

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:

Step 1 Press the **Messages** button.

Step 2 When prompted, enter the default password: **11223344 #**

Step 3 You will be guided through the mailbox set up. **Complete the requests until you hear that you have successfully completed enrollment.**

Voice Mail Commands

During the Message After the Message

- | | |
|-----------------------------|---------------------------|
| 1 Restart Message | 1 Replay message |
| 2 Save | 2 Save |
| 3 Delete | 3 Delete |
| 4 Slow playback | 4 Reply |
| 5 | 5 Forward message |
| 6 Fast playback | 6 |
| 7 Rewind message | 7 Rewind message |
| 8 Pause/Resume | 8 |
| 9 Fast-forward | 9 Play message properties |
| # Fast-forward | # Save as is |
| ## Skip message, save as is | |

Short Cuts After Log-In

- 41 Change greetings
- 412 Turn on/off alternate greeting
- 423 Choose full or brief menus
- 431 Change phone password
- 432 Change recorded name

Press **#** during a co-workers mailbox greeting to bypass the greeting and get to the tone to record a message.

Dial * plus any office extension to leave a message in a co-workers mailbox, without calling their telephone!

Forward Calls to Voice Mail

Step 1 Press the **CFwdALL** soft key.

Step 2 Press the **Messages** key. All incoming calls will now go to Voicemail.

To cancel, press the **CFwdALL** soft key again.

External Access to Voice Mail

Dial 301-228-4900

Step 1 Upon hearing the Unity attendant greet you, press the “*” key.

Step 2 Enter your extension, # and then password, and then # key again.

Unified Messaging

For the traveling employee, the ability to open their laptop and retrieve *both* email *and* voicemail from Outlook is a time saver. Voice mail now resides in Outlook with a voicemail relay. Each employee will have 2 methods to retrieve voice mail ~ through the phone or computer. If one retrieves the voice mail from the phone and deletes it, the voicemail remains in Outlook. If one uses the PC for retrieval direct from Outlook, the phone message waiting light remains on after the voice mail is listened to

Extension Mobility

This feature allows users to share a phone by logging into the phone with a unique ID. This feature requires setup on a per user basis. To request this feature contact the NCI-F Helpdesk

Step 1 Press the **Services** button

Step 2 Using the keypad, enter your network login credential at the name prompt

Step 3 Enter 11223344 as the pin

The telephone will reset and become your device

User Web Pages

Users have access to change functions like:

- *call forwarding
- *building a personal directory list
- *building a personal speed dial list
- *changing your 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 7945/7965 IP Phone and Voice Mail User Guide

Technical Support: ext. 5115 NCI at Frederick Helpdesk

1	Line or speed dial buttons	Opens a new line, speed dials the number on the LCD screen or ends a call
2	Foot stand adjust	Adjusts the angle of the phone base
3	Display button	Awakens the phone screen from sleep mode
4	Messages button	Provides access to message system
5	Directories button	Displays missed, placed received calls & corporate directory
6	Help button	Displays help on your LCD screen for a phone key or function
7	Settings button	Provides access to phone settings such as contrast and ring tones
8	Services button	Provides access to phone services such as extension mobility
9	Volume button	Increases/decreases volume of handset, headset, ring or speakerphone
10	Speaker button	Toggles the speaker on or off
11	Mute button	Toggles the mute on or off
12	Headset button	Toggles the headset on or off
13	Navigation wheel	Enables you to scroll through text and menus and select features displayed on the LCD screen
14	Dial pad	Works exactly like the dial pad on a traditional telephone
15	Soft Keys	Enables you to select any of the functions displayed on the corresponding LCD tabs
16	Light	Message waiting indicator
17	LCD Screen	Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs














Foot Stand

Be sure to hold the foot stand while pressing the adjust button on the right side of the phone. Failing to do so may result in damage to the phone.

Help Menu

You can learn how to use features using the '?' key. At any time, you may press the '?' key followed by any key you wish to know more about.

Phone Icons

-  Call Forwarding Enabled
-  Call on Hold
-  Connected Call
-  Off-Hook
-  On-Hook
-  Incoming Call
-  Shared Line in Use
-  Incoming Call (flashing amber)
-  Line is Active (steady green)
-  Call on Hold (flashing green)
-  Shared Line in Use (steady red)

Handling Multiple Calls

Each line button can support multiple calls. When you are on one call and another call rings in on the same line, press the **Answer** soft key. Your original caller will automatically be put on hold.

Pressing the **I-Divert** soft key will immediately send the new call to your voice mailbox.

To re-display the information on a particular call you've answered, press the 'line button' for that active call. It will *not* disconnect the call.

Hold/Resume

Press the **Hold** soft key. The held call shows the flashing hold icon. To resume a held call, use the arrows on the "Navigation Wheel" to highlight the call you wish to resume then press the **Resume** soft key. The active call shows the Active Line icon. You cannot hang up on, or transfer a held call. The call must be resumed before you can hang up or transfer.

Call Forward

Step 1 With the handset down, press the **CFwdALL** soft key. You should hear two beeps.

Step 2 Enter the number to which you want to forward all of your calls, or press the **Messages** button if you want to forward all calls directly to Voicemail

Note: Be sure to enter the number exactly as you would if you were placing a call to that number. For example, enter an access code such as 9 or the area code, if necessary. On some phones the call forwarding feature may be restricted to numbers within NCI at Frederick

Step 3 To cancel call forwarding, press the **CFwdALL** soft key.

Transfer

Step 1 During a call, press the Transfer soft key. This puts the call on hold.

Step 2 Dial the number or office extension to which you want to transfer the call.

Step 3 When it rings on the other end, press Transfer again. Or, when the party answers, announce the call and then press Transfer.

Step 4 If you are using a handset, hang up. If the party declines the call, press the **Resume** soft key to return to the original call.

Note: To transfer a call to someone's voicemail box, follow the steps above, but insert "*" in front of the 4 digit extension.

Conference (6 parties)

Step 1 During a call, press the **More** soft key and then the **Confrn** soft key.

Step 2 Place a call to another number or extension.

Step 3 When the call connects, press **Confrn** again to add the new party to the conference call. Continue these instructions to add more parties.

Call Park

Step 1 While on a call, press the **More** soft key, then the **Park** soft key. Hang up.

Step 2 Take note of the park number in the phone display.

Step 3 Retrieve the call from any Cisco phone by dialing the park number.

Note: The call will ring back to the phone that parked it if no one retrieves the call in 2 minutes.

Join

The Join soft key allows a user to connect two separate calls on the phone

Step 1 Highlight the call on hold.

Step 2 Press the **Join** soft key

Do Not Disturb

The DND feature silences the ringer on the telephone. The phone will beep once to indicate an incoming call and display the caller ID information on the screen but will not ring.

To toggle the DND feature on/off press the **More** soft key then the **DND** soft key.

Change Display Brightness

Step 1 Press **Settings** button

Step 2 Scroll down to Brightness

Step 3 Press **Select** soft key

Step 4 Adjust the brightness with the 'up/down' soft keys

Step 5 Press **Save** soft key

Step 6 Press the **Settings** button to close menu