Cisco® 7945

**PHONE FEATURES**

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**LINE BUTTON STATUS LIGHTS**

- Green Steady—Active /Two-Way  
- Green Flashing—Held Call  
- Amber Steady—Privacy/Intercom  
- Amber Flashing—Incoming Call  
- Red Steady—Remote Line in Use  
- Red Flashing—Remote Call on Hold

**CALL HANDLING**

**Internal Calls**

- Dial 5-digit extension  
- Site-to-Site: 5-digit extension

**External Calls**

- Domestic: 9+1 Area Code+Number  
- Int’l: 9+011+Country Code+Number  
- Emergency External: 9+911 or 911

**Placing a Call**

- Lift handset and press Dial  
- Press New Call or Redial or AbbrDial  
- Press Speaker or press Headset

**Answering a Call**

- Lift handset or press Answer softkey  
- Press Speaker or press Headset

**Placing a Call on Hold**

- Press Hold button  
- Press Answer softkey; first call put on hold

**Returning to Call on Hold**

- Press Resume

**If Multiple Calls are on Hold**

- Press Navigation button to select call
CALL TRANSFER

Transfer
To transfer while on an active call:
- Press the Transfer softkey
- Dial the intended party
- (Optional) Announce the caller when the line is picked up
- Press Transfer again to complete

Note: If dialed party does not wish to take the call press End Call, then resume original call.

Transfer to Voicemail
- Press Transfer + * + 5-digit extension

CALL FORWARD
To forward all incoming calls:
- Press the CFwdALL softkey
- Dial 5-digit extension for internal or dial 9+1 if forwarding to external number

Forward to voicemail:
- Press the CFwdALL softkey
- Press the Messages button

Forward to an external number:
- Press the CFwdALL softkey
- Dial 9+1+Area Code+Number

Cancel and receive incoming calls:
- Press the CFwdALL softkey again

DIVERT
Send Active Call to Your Voicemail or a Predetermined Number
While on another call:
- Highlight call; press Divert softkey

While not on a call:
- Press Divert softkey
To redirect a held call:
- Resume the call and then press Divert softkey

CONFERENCING
Ad Hoc Conference (MAX #6)
While on an active call:
- Press the Conf softkey
- Dial the intended party
- Press Conf again when call is answered
- Repeat to add additional parties

Rejoin conference if party is not available:
- Press EndCall softkey
- Press Resume softkey and you are connected with conference in progress.

VIEW CONFERENCE PARTICIPANTS
- Press the Show detail soft key
- To refresh the screen, press Update

Remove Conference Participants
- Press Show Detail soft key
- Highlight the party you wish to remove using the Navigation button
- Press the Remove soft key

CALL PICKUP
Answering a Call Using Pickup
To answer a call that is ringing on another phone within your call pickup group:
- Press PickUp softkey to transfer a ringing call within your pickup group to your phone
- If the call rings, press Answer softkey to connect the call

DO NOT DISTURB (DND)
- Press DND softkey to turn on or off the ringer on the phone

JOIN
Joining Conferences to Each Other
To create a conference call by joining two or more existing calls on a single line:
- While one call is active, highlight the other call on hold
- Press More softkey
- Press Join until all parties are together

PHONE DIRECTORIES
Call Log Directories
Access Missed, Placed, or Received Calls:
- Press the Directories button and scroll through Missed Calls, Placed Calls, and Received Calls
- Each will store up to 150 numbers

Note: To view additional information for the call (time stamp).
- Press More softkey, then press Details

CUNY Directory
To access the CUNY directory:
- Press Directories button
- Select CUNY Directory
- Perform a search by name or extension
- Press Dial softkey to call entry or press the EditDial softkey to modify the entry prior to dialing
**VOICEMAIL**

**First Time Logging On**

Access voicemail from your phone:
- Press the **Messages** button
- Enter your default PIN **5757** and press #

You are prompted to change your PIN
- Record your Name
- Record your Greeting
- Change your Temporary PIN
- Change your Directory Listing

If you hang up before completing setup, you need to repeat setup again.

**Internal Sign-on**

From your phone:
- Press **Messages**
- Enter your password and press #

From another phone:
- Press **Messages**
- Press * key
- Enter your 5-digit extension + # + PIN + #

**External Voicemail Access**

- Dial **646-664-2200**
- Press * key
- Enter 5-digit extension + # + PIN + #

**Menu**

1. Listen to messages
2. Send a message
3. Review old messages
4. Setup options

**Greetings**

- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting
- 4-3-2 Re-record Name
- 4-3-1 Change PIN
- Enter new password; to confirm press #.

**Direct to Voicemail**

To leave someone a voicemail without having to call them:
- Press * + 5-digit extension

**Check Messages**

To check for messages after logging in:
- Press 1 to listen to new messages
- Press 3 to review saved messages
- Press 3, then 2 to listen to deleted messages

**Note:** New messages and Saved Messages are never deleted.

The following options can be used while listening to your mail:

1. Restart
2. Save
3. Delete
4. Slow Playback
5. Change Volume
6. Fast Playback
7. Rewind
8. Pause or Resume
9. Fast forward-End
# # Skip Message
# # Keep Msg. New

**After listening to messages:**

1. Repeat
2. Save
3. Delete
4. Reply
5. Forward
6. Mark As New
7. Skip Back
8. Msg. Properties
9. Cancel Playing Msg
0. Help

**Accessing CCM User Web Page**

To manage features such as speed dials (phone buttons), abbreviated dials (softkeys):

- [https://ipphone/ucmuser/](https://ipphone/ucmuser/)
- Enter your AD username@co.cuny.adlan and **password**
- Select "Phone Settings" and look for "Speed Dials for This Phone"

- Number column – enter 9+1+10-Digit #
- Label column – enter text for speed dial button
- ASCII Label column – enter same information as Label Field
- Click **Save**

**Calling a Speed Dial or Abbreviated Dial Number**

To call a speed dial/abbreviated dial number:

- Enter the abbreviated number (1-99)
- Press **AbbrDial** softkey
- Lift the receiver

**SERVICE DESK**

For Questions or Concerns:
Call the CIS Service Desk:**646-664-2311**