Basic Call Handling

To view basic dialing instructions, see the following website:
http://www.udel.edu/voip/dialing.html

Basic Call Placing Options

- Pick up the handset.
- Press the Speakerphone button.

Answering Calls

While idle:
- Lift the handset.
- Press the Speakerphone button.

Hold/Resume

While on an active call:
1. Press the Hold button.
2. Retrieve the held call, press the Hold button.

Call Waiting

During an active call, if a second call rings in, you will hear a single beep.
To answer (the original call will be put on hold automatically),
press the Hold button.

Transfer Options

Blind Transfer

While in an active call:
1. Press the Transfer button.
2. Dial the intended party.
3. Press the Transfer button again to complete the transfer.
**CONSULT TRANSFER**

While in an active call:
1. Press the **Transfer** button.
2. Dial the intended party.
3. Wait for the party to answer and announce the call, press the **Transfer** button again to complete the transfer.
4. If dialed party does not wish to take the call, press the **Hold** button, then resume the original call.

**TRANSFER TO VOICEMAIL**

1. Press the **Transfer** button.
2. Dial * plus the 4-digit extension.
3. Press the **Transfer** button again.

**Conferring Options**

**AD-HOC CONFERENCING (MAX 6)**

While in an active call:
1. Press the hook-switch (flash button).
2. Wait for a dial tone.
3. Dial the intended party.
4. Press the hook-switch again to connect parties.
5. Repeat to add additional parties.

**REMOVE LAST PARTY FROM A CONFERENCE CALL**

While in an Ad-Hoc or Joined Conference call:
1. Press the hook switch.
2. The last party is dropped.

**Call Forwarding**

To activate:
1. Press the **Select** button.
2. Scroll using the **Navigation Bar** arrows, until **Call Forward All** is displayed on the phone screen.
3. Press the **Select** button.
4. Wait for a dial tone; dial the desired destination. To deactivate:
   1. Press the **Select** button.
   2. Scroll till **Call Forward All** is displayed.
   3. Press the **Select** button again.

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**Cisco 3905 Voicemail Set Up**

**ID & PIN**

Internally from your own phone:
1. Press the **Select** button (shown right).
2. Press the downward pointing **Navigation Bar** arrow once.
3. You will see the **Voice Mail Access** option.
4. Press the **Select** button again.

**INITIAL SETUP**

Follow the prompts to set up your mailbox:

- “**Record your name**”
- “**Record your greeting**”
- “**Change your temporary PIN**”

The "temporary" PIN is "**159357**"
*You will be prompted to change the PIN during the initial set up.*

If you hang up before you have completely enrolled, you will have to repeat the setup process the next time you access voicemail.

**ACCESS FROM UD PHONE**

1. Dial 7000 (internal) or 831-7000 (remotely).
2. Enter your 7-digit phone number (831-XXXX), then press #
3. Enter your PIN, then press #

**VOICEMAIL PROMPTS**

To view a list of the common voicemail prompts, see the following website:
http://www.udel.edu/voip/voicemail.html