



# CISCO 6945 MODEL TELEPHONE FEATURES

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## Place a Call Procedure

Use one of the following methods to place a call:

- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Dial** soft key.
- Dial the number, and then press the **Speaker** button.
- Press the **line** button for your extension, and then dial the number.
- Press the **Speaker** button , and then dial the number.
- Press the **New Call** soft key, and then dial the number.
- If you are using a headset, press the **Headset** button , and then dial the number.
- 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 **New Call** soft key.

If you have selected a number from a directory, press the **Line / Headset / Speaker** button

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## Answer a Call Procedure

**Step 1** Lift the handset.

**Step 2** If you are using a headset, press the **Headset** button.

**Step 3** If you are using the speakerphone, press the **Answer** soft key or the **Speaker** button.


**Step 4** If necessary, press the **line** button to select between incoming calls.

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## Mute a Call Procedure

**Note:** The Mute feature does not generate music or a tone.

To mute a call:

- While on a call, press the **Mute** button . The Mute button lights, indicating that the other party cannot hear you.

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

1. Press the **Mute** button again.
  2. Lift the handset if you are using mute with your speaker phone.
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## End a Call

Hang up the handset.

If you are using a headset, press the **Headset** button or the **EndCall** soft key.

If you are using a speakerphone, press the **Speaker** button or the **EndCall** soft key.

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## Hold/Resume a Call Procedure

**Step 1** Press the **Hold** button.

**Step 2** Press the **Resume** soft key or the flashing green line button to resume the call.

**Step 3** If your phone supports multiple lines, you can use line buttons to swap between holding and active calls.

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**Example:** If you have a holding call on Line 1 and an active call on Line 2, pressing the **Line 1** button makes the Line 1 call active (resumes it from hold) and automatically puts the Line 2 call on hold.

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### Adjust the Ring Volume Procedure

During a call, press the **+** or **-** on the **VOLUME** button to respectively increase or decrease the volume. Press the **+** or **-** on the **VOLUME** button while the handset is in its cradle and the phone is idle.

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### Select the Ringtone Procedure

**Note:** You can set separate ringtone for multiple lines by pressing the **Line** button. Also, you can set separate a ringtone for each number when there are multiple phone numbers on the phone.

- Step 1** Press the **Applications** button .
- Step 2** Select **Preferences**. (Use the Navigation bar and button to scroll and select.)
- Step 3** Select **Ringtone**.
- Step 4** If multiline is configured, select a line that you want to change the ringtone.
- Step 5** Highlight a ringtone.
- Step 6** Press the **Play** soft key to play a sample.
- Step 7** Press the **Set** soft key to select the ringtone.
- Step 8** Press the **Apply** soft key to confirm your selection, or press the **Cancel** soft key to go back to the Ringtone screen.
- Step 9** Press the Back soft key  to return to the Preferences screen


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### View Call History Procedure

- Step 1** Press the **Applications** button .
- Step 2** Select **Call History**. (Use the Navigation bar and button to scroll and select.)
- Step 3** Select **All Lines** or the line that you want to view.
- Step 4** Press the **Exit** soft key to return to the Call History screen.


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### Clear Call History Procedure

- Step 1** Press the **Applications** button .
- Step 2** Select **Call History**. (Use the Navigation bar and button to scroll and select.)
- Step 3** Select **All Lines** or the line that you want to view.
- Step 4** Press the **Clear** soft key. (You may need to press the **More** soft key first.)
- Step 5** Press the **Delete** soft key to delete the Call History screen or press the **Cancel** soft key to go back to the Call History screen.

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### Delete a Call Record From Call History Procedure

- Step 1** Press the **Applications** button .
- Step 2** Select **Call History**. (Use the Navigation bar and button to scroll and select.)
- Step 3** Select **All Lines** or the line that you want to view.
- Step 4** Highlight the call you want to delete.
- Step 5** Press the **Del Call** soft key. (You may need to press the **More** soft key first.)

**Step 6** Press the **Delete** soft key to delete the call or press the **Cancel** soft key to go back to the Call History screen.

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### Edit Number From Call History Procedure

**Step 1** Press the **Applications** button .

**Step 2** Select **Call History**. (Use the Navigation bar and button to scroll and select.)

**Step 3** Select **All Lines** or the line that you want to view.

**Step 4** Highlight the call you want to edit.

**Step 5** Press the **EditDial** soft key. (You may need to press the **More** soft key first.)

**Step 6** Press the **Forward Arrow** soft key to move the cursor to the right and press the **Backward Arrow** soft key to move the cursor to the left.

**Step 7** Press the **Back Delete soft key**  to delete numbers.

**Step 8** Press the **Dial** soft key to dial the edited number.

**Step 9** Press the **Back** soft key  to return to the Call History screen.

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### Filter Call History Procedure

**Step 1** Press the **Applications** button .

**Step 2** Select **Call History**. (Use the Navigation bar and button to scroll and select.)

**Step 3** To sort calls for a specific phone line, select **All Lines** or the line that you want to view.

**Step 4** To sort by missed calls for the selected line, select the **Missed** soft key. The Call History screen displays only the missed calls on the selected line.

**Step 5** To view all calls in the Call History screen, press the **All Calls** soft key.

**Step 6** Press the **Exit** soft key to return to the Call History screen.

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### Place a Call from Call History Procedure

**Step 1** Press the **Applications** button .

**Step 2** Select **Call History**. (Use the Navigation bar and button to scroll and select.)

**Step 3** Select **All Lines** or the line that you want to view.

**Step 4** From the Call History screen, highlight the call you want to dial and perform one of the following:

- Press the **New Call** soft key.
- Press the **line** key.
- Pick up the handset.
- Press the **Speaker** or **Headset** button.

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### View Call Record Details Procedure

**Step 1** Press the **Applications** button .

**Step 2** Select **Call History**. (Use the Navigation bar and button to scroll and select.)

**Step 3** Select **All Lines** or the line that you want to view.

**Step 4** Select a call record.

**Step 5** Press the **Details** soft key. (You may need to press the **More** soft key first.)

**Step 6** Press the **Back** soft key  to return to the Call History screen.

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## Call Park Procedure

**Note:** Telecommunications sets up either the Directed Call Park or Park feature on your phone, but not both.

Call Park allows you to park (temporarily store) a call you receive on your phone, which you can then retrieve from another phone (for example, a phone at a co-worker's desk or in a conference room).

There are two ways you can park a call:

- 1) Park—Allow you to park an active call that you answered on your phone, and retrieve it using another phone in the Cisco Unified Communications Manager Express system.
- 2) Directed Call Park—Allows you to park and retrieve an active call in two different ways:
  - a) Assisted Directed Call Park—Allows you to park an active call by pressing a line button, which Telecommunications sets up as a speed dial line. With this type of directed call, you can monitor the status of the line (in-use, idle, or in Do Not Disturb state) using Line Status indicators.
  - b) Manual Directed Call Park—Allows you to park an active call by transferring it to a Directed Call number, which Telecommunications sets up. You retrieve the call at another phone by dialing a park retrieval prefix number (provided by Telecommunications), then dialing the Directed Call number you used to park the call.

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## Park and Retrieve a Call Using Call Park Procedure

**Note** – Contact Telecommunications for your call park slot number

**Step 1** During a call, press the **Park** soft key, then hang up.

For the duration of the call, your phone displays the call park number where the system stored the call.

**Step 2** Retrieve the call from any other Cisco Unified IP Phone in your network by entering the call park number.

If you do not retrieve the call within a certain amount of time (set by Telecommunications), a reminder tone will sound on your phone, at which time you can resume the call by pressing the **Resume** soft key or by retrieving it from another phone.

If you do not retrieve or resume the call within a specified amount of time (set by Telecommunications) after the reminder tone, the call will be directed to another destination (set up by Telecommunications), such as voicemail.

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## Park and Retrieve a Call using Assisted Direct Call Park Procedure

**Step 1** During a call, press the **Transfer** button .

**Step 2** Press the **Directed Call Park** line button.

**Step 3** Press the **Transfer** button .

You have a limited time to retrieve the parked call before it reverts to ringing at the original number.

**Step 4** Retrieve the call as follows:

Dial the retrieval park-slot extension.

Dial the Directed Call number.

**Example:** If the park retrieval prefix is "77" and the Directed Call number is "6789", enter 776789.

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## Park and Retrieve a Call Using Manual Directed Call Park Procedure

**Step 1** During a call, press the **Transfer** button .

**Step 2** Enter the Directed Call number where you will park the call.

- Step 3** Press **Transfer** to finish parking the call, then hang up.  
You have a limited time to retrieve a parked call before it reverts to ringing at the original number.
- Step 4** Retrieve the call from any other Cisco Unified IP Phone in your network as follows:
- Dial the retrieval park-slot extension.
  - Dial the Directed Call number.

**Example:** If the park retrieval prefix is "77" and the Directed Call number is "6789", enter 776789.

- Step 1** Press the **Callback** soft key while listening to the busy tone or ring sound.
- Step 2** A confirmation screen displays on the phone.
- Step 3** Press the **Exit** soft key to return to the main screen.
- Step 4** Your phone alerts you when the line is free.
- Step 5** Press the **Redial** soft key to place the call again.

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### Call Pickup Procedure

**Note:** Telecommunications sets up the call pickup group you are in and the Pickup soft keys depending on your call-handling needs and work environment. Telecommunications may also change the function of the Pickup key to operate as Directed Pickup of a specific extension instead of local group pickup. In this configuration, the calls from your local group can be picked up by pressing the **GPickUp** key followed by the **Star** key

Call Pickup allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone.

1. Pickup—Allows you to answer a call that is ringing on another phone within your call pickup group. If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).
2. Group Pickup—Allows you to answer a call on a phone that is outside your call pickup group by:
  - Using a group pickup number (provided by Telecommunications)
  - Dialing the ringing phone's number.
3. Other Pickup—Allows you to answer a call that is ringing on another phone within in your call pickup group or in an associated call pickup group.

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### Answer a Call Using Pickup Procedure

**Step 1** Press the **PickUp** soft key to transfer a ringing call within your pickup group to your phone.

**Step 2** Perform the following steps if you have multiple lines and want to pick up the call on a non-primary line.

- a. Press the desired line button.
- b. Press PickUp.  
If your phone supports auto-pickup, you are connected to the call.  
If the call rings, press the **Answer** soft key to connect to the call.

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### Establish/End a Conference Call Procedure

Telecommunications must configure the system for a three-party or eight-party ad-hoc conference.

**Step 1** During a call, press the **Conference** button to open a new line and put the first party on hold.

**Step 2** Place a call to another number.

**Step 3** Press **Conference** button again to add the new party to the call.

**Step 4** Perform any of the following steps to end a conference call:

- Hang up the handset, or press the **Cancel** soft key.
- Depending on the configuration, when the conference call initiator disconnects, the conference call terminates.
- To end the conference and remain connected to the most recent call, press the **Conf** soft key. The older call is placed on hold.

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### Forward All Calls Procedure

**Step 1** Press the **Fwd All** soft key.  
You will hear a confirmation beep.

**Step 2** Dial the number to which you want to forward all your calls. Dial the number exactly as if you were placing a call to that number. Remember to include locally required prefix numbers. The phone display is updated to show that calls will be forwarded.

**Step 3** To cancel call forwarding, press the **Fwd Off** soft key.  
The Mute feature does not generate music or a tone.

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### Phone Directory Procedure

**Note:** The Cisco Unified IP Phone 6900 series provide you with access to corporate and personal contacts.

**Step 1** Press the **Contacts** button .

**Step 2** Press **1** to highlight **Personal Directory** or Press **2** to highlight **Corporate Directory**.

**Step 3** Press the **Select** button.

**Step 4** For Personal Directory, enter the User ID and PIN.

**Step 5** Press the **Submit** soft key or press **Cancel** to exit.



**Step 6** For Corporate Directory, use the **Navigation** bar to select any of the following criteria to search for a co-worker:

- First name
- Last name
- Number

**Step 7** Enter the required information.


**Step 8** Press the **Search** soft key.

**Step 9** Perform any of the following tasks:

- Press the **New Call** soft key.
- Press the **Select** button on the **Navigation** bar.
- Press a line button.
- Press the **Speaker** button .
- Press the **Headset** button .
- Pick up the handset.

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## Search for and Dial a Contact while on a Call Procedure

- Step 1** Press the **Contacts** button .
- Step 2** Press the **Personal Directory** or **Corporate Directory** soft key.
- Step 3** Press the **Select** button.
- Step 4** For Personal Directory, enter the User ID and PIN.
- Step 5** Press the **Submit** soft key or press **Cancel** to exit.
- Step 6** For Corporate Directory, select any of the following criteria to search for a co-worker:
- First name
  - Last name
  - Number
- Step 7** Enter the required information.
- Step 8** Select **Search > Dial**.

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## Place a MeetMe Conference Call Procedure

- Step 1** Obtain a MeetMe conference number from Telecommunications
- Step 2** Distribute the MeetMe conference number to all the participants.
- Step 3** Go off-hook.
- Step 4** Press the **MeetMe** soft key.
- Step 5** Dial the MeetMe conference number.  
All other participants can join the meeting by dialing into the MeetMe conference number.
- Step 6** To end the MeetMe conference call, all participants must hang up the handset or press the **Cancel** soft key.

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## Redial a Number

To redial the most recently dialed number:

- Lift the handset and press the **Redial** soft key.
- Press the **Redial** soft key to make a call using a speakerphone or headset.
- To place the call on a particular phone line, get a dial tone on that line, then press the **Redial** softkey.

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## Shared Lines

Shared lines allow you to use one phone number for multiple phones.

You might have a shared line if you have multiple phones and want one phone number, share call-handling tasks with co-workers, or handle calls on behalf of a manager.

You or your co-worker can join a call on the shared line using the Barge feature. Barge converts the call into a conference. To barge, press the **red session** button for the remote in-use call on the shared line.

For example, if you share a line with a co-worker,

- When a call comes in on the shared line:
  - Your phone rings and the line button flashes amber.
  - Your co-worker's phone rings and the line button flashes amber and either you or your coworker can answer the call.
- When your co-worker has a call on the shared line:
  - The Shared Line button on your phone appears solid red to indicate that the line is in-use remotely.

- Your co-worker's call displays on your screen (unless your co-worker has Privacy enabled).
- If you answer the call:
  - Your line button turns green.
  - Your co-worker's line button turns red. When button is red, that line cannot be used to barge in on the call or used to make another call.
- If you put the call on hold:
  - Your line button flashes green
  - Your co-worker's line button flashes red.
- When the line flashes red, your co-worker can pick up the call.

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### Sign In and Out of a Hunt Group Procedure


**Step 1** Press the **Hunt Group** line button to sign in.  
Visual confirmation displays briefly.

**Step 2** Press the button again to sign out.  
Signing out of a hunt group does not prevent non-hunt group calls from ringing your phone.

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### Blind Transfer Call Procedure

**Note:** Blind Transfer immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).

**Step 1** During a call, press the Transfer button .  
The call is placed on hold.


**Step 2** Dial the number to which you want to transfer the call.

**Step 3** Press the Transfer button  again.

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### Consultative Transfer Call Procedure

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

**Step 1** During a call, press the **Transfer** button .  
The call is placed on hold.

**Step 2** Dial the number to which you want to transfer the call.

**Step 3** Wait for the call to be answered.

**Step 4** Press the **Transfer** button or hang up the handset.

**Step 5** If the transfer fails, press the **Resume** soft key to return to the original call.

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### Cancel Transfer Call Procedure

**Note:** In the Cisco Unified Communications Manager Express mode, Cisco IP Phone 6945 only supports one call per button. It is recommended to configure the dn as dual-line dn and the huntstop channel under the dn. The second channel on the dn can only be used for call transfer or conference.

Press the **Cancel** soft key.

### View Phone Information Procedure

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