TO MAKE A CALL

- Lift Handset or press the Speaker/Headset key
- Dial number (press 0 for external calls)
- Press the REDIAL soft key
- From an existing conversation, press 
- Press to get the caller back from hold.
- If there are multiple calls on hold, scroll to the desired line before pressing the Resume soft key

TO TRANSFER A CALL

- During a call, press TRANSFER
- Dial the number
- Press TRANSFER to complete the transfer
- OR
- If the person you attempt to transfer the call to is not available, press the Cancel soft key and the Resume soft key to return to the conference call

CALL FORWARD (DIVERSION)

- When your phone is idle, press the Forward All soft key.
- Enter the number (including 0 if it is an external number), OR press the Cancel soft key for sending calls to Voicemail
- To undivert, press the Forward All soft key, OR press the Cancel soft key

VIEW MISSED CALLS

- Press the Missed Calls soft key
- The call will be answered by your handset
- Press the PickUp soft key
- Lift the handset or press Speaker/Headset key
- When a phone is ringing within your group:
  - Call Pick-Up Group
    - Conference call and then the Resume soft key to return to the conference call
    - Press the Cancel soft key
    - Press the Conference soft key to connect the parties
    - While a call is in progress, press the Conference soft key

CONFERENCE (up to 8 participants)

- Press the Conference soft key
- While the phone is off-hook, press the volume key to hear the current ring volume
- With your phone idle, press the Speaker/Headset key to change the handset or speaker volume

VOLUME CONTROL

- Press the Speaker/Headset key
- Press the Hold key
- Press the Vol Plus key
- Press the Vol Minus key
- Press the Conference soft key
- Press the Cancel soft key
- Press the Resume soft key

TO MAKE A CALL

Cisco IP Phone 6945 Quick Reference Guide
1. Voicemail
Voicemail waiting: indicator light (18) will flash red when you have a voicemail waiting. Press to access your voicemail. The handset indicator light will flash red when you have a new voicemail.

2. Phone screen
The phone screen has two main functions:
- Video: When receiving a video call, the video of the person calling will display.
- Touchscreen: The display provides access to some functions, such as speed dial numbers and menu items.

3. Line buttons
- depending on configuration, programmable buttons provide access to:
  - Phone lines and intercom lines (the buttons)
  - Speed-dial numbers (speed-dial buttons)

4. Soft keys
Soft keys are touch screen buttons.

5. Transfer
Transfers a call to another party. On clicking transfer, dial the other party's number.

6. Conference
Creates a conference call.

7. Hold
Hold a call.

8. Applications
Use this to access phone preferences and call history.

9. Headset
Click headset to initiate or pick up a call hands-free by directing the audio through the headset. To cancel the headset, pick up the handset or press the release key to hang up.

10. Speakerphone
To hang up, click the speakerphone or press the release key to cancel the speakerphone. To answer a call, click speakerphone to initiate a call as well. If the call is already in progress, click speakerphone to switch to the speakerphone.

11. Handset
Use this to access phone preferences and call history.

12. Applications
Choose menu items.

13. Volume
- while on a call, adjust the microphone volume.
- while not on a call, adjust the phone's ringing volume.

14. Voicemail
The handset indicator light will flash red when you have a voicemail waiting. Press to access your voicemail.

15. Navigation pad and select button
The two-way navigation pad allows you to scroll through menus, highlight items, and move within a text field. The select button (centre of the navigation pad) allows you to select a highlighted item.

16. Handset
Use this to access phone preferences and call history.