



Information Communication Technology

Cisco 8945 desk phone



1. Soft keys

Soft key buttons are located below and to the left of the screen. Press the **more** soft key to see additional options.

2. Volume

This key adjusts the volume and also silences a ringing phone by pressing left side of the button once.


3. Navigation arrows/select

Scroll through menus and selects highlighted items.

4. Camera

Use the slider on top of camera to turn camera on/off.

5. Voicemail button


Press  to access voicemail (where activated). See QRG on <http://qheps.health.qld.gov.au/qch/html/ict-qrg.htm>


Dial

To dial, lift the handset and enter a number or

OR press an unlit **line button** 

OR press the **new call** soft key 


OR press the **speaker phone button** 

OR press the (unlit) **headset button** 

Redial the last number

Press the **redial** button 


Dial from call history


Press the **down arrow** on the navigation pad to scroll to the required number **THEN** press the **select**  button **OR** press the **call** soft key



End a call

To end a call replace the handset

OR press the **end call** soft key 


OR press the (lit) **headset button** 

OR press the **speakerphone button** 


Answer

To answer a ringing call lift the handset

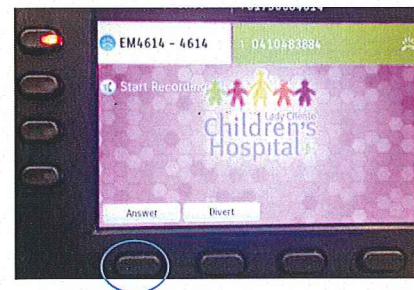
OR press the **flashing amber** line button

OR press the (unlit) **headset button** 

OR press **speaker** button 

OR press the **select**  button on the navigation pad

OR press the **answer** soft key



Call waiting

If you receive a second call while the first call is active, a second line displays. To connect the second call and put the first call on hold automatically, press the **flashing amber** soft key.



Mute a call

Press the **mute** button 

Forward all calls

Press the **forward all** soft key enter a phone number, select a number from call history, or press the messages button to forward to voicemail (if activated) to cancel call forwarding, press the **forward off** soft key.

Hold a call

Press the **hold**  button. The hold icon  displays and the line button **pulses green**.

To resume the highlighted call press the **pulsing green** button

OR the **resume** soft key

OR the **hold** button again 

OR or the **select**  button on the navigation pad.

Call pickup

To answer a co-worker's phone (within your pickup group) press the **pick up** button to transfer the ringing call to your phone

THEN press the **answer** soft key to connect.



Call back notification

Press the **call back** soft key while listening to the busy tone or ring sound confirmation screen displays on the phone


THEN press the **exit** soft key to close the confirmation screen. Your phone will alert you when the line is free

THEN press the **dial** soft key to place the call.


Transfer a call

From a connected call  (not on hold) press the **transfer** soft key 

THEN call the transfer recipient

THEN press the **transfer** soft key  (before or after the party answers).

Corporate directory

Press the  button use the arrows to select **corporate directory**

THEN press **open**

THEN enter search criteria and press **search**



Note: when searching for a role or department, use the last name field

THEN scroll to a listing


THEN press **select** or **dial** soft key

OR pick up handset to call the contact.

Conference calls

From a connected call  (not on hold), press this  button



THEN make a new call to the next participant

THEN press the  button or **conference** soft key (before or after the party answers). The conference begins and phone displays 'conference'.

Repeat steps to add more participants the conference ends when all participants hang up.



Conference in a held call

From a connected call  (not on hold), press this  button

THEN use up/down arrows to select the call on hold

THEN press the **conference** soft key button.

View/remove conference participants

During a conference, press the **view details** soft key to view participants. To remove a participant, highlight a name and press **remove**.

Meet Me conference




Obtain a Meet Me conference number from the system administrator THEN distribute the Meet Me conference number to all the participants.

THEN press the **Meet Me** soft key, and dial the conference number. All other participants join the meeting by dialing into the conference number. To end the Meet Me conference, all participants must hang up their handsets or press the **end call** soft key.

Call history

Press the down arrow on the navigation pad

OR press **settings** key  and select **call history**.

The last 150 calls display missed calls  placed calls  and received calls 

To dial, scroll to a call and press the **select** button on the navigation pad

OR press the **call** soft key

To view details for a call, highlight the call and press the soft keys: **more** THEN **view details**

Change ringtone

Select the **settings** soft key 

THEN **preferences** THEN **ringtone**, select tone

THEN **play** to check, THEN **set**.