**Information & Communication Technologies**

**Computer Center, Rm. 148**

**Quick Reference Guide**

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**Cisco Unified**

**IP 8945G Phones**

**Quick Reference Guide**

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**Applications button**

**Directory Button**

**Line Buttons**

**Navigation Arrow Button**

**Video Mute Button**

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**Conference Button**

**Hold Button**

**Transfer Button**

**Redial Button**

**Speaker Phone Button**

**Mute Button**

**Headset Button**

**Volume Control Button**

**Message Button**

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**Work Order Desk 575**

**Speaker Phone Button**

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**Visual confirmation displays.**

**Hold a Call**

Use one of the following methods to place a call:
- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the Call soft key.
  - local off campus, dial 8 then 7 digit number
  - long distance, dial 8 + 1 + 7 digit number
  - International, dial 8 + 011 + country code + city code + number

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**Manage Call Waiting**

If you are on a call when a second call comes in, you either hear a call-waiting tone or see a flashing indicator light on the handset rest.

To answer the new call on the same line:
- Use the Navigation (up/down arrows) button to select the call.
- Press the Answer soft key to answer the call. The call on the other line is automatically put on hold.

To return to the original call:
- Use the Navigation button to reselect the call.
- Press the Resume soft key to reconnect to the call. The call on the other line is automatically put on hold.

To return to the original call:
- Press the Line button for the incoming call. The call on the other line is automatically put on hold.
- Press the Line button associated with the original call.

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**End Conference Call**

Hang up the handset, or press the End Call soft key.

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**Conference Call**

To create a three-party conference call:
- Dial the first party
- Press the Conference button to open a new line and put the first party on hold.
- Dial the second party. When the caller connects, press the Conference button again to add the new party to the call.

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**Call Pick Up**

Call Pickup allows you to answer a call that is ringing on a co-worker’s phone by redirecting the call to your phone. You might use Call Pickup if you share call-handling tasks with co-workers.

Press Pick Up soft key.

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**Adjust the Display Contrast**

- Press the Applications button.
- Select the Display Preferences option.

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**Clear Call History**

To clear all numbers in the directory history:
- Press Applications button
- Select the desired call history log
- Press Delete soft key to remove selected call from log

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**Select the Ring Type**

- Press Applications button.
- Use up and down arrows on the Navigation key Highlight Preferences option.
VOICE MAIL SERVICES

Initial Set Up
• Press the Message button.
• Enter a password. (Default password is 88003#)
• Please follow system instructions for the following:
  • Record your name.
  • Set a new password.
  • Record your greeting.
• Please wait until you hear “You Have Finished Enrollment” then hang up.

To Check Messages from your telephone:
• Press the Message button and log on.
• New messages will start to play.
• Follow prompts to manage individual messages.

To Check Messages from outside the office:
• On-Campus Dial 6-9999
• Off-Campus Dial 575-646-9999
• When the greeting begins to play, press *
• Enter last 5 digits of your extension number [id], then press #
• Enter your pin then press #
• Follow prompts to listen and manage your messages

To Change Your Recorded Name:
• Press the Message button and log on.
• When greeting starts, Press 4 >3 >2.
• At the tone, record your name, or press * to keep the current recording.

To Change Your Password:
• Press the Message button and log on.
• Press 4 >3 >1.
• Enter a new password and press #.
• Enter the new password again to confirm it and press #.

To Record a Greeting:
• Press the Message button and log on.
• Press 4 > 1 > 1.
• After your current greeting, press 1 to rerecord new greeting
• Press #
• Follow prompts

To Enable or Disable a Greeting:
(You can enable or disable only your alternate greeting by phone.)
• Press the Message button and log on.
• Press 4 >1 >1.
• After your current greeting, press 2 to enable or disable your alternate greeting.

Note: When your alternate greeting is enabled, it overrides all other greetings.

To Reply to a Message:
• After listening to the message, press 4.
• Record your reply.
• Press # to send the reply, or press 1 for message options.

Message Options are the same as above.
Follow the prompts to handle the original message.

To Forward a Message:
• After listening to the message, press 5.
• Follow prompts to address the forwarded message.
• Press # to forward the message as is, or press 2 to record an introduction, or press 3 for message options.
• Press # to forward the message as is, or press 1 for message options.

• Press # to forward the message as is, or press 1 for message options.