



QUICK REFERENCE



Cisco Unified IP Phone 6945 Quick Reference Card for Cisco Unified Communications Manager Express Version 8.8 (SCCP)

Quick reference is intended for Cisco Unified IP phone users who are already familiar with their phones. For details on your phones and phone features, see the user guide.




Note

Because of differences in phone models and features, not all procedures and soft keys described here apply to all phones.

Using the Quick Reference Card



- Complete numbered items in sequence.
- Choose only one bulleted item.
- Bold terms identify soft keys.

Access Services


1. Press the **Applications** button  .

2. Select **Services**. (Use the Navigation pad and button to scroll and select.)
3. Highlight the service you want to access.
4. Press the **Select** soft key, or press the **Exit** soft key to return to the Applications screen.

Answer a Call

- Lift the handset.
- If you are using a headset, press the **Headset** button  . If necessary, press the line button to select between incoming calls.
- If you are using the speakerphone, press the **Answer** soft key or the **Speaker** button  . If necessary, press the line button to select between incoming calls.

Adjust the Display Contrast

1. Press the **Application** button  .
2. Select **Preferences**. (Use the Navigation pad and button to scroll and select.)
3. Select **Contrast**.
4. To increase contrast, press the up arrow on the Navigation button. To decrease contrast, press the down arrow.
5. Press the **Save** soft key to set the contrast level, or press the **Cancel** soft key to exit.


Adjust the Ring Volume


- Press the + or - on the **Volume** button while the handset is in its cradle and the phone is idle.

Adjust the Volume for the Current Call

- During a call, press the + or - on the **Volume** button to respectively increase or decrease the volume.

End a Call


- Hang up the handset.
- If you are using a headset, press the **Headset** button  or the **EndCall** soft key.

- If you are using a speakerphone, press the **Speaker** button  or the **EndCall** soft key.

Forward All Calls

1. Press the **Fwd All** soft key. You will hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as if you were placing a call to that number. Remember to include locally required prefix numbers. The phone display is updated to show that calls will be forwarded.
3. To cancel call forwarding, press the **Fwd Off** soft key.




Mute a Call

- While on a call, press the **Mute** button  . The **Mute** button lights, indicating that the other party cannot hear you.

To deactivate the mute function, do one of the following:


- Press the **Mute** button again.
- Lift the handset if you are using mute with your speakerphone.

Place a Call

- Lift the handset and dial the number.
- Dial number, and then lift the handset.
- Dial number, and then press the **Dial** soft key.
- Dial number, and then press the **Speaker** button  .
- Press the **line** button for your extension, dial the number.
- Press the **Speaker** button, and then dial the number.
- Press the **New Call** soft key, and then dial the number.
- If you are using a headset, press the **Headset** button  , and then dial the number.
- Dial the number, and then press the **Headset** button  .

- If you have established speed-dial numbers, press a speed-dial button.
- If you have selected a number from a directory, press the **Call** soft key.
- If you have selected a number from a directory, press the **Line / Headset / Speaker** button.

Place a Call on Hold


- To put a call on hold, press the **Hold** button  .

To retrieve a held call:

- To resume the call, press the **Resume** soft key or the flashing green line button.
- If your phone supports multiple lines, you can use line buttons to swap between holding and active calls.

For example, if you have a holding call on Line 1 and an active call on Line 2, pressing the **Line 1** button makes the Line 1 call active (resumes it from hold) and automatically puts the Line 2 call on hold.


Select the Ringtone

1. Press the **Application** button  .
2. Select **Preferences**. (Use the Navigation pad and button to scroll and select.)
3. Select **Ringtone**.
4. If multi line is configured, select a line that you want to change the ringtone.
5. Highlight a ringtone.
6. Press the **Play** soft key to play a sample.


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7. Press the **Set** soft key to select the ringtone.
8. Press the **Apply** soft key to confirm your selection, or press the **Cancel** soft key to go back to the Ringtone screen.
9. Press the **Back** soft key  to return to the Preferences screen.

Set up a Call Back Notification

1. Press the **Callback** soft key while listening to the busy tone or ring sound.
2. A confirmation screen displays on the phone.
3. Press the **Exit** soft key to return to the main screen, if desired.
4. Your phone alerts you when the line is free.
5. Press the **Redial** soft key to place the call again, if desired.

Transfer Call to Voice Mail

- Press **TrnsVM**.


Voice Messages

Perform the following steps to check and listen to your voice messages:

Check for Voice Messages


- Look at the visual message indicator lamp on your handset.
You can configure the visual message indicator lamp using your User Options web pages.
- Listen for a stutter tone from your handset, headset, or speakerphone when you place a call.
The stutter tone is line-specific. You hear it only when using the line that has a waiting message.
You can configure the audible message indicator using your User Options web pages.

Listen to Voice Messages


- Press the **Messages** button  to listen to voice messages left on any line.

- Press a line button , then press **Messages** to hear only the voice messages for that line.

View Call History

1. Press the **Application** button  .
2. Select **Call History**. (Use the Navigation pad and button to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. Press the **Exit** soft key to return to the Call History screen.

View Phone Information

1. Press the **Application** button  .
2. Select **Phone Information**. (Use the Navigation pad and button to scroll and select.)
3. Press the **Exit** soft key to return to the Applications screen.

List of Soft Keys

| Soft Key | Description |
|---------------------------|--|
| All calls | Lists all calls. |
| Answer | Answers an incoming call. |
| Backspace - <<X | Navigates to edit characters. Use the backspace soft key to erase digits that you entered incorrectly. |
| Call | Opens a new line on the speakerphone to place a call. |
| Callback | Notifies callers that the called line is free. |
| Cancel | Cancels the last selection. |
| Clear | Clears directory history. |
| Call History | Provides call history. |
| Conf | Connects callers to a conference call. |
| Details | Provides caller id details. |
| Delete | Deletes the selected number. |
| Dial | Dials the displayed number. |

| Soft Key | Description |
|-----------------|---|
| EditDial | Selects a number and activates the cursor for editing. |
| EndCall | Ends the current call. |
| Exit | Exits from the current selection. |
| Fwd all | Forwards all calls. |
| Fwd Off | Sets call forwarding off. |
| Hold | Places an active call on hold. Resumes call on hold. |
| Ignore | Returns to main screen. |
| Missed | Lists all the missed calls. |
| More | Scrolls through additional soft key options (for example, use the more soft key to locate the DnD soft key). |
| NewCall | Opens a new line on the speakerphone to place a call. |
| Ok | Confirms the selection. |
| Park | Forwards calls to a location from which calls can be retrieved by anyone in the system. |
| Redial | Redials last number dialed. |
| Remove | Removes last participant from the conference call. |
| Resume | Returns to active call. |
| Search | Initiates a search in local directory. |
| Transfer | Transfers the active call. |
| TrnsVM | Transfers a call to voice mail. |
| Update | Updates the caller list. |