























## Fixed Keys

	<p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> <li> Green, steady – Active call</li> <li> Green, flashing – Held call</li> <li> Amber, steady – Privacy in use (for shared line)</li> <li> Amber, flashing – Incoming call</li> <li> Red, steady – Remote line in use (for shared line)</li> </ul>
<b>Foot stand button</b>	Allows you to adjust the angle of the phone base.
<b>Messages button</b>	Auto-dials your Voice Messaging service.
	
<b>Directories button</b>	Opens/closes the Directories menu. Use it to access call logs (incoming, external and missed calls) and directories.
	
<b>Help button</b>	Activates the Help menu.
	
<b>Settings button</b>	Opens/closes the Settings menu. Use it to change phone screen and ring settings.
	
<b>Services button</b>	Opens/closes the Services menu.
	
<b>Volume button</b>	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
	
<b>Speaker button</b>	Toggles the speakerphone on or off. When the speakerphone is on, the button is green.
	
<b>Mute button</b>	Toggles the microphone on or off. When the microphone is muted, the button is red.
	
<b>Headset button</b>	Toggles the headset on or off. When the headset is on, the button is green.
	
<b>4-way navigation pad</b>	Enables you to scroll through menus and highlight items. Use the Select button to select an item that is highlighted on the screen. <b>Navigation button</b> – Scroll up and down to see menus and highlight items and right and left across multi-column displays. <b>Select button</b> – Scroll to highlight a line using the Navigation button and then press Select to open a menu, play a ringer item, or access other features as described on the screen.
	
<b>Keypad</b>	Allows you to dial phone numbers, enter letter, and chose menu items.
<b>Softkey buttons</b>	Each activates a softkey option (displayed on your phone screen).
	
<b>Display button</b>	Awakens the phone screen from sleep mode. No color—Ready for input Green steady—Sleep mode
	

## Introducing your Cisco 7945/7965 IP Telephone Set









### Placing a Call

Place a call using the handset	Lift the handset and enter a number. 1. To place an internal call, dial four digits. 2. To place an outside call, dial 9 plus number.
Place a call using the speaker phone	Press  and enter a number.
Place a call using a headset	Press  and enter a number. Or, if  is lit, press <b>New Call</b> softkey and enter a number.
Redial a number	Press <b>Redial</b> softkey to dial the last number.
Place a call while another call is active (using a different line)	1. Press  for a new line. The first call is automatically placed on hold. 2. Enter a number.



### Answering a Call

You can answer a call simply lifting the handset, or you can use other options.


Answer with a headset	Press  if unlit. Or if  is lit, press <b>Answer</b> softkey or  (flashing).
Answer with the speakerphone	Press  , <b>Answer</b> softkey or  (flashing).
Switch from a connected call to answer a new call	If the call is ringing on a different line, press  (flashing).
Send the call directly to voice mail	Press the <b>iDivert</b> softkey.

### Ending a call


To end a call, simply hang up. Here are some more details.



Hang up while using the handset	Return the handset to its cradle. Or press <b>EndCall</b> softkey.
Hang up while using a headset	Press  or, to keep headset mode active, press <b>EndCall</b> softkey.
Hang up while using the speakerphone	Press  or <b>EndCall</b> softkey.

## Call Waiting

Answer another call while you are already on the line	<ul style="list-style-type: none"> <li>- Press the <b>Answer</b> softkey (you will be automatically connected with the second call while the first one is on hold).</li> <li>- Use the Navigational key  to alternate between the first and second call. Once you have chosen the desired call, press the <b>Resume</b> softkey.</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>press your <b>Line</b> key to return to the first call.</li> <li>- To end your conversation, press the <b>EndCall</b> softkey.</li> </ul>
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## Using Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon  appears next to the caller ID and the corresponding line button flashes green. Callers on hold will hear music.

Put a call on hold	<ol style="list-style-type: none"> <li>1. Make sure the appropriate call is highlighted.</li> <li>2. Press <b>Hold</b> softkey.</li> </ol>
Remove a call from hold on the current line	<ol style="list-style-type: none"> <li>1. Make sure the appropriate call is highlighted.</li> <li>2. Press <b>Resume</b> softkey.</li> </ol>
Remove a call from hold on a different line	<ol style="list-style-type: none"> <li>1. Press the appropriate line button:  or  (flashing).</li> </ol>

## Transferring Calls

Transfer redirects a connected call. The target is the number you want to transfer the call.

Transfer a call without talking to the transfer recipient	<ol style="list-style-type: none"> <li>1. From an active call, press <b>Transfer</b> softkey.</li> <li>2. Enter the target number (internal call four digits).</li> <li>3. Press <b>Transfer</b> again to complete the transfer or <b>EndCall</b> to cancel.</li> </ol>
Talk to the transfer recipient before transferring a call (consult transfer)	<ol style="list-style-type: none"> <li>1. From an active call, press <b>Transfer</b>.</li> <li>2. Enter the target number.</li> <li>3. Wait for the transfer recipient to answer. Speak in Private.</li> <li>4. Press <b>Transfer</b> again to complete the transfer or <b>EndCall</b> to cancel.</li> </ol>

*Tip: You cannot use Transfer to redirect a call on hold. Press **Resume** to take the call off hold before transferring it.*


## Making Conference Calls

Conferencing allows you to talk simultaneously with multiple parties in a conference.

Create a conference	<ol style="list-style-type: none"> <li>1. From a connected call, press <b>Confrn</b>. (You may need to press the <b>more</b> softkey to see <b>Confrn</b>.)</li> <li>2. Enter the participant's phone number.</li> <li>3. Wait for the call to connect. Announce intentions.</li> <li>4. Press <b>Confrn</b> again to add the participant to your call.</li> <li>5. Repeat to add additional participants.</li> </ol>
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*Tip: If you make a dialing error or no answer, press the **EndCall** then the **Resume** softkeys to return to the participants.*

**Forwarding Calls to Another Number.** You can use the call forwarding features to redirect calls from your phone to another number or your voicemail box while you are away phone

Set up Call Forward	<ul style="list-style-type: none"> <li>- Press <b>CFwdALL</b> softkey.</li> <li>-Wait for the 2 tones.</li> <li>- Enter the target number.</li> </ul>
Cancel Call Forward	Press <b>CFwdALL</b> .
Verify that Call Forward All is enabled on your primary line	When your telephone has been successfully call forwarded you will see an icon in the top right hand corner of your screen.
Set up Call Forward to your voice mail	Press <b>CFwdALL</b> . Press the messages button 

*Note: The system does not retain the call forwarding information so you will have to enter the telephone number each time you use this feature.*



## Storing and Retrieving Parked Calls

You can park a call when you want to store the call so that you or someone else can retrieve it from another phone.

Store an active call using Call Park	<ol style="list-style-type: none"> <li>1. During a call, press <b>Park</b>. (You may need to press the <b>more</b> softkey to see <b>Park</b>.)</li> <li>2. Note the call park number displayed on your phone screen.</li> <li>3. Hang up.</li> </ol>
Retrieve a parked call	Pick up and enter the call park number from any Cisco Unified IP Phone in your network. You are automatically and immediately connected to the parked call.



## Customizing Rings

You can customize how your phone indicates an incoming call. You can also adjust the ringer volume for your phone.

Change the ring tone per line	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>User Preferences &gt; Rings</b>.</li> <li>2. Use the Navigation button to choose a phone line or the default ring setting. Press <b>Select</b>.</li> <li>3. Choose a ring tone to play a sample of it. Press <b>Play</b>.</li> <li>4. Press <b>Select</b> and <b>Save</b> to set the ring tone, or press <b>Cancel</b>.</li> </ol>
Adjust the volume level for the phone ringer	Press  while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.

## Extension Mobility (if configured)

Allows you to configure a Cisco phone as your own; once you log in, the phone adopts your user profile including phone line(s), features, and services.

Log in to EM	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Extension Mobility</b></li> <li>2. Enter your User ID and PIN (provided by your system administrator)</li> <li>3. If prompted, select a device profile.</li> </ol>
Log out of EM	<ol style="list-style-type: none"> <li>4. Choose  &gt; <b>Extension Mobility</b></li> <li>5. When prompted to log out, press <b>Yes</b>.</li> </ol>

*Tip: EM automatically logs you out after 10 hours of inactivity. When you log into a phone, any other phone you are logged into is automatically logged out. Local settings (ie. ring tone) will not follow you.*