a new line on the speakerphone to place a call.
Number	Toggles character input mode from alphanumeric to numeric.
Ok	Confirms the selection.
Park	Forwards calls to a location from which the call can be retrieved by anyone in the system.
PickUp	Selectively picks up calls to another extension.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.
Reorder	Reorder the entries in the Personal Directory.
Resume	Returns to an active call.
Save	Saves the last change.
Search	Initiates a search in the local directory.
Select	Selects the highlighted option.
Settings	Provides access to phone settings such as display contrast, ring volume and ring type.
Trnsfer	Transfers selected calls to an alternate number.
Up	Increases the LCD screen contrast.