UNIVERSITY OF WISCONSIN WHITEWATER

Instructional, Communication & Information Technology

Cisco VoIP 8941/8945 Phones Reference Guide

ICIT Technology Training and Advancement – training@uww.edu

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PHONE OVERVIEW

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Phone Terms

- ***Soft Keys*** – buttons located at the bottom of your phone LCD screen. To select a soft key, press the button located directly under that soft key option.

  NOTE: Soft key options change dynamically depending on what feature of the phone you are using.

- ***MWI (Message Waiting Indicator)*** – The light on the back of the phone's handset. This light will illuminate while receiving a call and also when you have a new voice mail message.

- ***Line Buttons*** – Depending on the model of your phone, you may have 1 to 2 line buttons available.
  - The first line is normally assigned your direct extension number.
  - The second line may be a shared line.
  - The fourth line may be assigned to Do Not Disturb
  - Line buttons with no label can usually be configured as speed dials.

OPERATING YOUR PHONE

Place a Call

Use one of the following methods to place a call:

- Lift the handset and dial the 4 digit extension number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Dial** soft key.
- Press the line button for your extension, and then dial.
- Press the **Speaker** button, and then dial.
- If you are using a headset, press the **Headset** button, and then dial.
- Dial the number, and then press the **Headset** button.
- If you have established speed-dial numbers, press a speed-dial button.
- If you have selected a number from a directory, press the **Dial** soft key.

Note: Use the (Backspace) soft key to erase digits that you enter incorrectly.

Dialing an Outside Number

To dial an outside number, use any of the methods above to place your call. While dialing the number press **9**, then the full 10 digit telephone number.

- EX: **9**-1-262-555-5555

Answer a Call

To answer a call:

- Lift the handset.
- If you are using a headset, press the (Headset) button. If necessary, press the **line** button to select between incoming calls.
- If you are using the speakerphone, press the **Answer** soft key or the (Speaker) button.

End a Call

To end a call:

- Hang up the handset.
- If you are using a headset, press the (Headset) button or the **End Call** soft key.
- If you are using a speakerphone, press the (Speaker) button or the **End Call** soft key.

Redial a Number

To redial the most recently dialed number:

- Lift the handset and press the **Redial** button on your phone.
- Press the **Redial** button on your phone to dial using the speakerphone.

Place Call on Hold

To place a call on hold while on the call:

- Press the **Hold** button on your phone.

To retrieve a held call:

- Press the **Resume** soft key.
  - If multiple calls are on hold, use the Navigation button to select the desired call before you press **Resume**.
  - If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.

Note: Because the hold feature can generate music or tones, avoid using hold when dialed into a remote conference system.

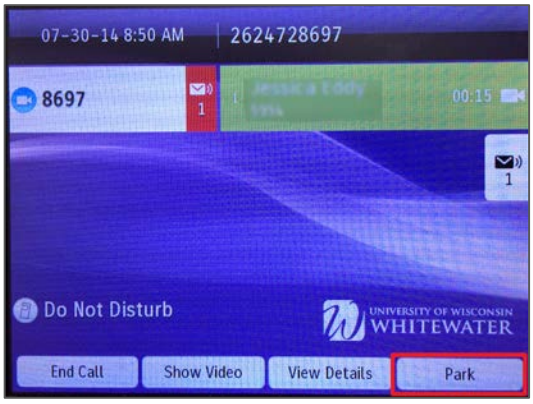
Park a Call

To park a call so that it can be picked up on another UW-Whitewater phone:

Step 1

If video is active during your call, press the **More** soft key button, then press the **Park** soft key button.

If video has been minimized, press the **Park** button.



Step 2

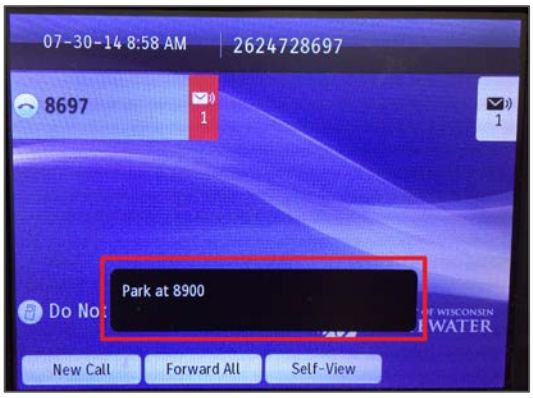
The party will be put on hold.

Make note of the park number assigned to your call.

Step 3

From another UW-Whitewater Cisco phone, dial the park number assigned to your phone.

You will now be placed into the original call.



NOTE: A call will only remain on park for 60 seconds. After 60 seconds, the call will ring again on the originating phone.

Mute a Call

Step 1

While on an active call, press the **Mute** button on your phone. The Mute button lights red, indicating that the other party cannot hear you.

To deactivate the mute function, do one of the following:

- Press the (Mute) button again.
- Lift the handset if you are using mute with your speakerphone.

Shared Lines

A shared line is one extension that is assigned to multiple phones. When a shared line rings, it can either ring one phone at a time, on each phone assigned to that call group until the call is answered, or it can ring on all phones in a call group at the same time. Once a share line call is answered, the line button on your phone lights green, notifying you that the line is in use.

Answer a Shared Line

- Pick up the handset on your phone, then press the line button to the left of the shared line extension that is flashing amber in color.
- Press the line button to the left of the shared line extension that is flashing amber in color to answer the call on your speaker phone.

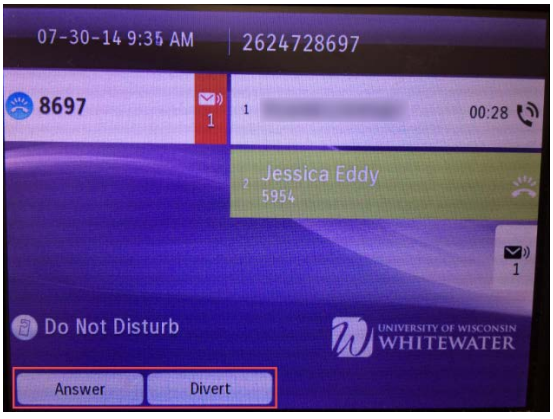
Manage Call Waiting

If you are on a call when a second call comes in, you will hear a call-waiting tone or see a flashing indicator light on the handset.

Step 1

To answer the new call, press the **Answer** soft key to answer the call. Press the **Divert** button to send the new call to voice mail.

NOTE: When the new call is answered, the call on the other line is automatically put on hold.



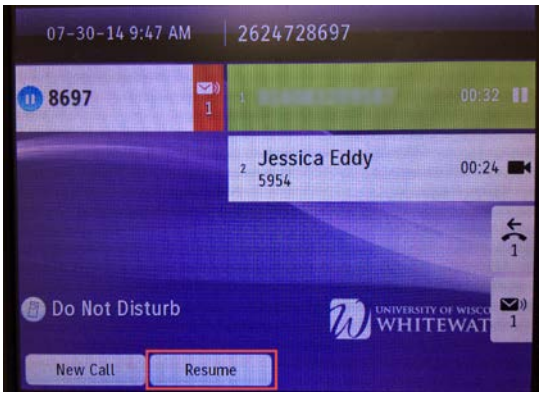
To return to the original call:

Step 1

Use the up/down buttons on the Navigation pad to select the original call.

Step 2

Press the **Resume** soft key to reconnect to the call or press the line button associated with the original call.



For calls on a separate line:

- Press the Line button for the incoming call. The call on the other line is automatically put on hold.

PHONE VOLUME

Adjust the Volume for the Current Call

To adjust the handset, speakerphone, or headset volume for the current call:

Step 1

During a call, press the +/- symbol on the **Volume** button to adjust the volume.

Adjust the Ring Volume

- Press the +/- symbol on the **Volume** button while the handset is in its cradle and the phone is idle.

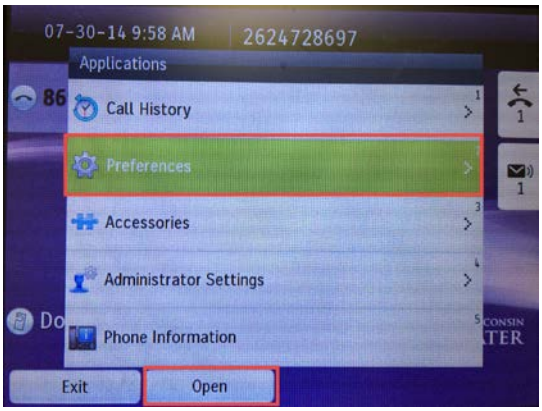
Changing your Ring Type

Step 1

Press the (Applications) button on your phone.

Use the up/down arrows on the navigation pad to select “Preferences”.

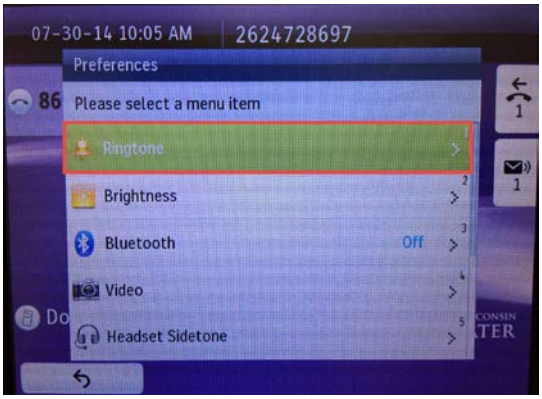
Press the **Open** soft key to continue.



Step 2

Use the up/down arrows on the navigation pad on your phone to select **“**Ringtone”.

Press the (Select) button on the navigation pad to continue.

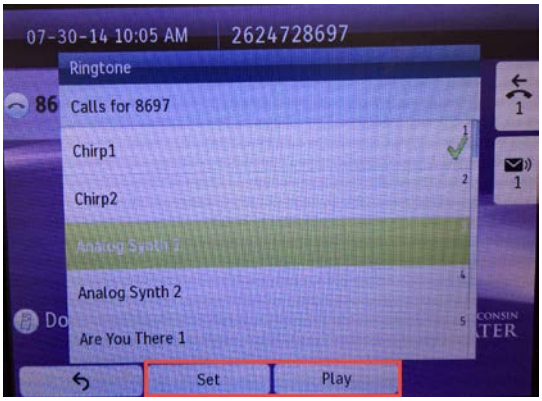


Step 3

Use the up/down arrows on the navigation pad to select a new ringtone.

Press the **Play** button to listen to the ringtone.

Press the **Set** soft key button to set that ringtone as your new default ringtone.



Transfer a Call

Redirects the call after first allowing you to speak to the transfer recipient.

Step 1

During an active call, press the (Transfer) button on your phone.

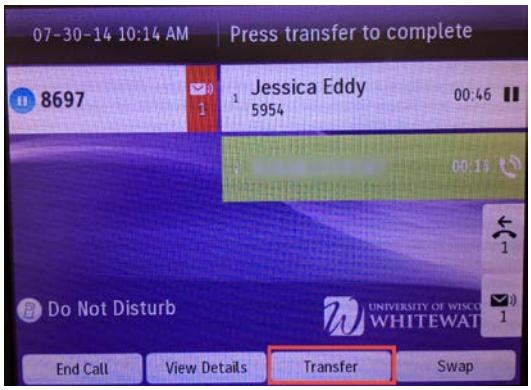
The call is placed on hold.

Step 2

Dial the number to which you want to transfer the call.

Wait for the call to be answered, then speak to the transfer recipient notifying them that you will be transferring a call.

Press the **Transfer** soft key button to complete the transfer.



NOTE: If the transfer fails, press the **Resume** soft key to return to the original call.

Swap between Calls before Completing a Transfer

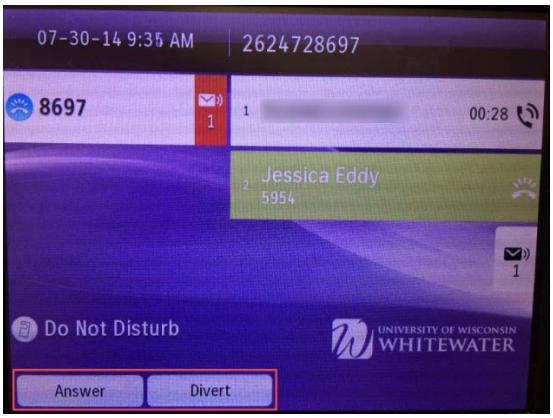
After you connect to the transfer recipient—but before you transfer a call to this party—you can press the **Swap** soft key to toggle between the two calls. This allows you to consult privately with the party on each call before you complete the transfer.

Transfer Call to Voice Mail

NOTE: You must have an active voice mail account for this feature to work.

Step 1

During an incoming call, press the **Divert** soft key to send the call directly to voice mail.



Transfer a Call to another User's Voice Mail

Step 1

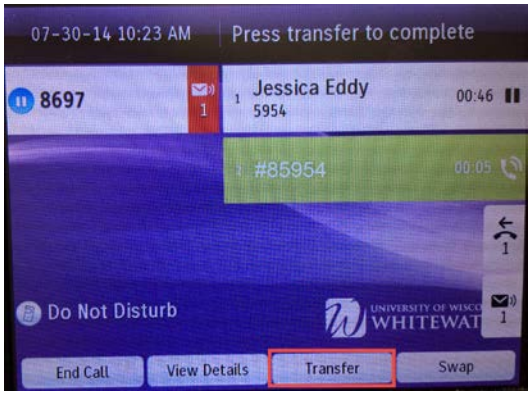
During an active call, press the (Transfer) button on the phone.

The call is placed on hold.

Step 2

Dial **#8**, then the user's 4 digit UW-Whitewater extension.

The call will now be transferred directly to the new user's voice mail box.

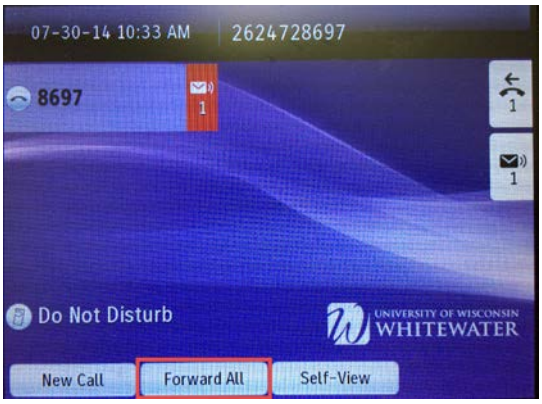


Forward All Calls

To forward all incoming calls to another number:

Step 1

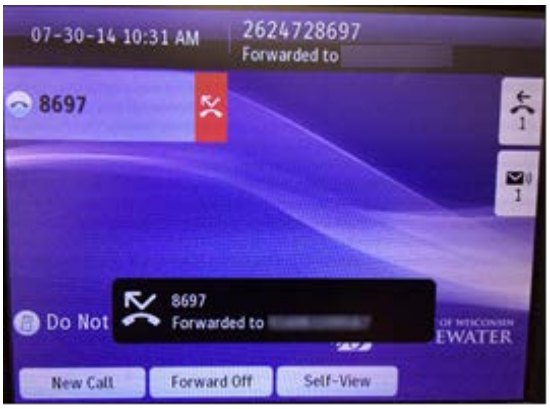
Press the **Forward All** soft key.



Dial the number to which you want to forward all of your calls.

NOTE: If forwarding to an outside phone number, dial **9**, then **1**, then the area code and phone number.

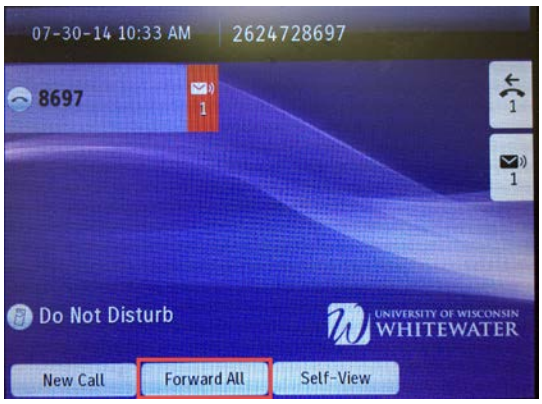
The phone display will now be updated to show that calls will be forwarded.



Forward All Calls to Voice Mail

Step 1

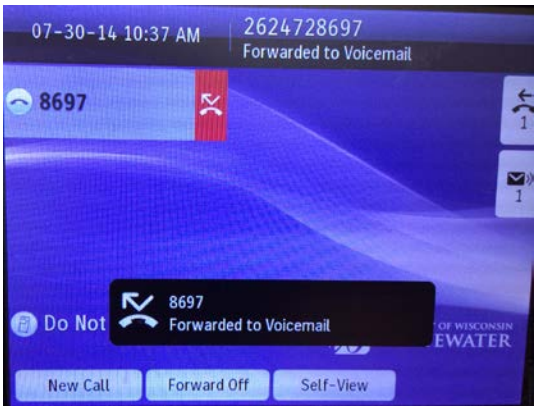
Press the **Forward All** soft key button on your phone.



Step 2

Press the (Messages) button on your phone.

All incoming calls will now be transferred directly to voice mail.



NOTE: To remove call forwarding, press the **Forward Off** soft key. The phone display is updated to show that calls will no longer be forwarded.

Place and Establish a Conference Call

NOTE: There can be a maximum of 6 participants in a conference call.

NOTE: For conference calls with 3 or more participants, it is strongly recommended that you use WebEx Meeting Center. WebEx is a cost-effective conferencing system that offers voice, web, and video as a feature-rich alternative to audio-only meetings. You can find more information about WebEx by going to: http://www.uww.edu/icit/training/webex.html

To create a conference call:

Step 1

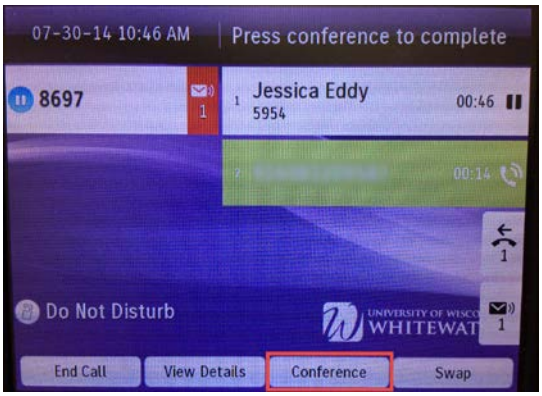
During an active call, press the (Conference) button on your phone.

Step 2

Dial the number of the second party.

If dialing an outside number, dial 9, then 1, then the area code and phone number.

When the call connects, alert the second party that they will be joining a conference call.

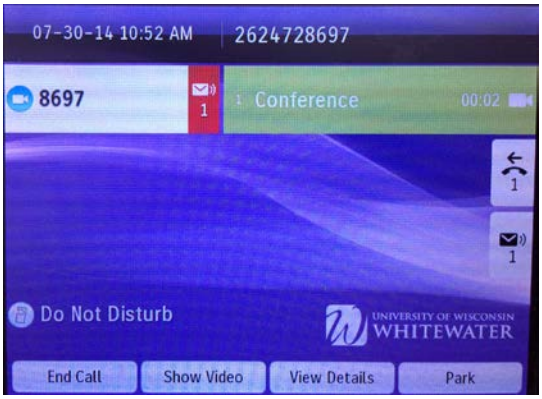


Step 3

Press the **Conference** soft key button to add the new party to the original call.

Follow steps 1 – 3 to add another user to your conference call.

NOTE: If you want to join two different calls together into one conference call, put the first caller on hold, answer the call from the second user. Put the second caller on hold. Use the up/down buttons on the navigation pad to highlight the first caller, then press the **Join** soft key to join both calls together. You may need to press the **More** soft key to locate the **Join** soft key.



End a conference call:

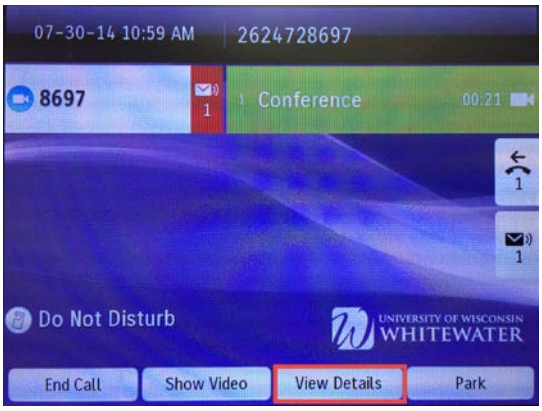
- Hang up the handset, or press the **End Call** soft key. The conference call will remain active for other users still in the call.

Displaying Users in a Conference Call

Step 1

Once successfully joined into a conference call, press the **View Details** soft key button.

NOTE: You may need to press the **More** soft key button to display the **View Details** soft key button.

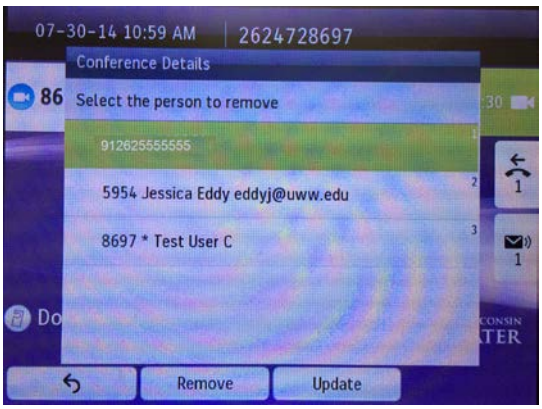


Step 2

You will now see a list of users connected to the conference call.

NOTE: A * (star) next to a user's name signifies that the user is the conference initiator.

If you are the conference initiator, you can remove a user from a conference call by using the up/down keys on the navigation pad to select the caller, then press the **Remove** soft key button.



Do Not Disturb

You can use the Do Not Disturb (DND) feature to turn off the ringer on your phone.

Enable Do Not Disturb:

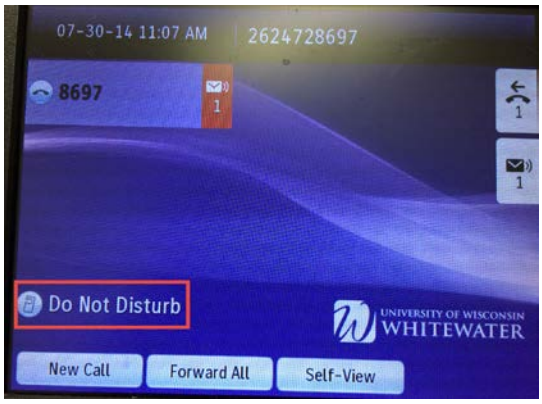
1. Press the line button to the left of the **Do Not Disturb** option on your phone.

   A message appears that Do Not Disturb is active and the line button will turn red in color.

Disable Do Not Disturb:

1. Press the line button to the left of the **Do Not Disturb** option on your phone.

   The Do Not Disturb message will go away and the line button will no longer be red in color.



CALL HISTORY

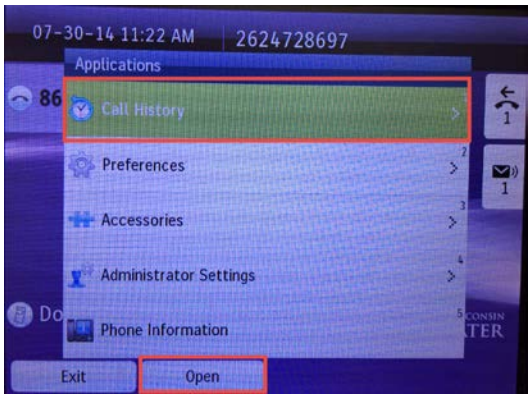
View the missed, placed and received call history on your phone by doing the following:

Step 1

Press the (Applications) button on your phone.

Use the up/down arrows on the navigation pad to select **Call History**.

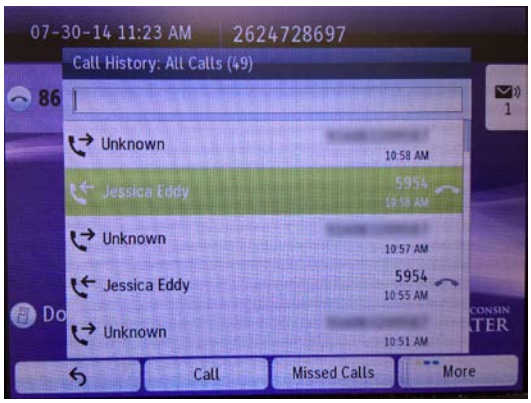
Press the **Open** soft key button to continue.



Step 2

Use the up/down arrows on the navigation pad to scroll through your call history.

Press the **Call** soft key to return a call to the selected phone number. Press the **Missed Calls** soft key to view missed calls. Press the "back arrow" soft key to return to the main menu.



VIDEO CAMERA OPERATIONS

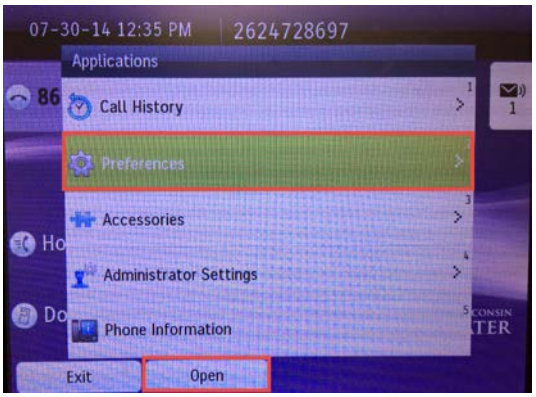
The following section describes how to enable and disable video on your phone or while on a call.

Enable the Video Camera

NOTE: The video camera on your phone is enabled by default. If the video camera feature is not working on your phone, please do the following to verify that this feature is enabled.

Step 1

Press the (Applications) button on your phone.



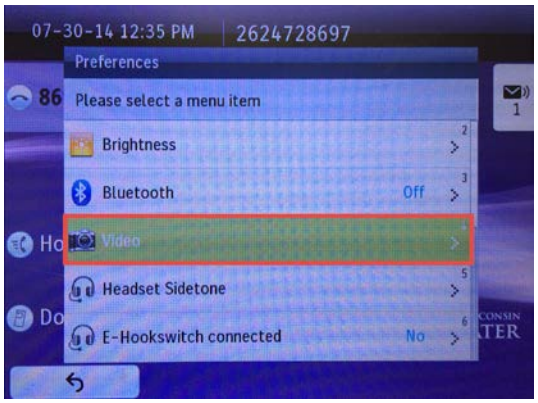
Step 2

Use the up/down arrows on the navigation pad to select **Preferences.** Press the **Open** soft key to continue.

Step 3

Use the up/down arrows on the navigation pad to select **Video**.

Press the (Select) button on the navigation pad to view the video properties.



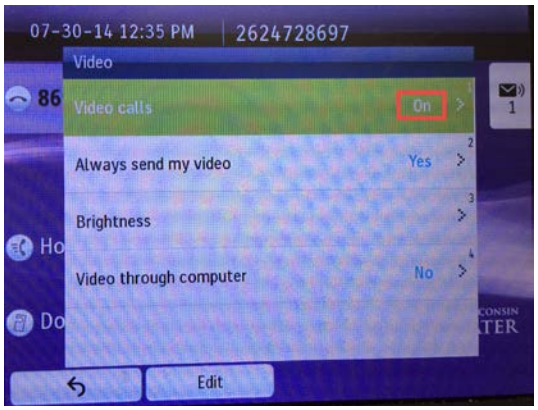
Step 4

Verify "Video calls" is set to **On**.

Enable Video: If "Video calls" is set to "Off", press the **Edit** soft key button, select "On", then press the **Select** soft key button.

Disable Video: Follow the steps above to set "Video calls" to "Off". Press the **Select** soft key button to save your changes.

NOTE: If "Video calls" is set to "Off", the "Always send my video" option will be greyed out.



Camera Shutter Control

- **Open Camera Shutter**: Slide the button on top of the camera to the right. The shutter will now be open.
- **Close Camera Shutter:** Slide the button on top of the camera to the left. The shutter will now be closed.

Camera Control While on a Call

By default, your camera will display video while on a call. To control your camera while on an active call, please do the following:

Minimize Remote Caller Video

Step 1

While on an active call, press the **Minimize** soft key to minimize the remote caller's video display on your phone.

Press the **Show Video** soft key to display the remote caller's video on your phone.

Display Picture-in-Picture

Allows you to display a small thumbnail of your video while on a call.

Step 1

While on an active call, press the (Picture-in-Picture) soft key button to display a small thumbnail picture of your video screen while also viewing the end caller's video.

Press the Picture-in-Picture button multiple times to move the thumbnail screen to different corners of the phone display window.

Video Mute

Video mute allows you to temporarily "mute" your video camera while leaving the end caller's video enabled. When you mute your video, the end caller will see a black screen until you "unmute".

Step 1

While on an active call, press the (Mute Video) button on your phone.

When video is muted, the icon will turn red.

If using Picture-in-picture, your video thumbnail will display a red "video mute" icon.

To remove video mute, press the "video mute" button again. The red button light will now turn off.

ADJUST DISPLAY BRIGHTNESS

Adjust your phone screen brightness level.

Adjust the Brightness

1. Press the (Applications) button.
2. Use the up/down buttons on the navigation pad to select **Preferences**. Click the **Open** button.
3. Select **Brightness**, then press the (Select) button on the navigation pad.

– To increase brightness, press the "up arrow" on the Navigation pad.

– To decrease brightness, press the "down arrow" on the Navigation pad.

4. Press the **Save** soft key to set the brightness, or press the **Cancel** soft key to exit.

VOICE MAIL

Note: When you have one or more new voice mail messages, the message-waiting indicator (MWI) light on your handset will be illuminated.

NOTE: You can also access your voice mail inbox (Web Inbox) and manage voice mail settings (Messaging Assistant) online by going to http://voicemail.uww.edu. Login using your Net-ID and password.

NOTE: A more comprehensive list of voice mail prompts can be found on the UW-Whitewater Phones (Cisco VoIP) Training and Documentation page located: http://www.uww.edu/icit/services/phones.

Access Voice Mail from Your Phone

1. Pick up the handset on your phone and press the (Messages) button. Press the (Messages) button directly to play voice mail over the speaker phone.
2. Enter your voice mail password (pin) followed by **#**.
3. Follow the voice prompts to continue.

Access Voice Mail Remotely

To access your voice mail remotely from another phone, follow the steps below.

1. Dial the full 10 digit extension of your UW-Whitewater phone number from an alternate phone.
2. Wait until you receive the voice mail prompt, press the ***** (star) key on your number pad once you hear the voice mail message.
3. Enter in your 4 digit UW-Whitewater extension and press **#**.
4. Enter in your voice mail password and press **#**.
5. Follow the remaining prompts to manage your voice mail.

Change your Voice Mail Pin

NOTE: You can also change your voice mail pin by going to http://voicemail.uww.edu. Login using your Net-ID and password.

1. From within the voice mail box, press **4** to access "Setup options".
2. Press **3** to access Preferences.
3. Press **1** to change your pin.

   Follow the remaining voice prompts to change your voice mail pin.

CORPORATE DIRECTORY

To access the UW-Whitewater Corporate directory:

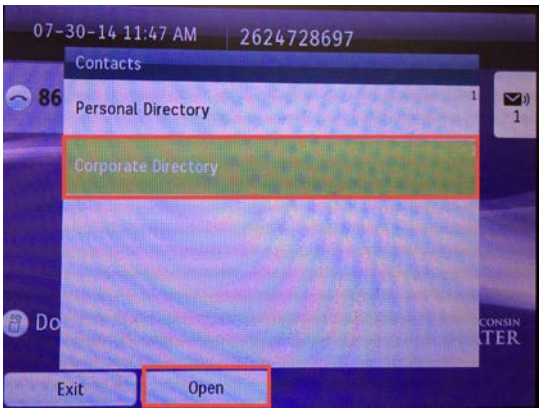
Step 1

Press the (Contacts) button on your phone.

Step 2

Use the up/down buttons on the navigation pad to select **Corporate Directory**.

Press the **Open** soft key button.



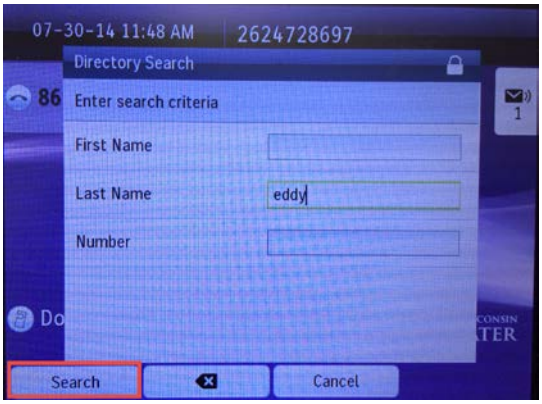
Step 3

Press the up/down buttons on the navigation pad to select the Last, First, or Number field search option.

Step 4

Using the number pad, enter the first or last name of the person you wish to call.

NOTE: When entering letters, select the appropriate number key assigned to that letter. Press the number key multiple times to scroll through the available letters. For example, to enter a b, press the 2 key two times, then pause. To enter a c, press the 2 key three times, then pause. Use the backspace (**<<**) soft key to make corrections while entering data.



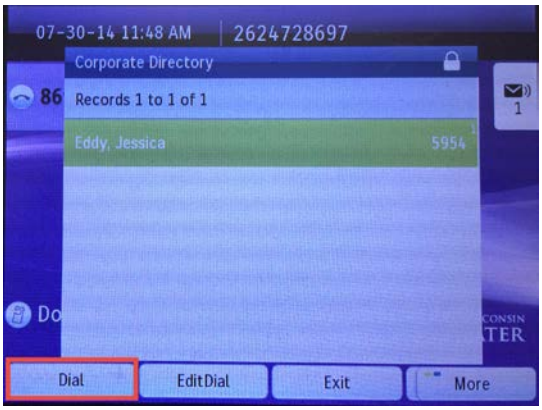
Step 5

Press the **Search** soft key button to continue.

Step 6

Use the up/down buttons on the navigation pad to select the user you wish to call.

Press the **Dial** soft key to place your call.



CISCO SELF CARE PORTAL

NOTE: The Cisco Self Care Portal page is only available while on the UW-Whitewater network. If you need to access this page remotely, please establish a VPN connection to the UW-Whitewater network.

Speed Dials

To configure speed dials on your phone, log into the Cisco Self Care Portal by going to http://phone.uww.edu. Login using your Net-ID and password.

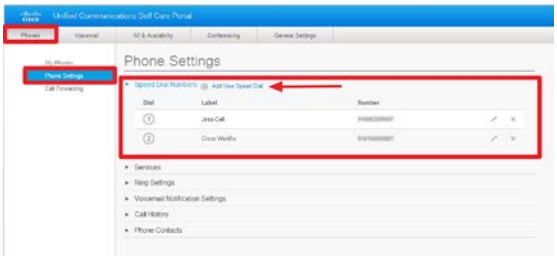
NOTE: Your Net-ID and password is case sensitive.

Step 1

From the Cisco Self Care Portal, click on the **Phones** tab located in the top menu bar.

Step 2

Select **Phone Settings** located in the left-hand toolbar.



Step 3

Select **Speed Dial Numbers** from the main window.

Step 4

NOTE: If you have multiple phones, you will need to select the phone model for which you would like to configure speed dials on.

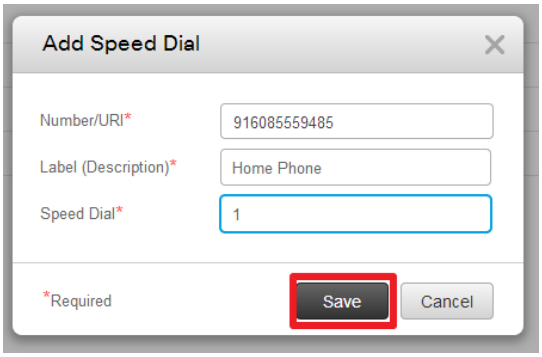
Click the **Add New Speed Dial** link.

Step 5

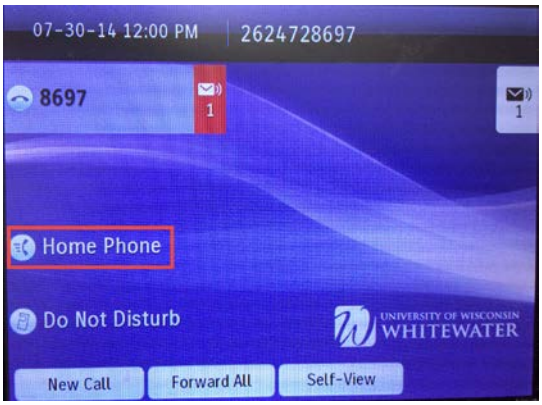
Enter in the speed dial information:

- ***Number/URI:*** Enter the 4 digit extension of an internal UWW employee or the 10 digit external phone number starting with a 9.
- ***Label (Description):*** Enter the label for your speed dial.
- ***Speed Dial:*** Enter the number to assign to your speed dial.
    - Enter 1 to pick the first available speed dial button.
    - Enter 2 to select the next available speed dial button. Etc.

1. Click **Save** to save your changes.



Your new speed dial will now display as a line option on your phone.



NOTE: To edit your speed dial, click the pencil icon to the right of your speed dial entry on the Cisco Self Care Portal webpage. Click the X button to delete your speed dial.

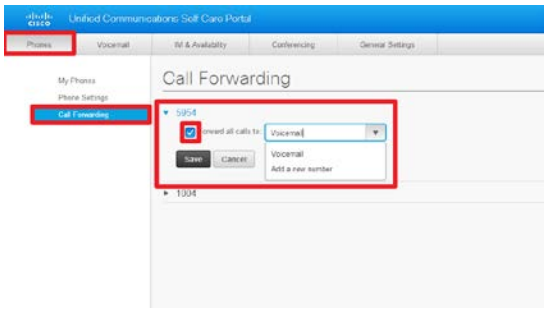
Call Forwarding

Step 1

From the Cisco Self Care Portal page, click on the **Phones** tab located in the top menu bar.

Step 2

Select **Call Forwarding** located in the left hand toolbar.



Step 3

Your primary extension will be expanded by default. If you have multiple extensions assigned to your phone, click the down arrow to the left of the line extension to configure the call forward settings on that extension.

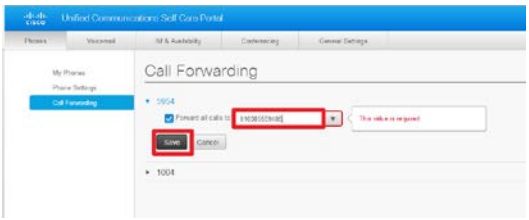
Check the box to the left of the extension you want to forward.

Step 4

Use the dropdown box to select “Voicemail” or “Add a new number”.

Step 5

If adding a new number, enter the 4 digit extension to forward internally. To forward to an external phone number, enter **9,** then the full 10 digit telephone number.



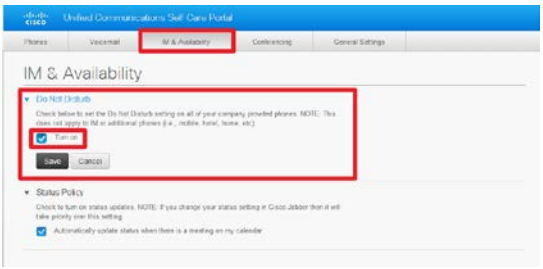
Click the **Save** button to save your changes.

NOTE: Call forwarding can also be enabled by pressing the **Forward All** soft key button on your phone or through your Jabber client.

Do Not Disturb

Step 1

From the Cisco Self Care Portal page, select **IM & Availability** from the top toolbar.



Step 2

Under the Do Not Disturb heading, check the box to "Turn on" Do Not Disturb.

Step 3

Click the **Save** button to save your changes.

To disable Do Not Disturb, uncheck the box, then click the **Save** button to save your changes.

NOTE: Do Not Disturb can also be enabled by pressing the line button to the left of **Do Not Disturb** on your phone.

Single Number Reach and Move to Mobile

Single Number Reach (SNR) allows incoming calls to ring an alternate phone, like a mobile phone, in addition to your primary desk phone. Move to Mobile can also be enabled, in addition to SNR, allowing you to quickly transfer an active phone call from your desk phone to your mobile phone. Single Number Reach and Move to Mobile are custom, add-on, features that are not enabled by default and require consultation with ICIT staff. To request access to this feature, contact the ICIT TSC Helpdesk at 472-4357 or helpdesk@uww.edu.