




Cisco 6945 User Guide

Busy Lamp Field/Line Buttons

- Amber —Ringing call on this line
- Green —Active or held call on this line
- Red —Shared line in use remotely



Application Button 

Contacts Button 


Voicemail Button 

Transfer Button 

Hold Key Button 

Conference Button 

Volume Button 

Speakerphone Button 

Mute Button  Mute button

Headset Button 

Navigation Button 

Release Button 

Basic Call Handling

For dialing instructions, follow the link
<http://www.udel.edu/voip/dialing.html>

BASIC CALL PLACING OPTIONS

- Lift the handset.
- Press the **Call** or **Redial** button.
- Press the **Speakerphone** button.
- Press a **Speed Dial** button.

ANSWERING CALLS

While idle:

- Lift the handset.
- Press the **Speakerphone** button.
- Press the amber flashing session button.

During an active call:

If a second call rings in, you will hear a single beep. To answer (the original call will be put on hold automatically),


- Press the flashing amber line button.

Or

- Select the **Answer** softkey.

HOLD/RESUME



While on an active call:

1. Press the **Hold** key. 
2. Press the **Resume** softkey.

Transfer Options

BLIND TRANSFER

While in an active call:

1. Press the **Transfer** key. 
2. Dial the intended party.
3. Press the **Transfer** key  again to complete the transfer.

CONSULT TRANSFER

While in an active call:

1. Press the **Transfer** button.
2. Dial the intended party.
3. Wait for the party to answer and announce the call. Press the **Transfer** button again to complete the transfer.
4. If dialed party does not wish to take the call, press **End Call** (red hardkey), then resume the original call.

TRANSFER TO VOICEMAIL

1. Press the **Transfer** key.
2. Dial * plus the 4 or 5 digit extension.
3. Press **Transfer** again.

Call Forwarding

To activate:

1. Press the **Forward All** button.
2. Dial the desired destination.
3. To deactivate: Press the **Forward Off** button.

Intercom (Speaker Call)

To Intercom

- Press the intercom button
- Enter the desired extension


The Receiving Extension

- Press the Intercom button or the originator of the speaker call will not be able to hear you
Note if the receiving extension is on the phone
You can whisper the message your message without the Person they are talking to hearing you.

Conferencing Options


CONFERENCE CALL (3 PEOPLE)

Start with two connected calls.

1. Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.
2. Press the **Conference** button .
3. Press the line button for the other (held) call.

AD-HOC CONFERENCING (MAX 6)

While in an active call:

1. Press the **Conference** key. 
2. Dial the intended party.
3. Press the **Conference** key again to complete the conference.
4. Repeat to add additional parties.

VIEW CONFERENCE PARTICIPANTS

While in an Ad-Hoc or Joined Conference call:

1. Press **show detail** icon.
 2. To refresh the screen participants, press the **Update** icon.
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REMOVE CONFERENCE PARTICIPANTS

While in an Ad-Hoc or Joined Conference call:

1. Press **Show Detail** button.
2. Highlight the party you wish to remove using the toggle button.
3. Press the **Remove** button.

Cisco 6945 Voicemail Set Up

ID & PIN

Internally from your own phone,

Press the **Voicemail** button.

INITIAL SETUP

Follow the prompts to set up your mailbox

“Record your name”

“Record your greeting”

“Change your temporary PIN”

The default "temporary" PIN is **“159357”**

You will be prompted to change it during initial set up.

If you “hang up” before you have completely enrolled, you will have to repeat the set up process next time you access voicemail.

INTERNAL ACCESS

Internally from another phone:

1. Press the Message button
2. Enter 7-digit (831-XXXX) extension, then press #
3. Enter your PIN, then press #

EXTERNAL ACCESS

1. Dial your number
 2. Press the “*” key
 3. Enter 7-digit (831-XXXX) extension, the press #
 4. Enter your PIN, then press #
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VOICEMAIL PROMPTS

To view a list of the common voicemail prompts, see the following Web page:

<http://www.udel.edu/voip/voicemail.html>