Cisco IP Phone 8945 – Frequently Asked Questions

How Do I Redirect an Incoming Call?

Question

How do I redirect an incoming call when I am on a call?

Answer

To redirect an incoming (ringing) call while on another call, highlight the incoming call, and then press Divert. Otherwise press Divert to redirect the current, active call.

How Do I Silence a Ringing Call If I'm On a Call?

Question

How do I silence a ringing call, if I'm on a call?

Answer

You can silence the incoming (ringing) call. Press Volume down once, and then let the incoming call go to the target number (voice mail or predetermined number set up the system administrator).

How Can I Resume a Call that Is On Hold?

Question

How can I resume a call that is on hold?

Answer

To resume a call on hold, you can use any of the following methods:
- Press **Hold** again.
- Press the pulsing green line button.
- Press **Resume**.

Why Do Softkeys Keep Changing?

Question

Why do the softkeys keep changing?

Answer

Softkeys act on the selected (highlighted) call or menu item only. The softkeys that display depend on the call or item you have selected.

What Is the Best Way to Look at Calls When I Have a Shared Line or Multiple Lines?

Question

What is the best way to look at calls when I have a shared line or multiple lines?

Answer

If you have a shared line or multiple lines, it is recommended that you use the All Calls feature to view calls. When you press the All Calls button (on the left), all calls for all your lines are listed on the phone screen in chronological order (oldest first). If you do not have an All Calls button, contact your system administrator to set up this feature. Your administrator can also set up your primary line key to act the same as the All Calls button.

Why Does My Call Disappear After I Accidently Press a Button?

Question

Why does my call disappear after I accidently press a button?

Answer

If you are on a call and press a button for another line, your line view will change. Your current call disappears from view and calls for the newly selected line are displayed. To redisplay the call you are on, select the line it is on or press All Calls.

How Do I Check Missed Calls on My Phone?

Question

How do I check missed calls on my phone?

Answer

To check missed calls on your phone you must:

1. Press Applications ⚙.
2. Use the Navigation pad and Select button to scroll and select Call History.
3. Press the Missed softkey.

How Do I Connect Two Calls and then Drop from the Line Myself?

Question

How do I connect two calls and then drop from the line myself?

Answer

When you are on an active call (not on hold), do the following:

1. Press **Transfer** 🔀 and enter the transfer recipient's phone number in one of these ways:
   - Press the session button of a held call.
   - Enter the transfer recipient's phone number.
   - Scroll to a Call History record and press Call.
   - Press a speed-dial button.
   - Press Speed Dial, enter a speed-dial number or highlight the number you want to call, and press Speed Dial again.
   - Press Active Calls and select a held call. The transfer completes immediately.

2. Press **Transfer** again. You do not have to wait for the recipient to answer to complete the transfer.

What Does the Swap Softkey Do?

Question

What does the Swap softkey do?

Answer

The Swap softkey allows you to toggle between two calls before completing the transfer or creating a conference. This allows you to consult privately with the party or parties on each call before combining the calls into a conference.

How Do I Cancel a Conference or Transfer After I Start It?

Question

Can I cancel a conference or transfer procedure after I have started it?

Answer

Yes, before completing a conference or transfer, you can press the **Cancel** softkey to cancel the procedure.

How Can I Combine Two Calls Into a Single Conference Call?

Question

How can I combine two calls on hold into a single conference call?

Answer

Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call, and then:

1. Press Conference .
2. Press the line button for the other (held) call.

The conference begins. The conference is established on the line that had the active call.

Why can I not see video on a call?

Question

Why can I not see video on a call?

Answer

To see an image of the other party on your phone screen, the other party's phone must support video and the other party must have a camera installed and enabled on the phone. During conference calls, the conference system used during the call must support video conferencing.

What Happens to Video When I Put a Call On Hold?

Question

What happens to video when I put a call on hold?

Answer

Video transmission is blocked until you resume the call.

Why Does My Video Call Change Resolution?

Question

Why does my video call suddenly change resolution and become more grainy?

Answer

Your network is experiencing congestion and your phone has automatically changed the video resolution to keep the video part of your call working. If this problem persists, notify your system administrator.

Why Does My Video Call Lose Video?

Question

Why does my video call suddenly lose the video part of the call?

Answer

Your network is experiencing congestion and your phone cannot keep the video part of your call working. If this problem persists, notify your system administrator.