QUICK START FOR MANAGERS



Cisco Unified IP Phone 6941 and 6945

1 Dial
2 Answer
3 Mute
4 Voicemail
6 Forward All
7 Hold
9 Transfer
8 Conference
10 Call History
11 Directories
12 Shared Lines
13 Settings
14 Navigation
15 Tips

Note For best results, print on 8.5 x 14" (legal-sized) paper.

1 Dial

To place a call, lift the handset and dial a number. Or, try one of these alternatives.

Redial the last number

Press the **Redial** softkey. To redial on a secondary line, press the line button first.

Dial on-hook

1. Enter a number when the phone is idle.
2. Lift the handset or press one of these: a line button, the **Call** softkey, the headset button or the speakerphone button.

Speed dial

Do one of these:

- Enter a speed-dial item number and press the **SpeedDial** softkey.
- Press the **down** arrow on the Navigation bar when the phone is idle, then scroll to a speed-dial item and press the round **Select** button in the Navigation bar.
- Press a speed dial button (may be assigned to an available line button next to your screen).

2 Answer

New call indicators:

- A flashing red light on your handset
- A flashing amber line button
- An animated icon and caller ID

To answer the call, lift the handset. Or, press the flashing amber line button, the **Answer** softkey, or the unlit headset or speakerphone button.

Answer with multiple lines

If you are talking on the phone when you get a call on a different line, press the flashing amber line button to answer the second call and put the first call on hold automatically.

(Needs specific configuration) Note that a new call to your primary line rolls over to a secondary line if the primary line is busy.

3 Mute

1. Press the **Mute** button.
   The button glows to indicate that Mute is on.
2. Press **Mute** again to turn Mute off.

4 Voicemail

New message indicators:

- A solid red light on your handset
- A stutter dial tone
- A message icon next to the phone line

Listen to messages

Press the **Messages** button and follow the voice prompts.

To check messages for a specific line, press the line button before pressing the **Messages** button.

5 Divert

Press the **Divert** softkey when the call is ringing, active, or on hold.

Divert redirects an individual call to voicemail (or to another number set up by your system administrator).

If you want to redirect all incoming calls to another number, use Forward All. To silence your ringer, see Tips.

6 Forward All

1. To forward all incoming calls to another number, press the **Fwd All** softkey.
2. Enter a phone number (enter it exactly as you would dial it), or press the **Messages** button to forward all calls to voicemail.
3. Look for confirmation on your phone screen.
4. To cancel call forwarding, press **Fwd OFF**.

To set up forwarding remotely or on a secondary line (if supported), access your User Options web pages. See your system administrator for details.

7 Hold

1. Press the **Hold** button.
   The hold icon appears and the line button flashes green.
2. To resume a call from hold, press the flashing green line button or the **Resume** softkey.

8 Conference

1. From a connected call (not on hold), press the **Conference** button.
2. Make a new call.
3. Press the **Conference** button or the **Conference** softkey (before or after the party answers).
   The conference begins and the phone displays "Conference."
4. Repeat these steps to add more participants.

The conference ends when all participants hang up.

Conference across lines

You can combine two calls on two lines into a conference (phones with multiple lines only).

1. From a connected call (not on hold), press the **Conference** button.
2. Press the line button for the other (held) call.
   The conference begins and the phone displays "Conference."

View and remove participants

During a conference, press the **Details** softkey. To remove a participant from the conference, scroll to the participant and press the **Remove** softkey.

9 Transfer

1. From a connected call (not on hold), press the **Transfer** button.
2. Enter the transfer recipient's phone number (and accross lines).
3. Press the **Transfer** button or the **Transfer** softkey (before or after the recipient answers).
   The transfer completes.

10 Call History

View your call history

1. Press the **Applications button** .
2. Select **Call History.** (Use the Navigation bar and round **Select** button to scroll and select.)
3. Select a line to view.

   Your phone displays the last 150 missed, placed, and received calls.
4. To view details for a call, scroll to the call and press the **more** softkey, then press **Details**.
5. To return to your call history, press the **Back softkey** . To exit the Applications menu, press the **Applications button** .

View your missed calls only

1. View your call history.
2. Press the **Missed** softkey.

View your placed calls only

Press the up arrow on the Navigation bar when the phone is idle, with all menus closed.

Dial from your call history

1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press a line button, or **Dial** softkey, or the **Select** button.

   To edit a number before dialing, press these softkeys: **more > EditDial**.

11 Directories

1. Press the **Contacts** button .
2. Select a directory. (Use the Navigation bar and round **Select** button to scroll and select.)
3. Use your keypad to enter search criteria.
4. Press the **Submit** softkey.
5. To dial, scroll to a listing and press the **Dial** softkey.

12 Shared Lines

If you share a line with a co-worker, the line button indicates call activity on the shared line:

- Flashing amber—Incoming call on the shared line. You or your coworker can answer it.
- Solid red line button—Your co-worker is talking on the shared line.
- Flashing red line button —Your co-worker put a call on hold on the shared line. You or your co-worker can resume the call.

13 Settings

Volume

The Volume bar is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press the **Volume** bar when the phone is in use.
- To adjust the ringer volume, press the **Volume** bar up or down.
- To silence the phone when ringing, press the **Volume** bar down one time (pressing multiple times lowers the ringer volume).

Ringtone

1. Press the **Applications** button .
2. Select **Preferences.** (Use the Navigation bar and round **Select** button to scroll and select.)
3. Select **Ringtone**.
4. If necessary, select a line.
5. Scroll through the list of ringtones and press **Play** to hear a sample.
6. Press **Set** and **Apply** to save a selection.

Screen contrast

1. Press the **Applications** button .
2. Select **Preferences.** (Use the Navigation bar and round **Select** button to scroll and select.)
3. Select **Contrast**.
4. Press the Navigation bar up or down.
5. Press the **Save** softkey.

14 Navigation

Where are my line buttons?

You have four line buttons: Two on the left side of the screen and two on the right side of the screen.

Line buttons that are not assigned to phone lines can be used for speed-dials and other features.

Where are my softkeys?

You have four softkeys buttons below the screen. Press the **more** softkey to see additional softkeys.

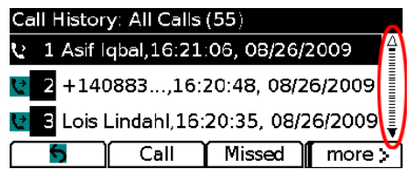


How do I scroll in a list or menu?

Press the **up** or **down** arrows on the Navigation bar.

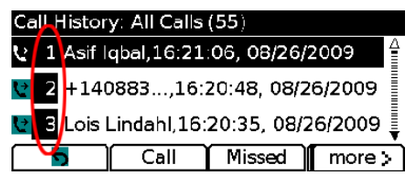


A scroll bar on the screen indicates your relative position within in a list.



How do I select an item in a list or menu?

With the item highlighted, press the **Select** button in the middle of the Navigation bar. Or, use your keypad to enter the corresponding item number.



How do I exit a menu?

To close a menu from any level, press the corresponding feature button. To go back one level in a menu, press the **Exit** or **Back** softkey .

15 Tips

How can I keep track of multiple calls?

Line button colors indicate call states and can help you stay oriented when handling multiple calls:

- Ringing call—Flashing amber
- Connected call—Solid green
- Held call—Flashing green
- Shared line in-use remotely—Solid red
- Shared line on hold remotely—Flashing red

How can I silence my ringer?

Press the **Volume** bar down one time while the phone is ringing. Or ask your system administrator to set up the Do Not Disturb (DND) feature on your phone. DND silences the ringer and redirects calls to voicemail.

What does the Swap softkey do?

Swap allows you to toggle between calls and consult privately with each party before completing a transfer or conference.

How do I set up my speed dials?

To set up speed-dials and customize a variety of features and settings for your phone, use a web browser on your computer to access your Cisco Unified CM User Options web pages. Contact your system administrator for the URL and more information.

Where can I find a complete User Guide?

http://www.cisco.com/en/US/products/ps10326/products_user_guide_list.html

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Cisco, Cisco Systems, the Cisco logo, and the Cisco Systems logo are registered trademarks or trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries. All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0705R)

© 2010 Cisco Systems, Inc. All rights reserved.

Published XX , 2010, OL-XXXXX-XX