Cisco Unified IP Phone 8941 and 8945

1 Logging In (Extension Mobility)

Most phones are restricted from making calls. With Extension Mobility, you have been provided with a user ID and PIN required to login to a phone. If the phone is set up to accept a login code you will see the Services button on the right side of the phone.

1. Have your User ID and PIN which has been provided by your administrator.

2. Press the **Services** button on the right side of the phone.

3. Press the Select softkey.

4. Enter your user ID and the PIN using the phone keypad. Use the scroll key to scroll down to the PIN area.

2 Dial

To dial, lift the handset and enter a number. Or:

- Press an unlit line button .
- Press the **New Call** softkey.
- Press the (unlit) headset button or speakerphone button/ .

Dial from call history

1. Press the down arrow on the Navigation bar.

2. Scroll to the number and press the Select button in the Navigation pad or Call Softkey.

Redial the last number

Press the **Redial** softkey.

3 Hang up

To end a call, replace the handset. Or:

- Press an unlit End Call softkey
- Press the (lit) headset button or speakerphone button/ .
  .

4 Answer

To answer a ringing call , lift the handset. Or:

- Press the flashing amber button .
- Press the (unlit) headset button or speakerphone button/ .
- Press the **Select** button in the Navigation pad.

Call waiting

If you get a second call while the first call is active, a second session label displays.

To connect the second call and put the first call on hold automatically, press the flashing amber line button .

5 Mute

Press the **Mute** button to toggle Mute on and off. When Mute is on, the Mute button glows red.

Press the Video Mute button to toggle Video Mute on and off. When Video Mute is on, the Video Mute button glows red.

6 Forward All

1. Press the **Forward All** softkey.

2. Enter a phone number, select a number from Call History, or press the Messages button (to forward to voicemail).

3. Look for Forward All icon on your screen.

4. To cancel call forwarding, press the Forward Off softkey.

Your system administrator can help you forward calls remotely from your User Options web pages.

7 Hold

1. Press the **Hold** button .

   The hold icon displays and the line button pulses green.

2. To resume the highlighted call, press the pulsing green button , the Resume softkey, or the Select button in the Navigation pad. (Note that pressing the Hold button again does not resume a call from hold.)

8 Conference

1. From a connected call 📞 (not on hold), press the **Conference** button 📷.
2. Make a new call.
3. Press the **Conference** button (before or after the party answers).

   The conference begins and the phone displays "Conference" instead of caller ID.

4. Repeat these steps to add more participants.

The conference ends when all participants hang up.

"Conference in" a held call

1. From a connected call 📞 (not on hold), press the **Conference** button .
2. Press the pulsing green session button for the held call that you want to add.

   Or, if the held call is on another line, press the **Active Calls** softkey, choose a call from the list, and press the **Conference** button.

The conference ends when all participants hang up.

View & remove participants

During a conference, press the **Show Details** softkey. To remove a participant from the conference, highlight a name and press **Remove**.

9 Transfer

1. From a connected call 📞 (not on hold), press the **Transfer** button .
2. Call the transfer recipient.
3. Wait for the recipient to answer or skip to Step 4 while the call is ringing.
4. Press the **Transfer** button or the **Transfer** softkey.

   The transfer is complete. Confirmation displays on your phone screen.

10 Call History

Press the **Applications** button ⚙ and select **Call History.**

The last 150 calls display:

- Missed calls ↰
- Placed calls ↱
- Received calls ↲

To dial, scroll to a call and press the **Select** button in the Navigation pad or the **Call** softkey.

To view details for a call, highlight the call and press these softkeys: **More** > **Details**.

View new missed calls

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

11 Shared Lines

If you share a line with your co-worker:

- Either you or your co-worker can answer a ringing call on the shared line.
- When your co-worker has a call on the shared line, your shared line button i s solid red and the call displays on your screen.
- When your co-worker puts a call on hold, the session button on your phone pulses red. You or your co-worker can resume the call.

12 Voicemail

New message indicators:

- A solid red light on your handset.
- A stutter dial tone on the line (if enabled).
- A voicemail icon ✉ next to the line button (may include message count).

Listen to messages

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

Check messages remotely

For DCPS: To check voicemail from another desk or from a remote location:

1. Dial 202-671-2161.
2. Press *. At the prompt, enter the 7-digit phone number, then press #.
3. At the prompt, enter the password and press #.

For DC Government: To check voicemail from another desk or from a remote location:

1. Dial 202-671-2399.
2. At the prompt, enter the 10-digit phone number, then press #.
3. At the prompt, enter the password and press #.

13 Tips

What are the buttons next to my screen?

The buttons on the left side of your screen are line (and feature) buttons. Line buttons change line views but do not affect active calls.

Where are my softkeys

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

How do I silence my ringing phone?

Press the left side of the volume button one time while the phone is ringing.

How do I change my ringtone?

1. Select **Applications** ⚙ > **Preferences** > **Ringtone**, then select a line and press **Edit**.
2. Select a ringtone and press **Play**, then press **Set**.

What does the Back button do?

Press the **Back** softkey to back out of applications and menus.

For assistance, contact
DC-Net HelpDesk:
202-715-3733

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