# Phone Applications

Call History

Call History allows you to view information on the last 150 calls on your phone. An icon displays indicating the type of call:

- Received
- Placed
- Missed

The caller ID is displayed with the call icon. If the caller ID is unavailable, then the phone number is displayed. If the phone number is unavailable, then "Unknown" is displayed. All Call History items are integrated into one list and are ordered by time (latest to oldest). There is a 150 call limit per phone and not per line. For example, if a phone has multiple lines, the 150 call limit applies to all lines combined.

You can sort the Call History list by all lines, each line, or by missed calls. You can sort the call history for each line by selecting the individual line for which you want to see the call history, or select the *All Calls* softkey to see the merged history for all lines. You can also dial a number directly from the Call History list.

View Call History

1. Press the *Applications* button .
2. Select *Call History*. (Use the Navigation pad and Select button to scroll and select.) The phone screen displays the call history with an icon associated for each type of call.
3. Press the softkey to return to the Applications screen.

Dial From Call History

1. Press the *Applications* button .
2. Select *Call History*. (Use the Navigation pad and Select button to scroll and select.)
3. From the Call History screen, highlight the call you want to dial and do one of the following:
   - Press the *Call* softkey.
   - Pick up the handset.
   - Double-tap on the number on the phone screen.
   - Press the *Select* button.
   - Press the speakerphone or headset button.

Phone Contacts

The Cisco Unified IP Phone 8945 provides you with access to corporate and personal contacts using these directories:

- Corporate Directory
- Personal Directory

Corporate Directory

The corporate directory contains corporate contacts that you can access on your phone. Your system administrator sets up and maintains the directory.

Search for and Dial a Contact

1. Press the *Contacts* button .
2. Select *Corporate Directory*. (Use the Navigation bar and button to scroll and select.)
3. Select any of these criteria to search for a co-worker:
   - First name
   - Last name
4. Enter the search criteria information, press the *Submit* softkey, and select a contact.
5. To dial, perform any of these actions:
   - Press the *Dial* softkey.
   - Press the *Select* button.
   - From the keypad, press the number that is displayed in the upper right-hand corner of the contact label.
   - Press the *Speakerphone* button .

Calling Features

Forward Calls on your Phone

1. On any idle line from which you want to forward your calls, press the *Forward All* softkey.
2. Enter a phone number, or select an entry from the Call History list. If you wish to forward all calls to voicemail press the *Messages* button

   Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded.
3. To verify that your calls are forwarded, look for:
   - A Forward All icon in the line label.
   - The forwarding information in the header.
4. To cancel call forwarding, press the *Forward Off* softkey.

   To set up conditional call forwarding, go to your User Options Web pages.

Divert a Call

Divert a call in any of these ways:

- To redirect an incoming (ringing) call while on another call, use the *Navigation* pad to highlight the incoming call and then press the *Divert* softkey. (Otherwise pressing the Divert softkey will redirect the current, active call.)

   You can silence the incoming (ringing) call by pressing the *Volume* button down once, and then let the incoming call go to the target number (voicemail or predetermined number set up the system administrator).
- To redirect an incoming call while not on a call, press the *Divert* softkey.
- To redirect a held call, first resume the call and then press the *Divert* softkey.

Hold and Resume a Call

1. To put a call on hold, press the *Hold* button .
   The Hold icon displays and the line button pulses green.
2. To resume the highlighted call, do one of these:
   - Press the pulsing green session button.
   - Press the *Resume* softkey.
   - Press the Select button in the Navigation pad.

Mute Your Phone

1. Press the *Mute* button to turn Mute on.
   Visual confirmation displays.
2. Press the *Mute* button again to turn Mute off.

Dial a Number On-hook

1. Enter or speed-dial a phone number.
2. Go off-hook.

Transfer Call to Another Number

1. Start with an active call (not on hold).
2. Press the *Transfer* button which will place the call on hold
3. Dial the number or office extension to which you want to transfer the call
4. When it rings on the other end press the *Transfer* button again. Or, when the party answers announce the call and then press the *Transfer* button
5. If you are using a handset, hang up. If the party declines the call press the *Resume* softkey to return to the original call

Conferencing (up to 6 parties)

1. Start with a connected call that is not on hold.
2. Press the *Conference* button
3. Dial the number or office extension of the party you want to add to the conference call
4. Wait for party to answer (or skip direct to step 4 while call is ringing)
5. Press the *Conference* button or the *Conference* softkey.

To add additional participants, repeat these steps.

NOTE: Formal training is available upon request after phone deployments by contacting the NCI at Frederick Helpdesk at x.5115 or email FredHelpdesk@ nih.gov

Video Calling

Two-way video is a feature on the new Cisco 8945 phones. Video calls are possible when both participants are at NCI at Frederick or NCI at Shady Grove and are both using a video-capable device. The video feature is only for two-way calls, it is not available for conference calls.

Video transmission is enabled by default. To stop transmitting video during a call, press the *Video Mute* button. To resume transmitting video, press *Video Mute* again.

To turn your video camera off, slide the lens closed using the switch on top of the camera.

Voice Messages

Voice messages are stored on your voicemail system. Your company determines the voicemail system your phone uses.

You can:

- Personalize your voicemail
- Check for voice messages
- Listen to voice messages

Check for Voice Messages

Check for voice messages in any of these ways:

- Look for a solid red light on your handset. You can set up the visual message waiting lamp using your User Options Web pages.
- Look for a *Message* icon on a line label. The red background indicates that there are new voice messages. When you select a line with a Message icon, a *Voicemail* icon displays on the right side of the phone screen. If call forwarding is set up on a line that has new voice messages, the Call Forward icon replaces the Message icon on the line label.

Setting Up Voice Mail

You must set up your voicemail before you will be able to listen to NEW messages.

Follow these steps to set up your Voicemail:

1. Press the Messages button.
2. When prompted, enter the default password: 11223344 #
3. You will be guided through the mailbox set up.

Complete the requests until you hear that you have successfully completed enrollment

Listen to Voice Messages

To listen to voice messages, do the following:

1. Press the *Messages* button .
2. Follow the prompts to listen to your voice messages.

After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from the line label, and the Voicemail icon is removed from the right side of the phone screen.

External Access to Voice Mail

Access your voicemail from outside of the NCI at Frederick phone system by following these steps:

1. Dial 301-228-4900
2. Upon hearing the Unity attendant great you, press the '*' key
3. Enter your extension, #, and then your password, followed by the # key again

Forwarding Calls Directly to Voice Mail

To forward all incoming calls directly to voicemail follow these steps:

1. Press the *Forward All* softkey
2. Press the *Messages* button. All incoming calls will now go to voicemail

To cancel press the *Forward Off* softkey

User Web Pages

Users have access to change functions like:

- call forwarding
- building a personal directory list
- building a personal speed dial list
- changing their phone PIN (separate from voicemail PIN)

Login by going to the following URL:

https://ciscovoip/ccmuser

Accept any security warnings launch the page. Use your computer network credentials to login.

To change your Voicemail password use the following URL and login as stated above:

https://ciscovoipmail/ciscopca

Accept any security warnings. Navigate to Web Inbox and then Settings tab/Passwords.

NCIatFrederick

Cisco 8945 Video Phone and Voice Mail User Guide

Technical Support: ext. 5115 NCI at Frederick Helpdesk