

Phone Overview



1. Phone screen	12. Video mute button
2. Video camera	13. Mute button
3. Lens cover button	14. Headset button
4. Soft key buttons	15. Volume button
5. Navigation pad and Select button	16. Messages button
6. Conference button	17. Applications button
7. Hold button	18. Contacts button
8. Transfer button	19. Phone speaker
9. Redial button	20. Programmable feature buttons
10. Keypad	21. Handset rest
11. Speakerphone button	

Place a Call

NOTE: To place an outside call, dial 9, then 1, the area code, then the number.

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press a speed dial button and then lift the handset.
- If you selected a number from a directory, press the **Dial** soft key, and then lift the handset.

Answer a Call

- Lift handset.
- If you are using a headset, press the  (Headset) button.
- To use the speakerphone, press the  (Speaker) button.

End a Call

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

Redial a Number

- Lift handset, press the  (Redial) button.
- To use the speaker phone, press the speakerphone button, then the **Redial** button.

Hold/Resume a Call

Hold

- While on an active call, press the  (Hold) button on your phone.

Resume

- While on hold, press the **Resume** soft key.
- To retrieve a call from multiple calls on hold, use the Navigation pad to select the call, then press the **Resume** soft key.

Send to Voice Mail

- While receiving a call, press the **Divert** soft key button to send the call to voicemail.

Transfer a Call

1. While on a call, press the  (Transfer) button on your phone.
2. Dial the “transfer to” number.
3. Wait for the user to answer, then announce caller.
4. Press the **Transfer** soft key to complete the transfer or press the **Resume** soft key button to resume the call.

Start a Conference Call

1. During an active call, press the  (Conference) button on your phone.
2. Dial the number of the next person you would like to join the conference call.
3. When the call connects, everyone will be automatically placed into the conference call.

Forward Your Phone

Set Call Forwarding

1. Press the **Forward All** soft key on your phone.
2. Enter the number you wish to forward to. If the call is outside of UWW, dial 9, then 1, then the area code and phone number.

A “Forwarded to xxxx” message should now appear at the bottom of the screen.

Remove Call Forwarding

1. To remove call forwarding, click the **Forward Off** soft key button on your phone.

The “Forwarded to” message should no longer display on your phone.

Park a Call

Parking a call allows you to put your call on hold and pick up the call from another Cisco VoIP phone located on campus.

1. During a call, press the **More** soft key and then the **Park** soft key.
2. Party will be put on hold.
3. Make note of the park number that is displayed on the bottom of your phone screen. Ex. 8900
4. From another phone, dial the park number.
5. You will now be reconnected to your call.

Camera Options

- Slide the button on top of the camera to the left to close the camera shutter. Slide the button to the right to open the camera shutter.
- While on a call, press the **Minimize** soft key button to minimize the video shown on your phone display.
Note: Your video will remain active on the end user's phone. Press the **Show Video** soft key button to display video on your display.

Call History

1. Press the  (Applications) button on your phone.
2. Use the Up/Down arrows on the navigation pad to select "Call History", then press the **Open** button.
3. Use the Up/Down arrows on the navigation pad to select the call.
4. Press the **Call** button to call back that user. Press the **Missed Calls** soft key to view missed calls. Press the **All Calls** button to view all calls.

Access Voice Mail Remotely

1. From an external phone, dial your full UWW phone number.
2. Once you reach the voice mail prompt, press the * (star) button using your number pad.
3. Enter your 4 digit UWW extension when prompted to enter your id, then press #. Enter your voice mail pin when prompted. Press # to continue.

You will now enter into the voice mail system.

Follow the prompts to manage your voice mail.

Access Voice Mail

You can access your voice mail by following the directions below, or go to <http://phone.uww.edu> to manage your voice mail from the web.

1. Press the  (Messages) button on your phone.
2. Enter your voice mail pin followed by the # key using the number pad.
3. To play your new message, press 1 on your keypad.
4. Once inside a message, follow the prompts to manage your voicemail.

Corporate Directory

1. Press the  (Directories) button on your phone.
2. Use the Up/Down arrows on the navigation pad to select "Corporate Directory".
3. Press the **Open** soft key button.
4. Use the Up/Down arrows on the navigation pad to select Last Name.
5. Using the number pad, enter in the last name of the person you wish to call. You may need to press the button multiple times to get the correct letter. You do not need to type in the entire last name.
6. Press the **Search** soft key button.
7. Use the Up/Down arrows on the navigation pad to locate the user.
8. Press the **Dial** soft key to place a call to that user.



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