core
BTS INC

Cisco 7945/65 IP Phone and Voicemail Desktop Guide

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

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. Your system administrator might restrict the call forwarding feature to numbers within your company.

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 refuses the call, press the Resume soft key to return to the original call.

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.

Join

The **Join** softkey allows a user to connect two separate calls on the phone

Step 1 Put the 1st caller on hold

Step 2 Use your scroll button to highlight the call on hold

Step 3 Press the **Join** softkey

Customizing Rings per Line

You can customize the way that your phone indicates an incoming call or a new voice mail message for each of your lines. Customized ring sounds and other indicators can help you differentiate between multiple lines. For example you can choose a chirping sound to indicate an incoming call on line 1 and a drumbeat to indicate an incoming call on line 2 Press the Settings Button to access the ring type menu.

Change Display Brightness

Step 1 Press Settings button
Step 2 Scroll down to Brightness
Step 3 Press Select softkey
Step 4 Adjust the brightness with the 'up/down' softkeys
Step 5 Press Save softkey
Step 6 Press the Settings button to close menu

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: **142536 #**

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

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 VoiceMail

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

You can access voicemail from outside the office by dialing: **718-340-4400**
Follow the login process

Step 1   Upon hearing the automated attendant, press the '*' key.

Step 2   Enter your extension (8xxxx), # and password, # when prompted to login.