UNIVERSITY OF DELAWARE
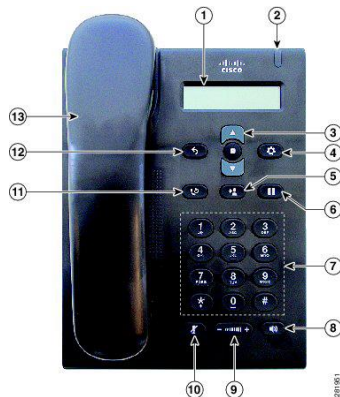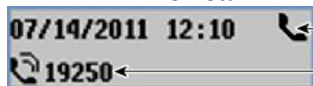
Cisco 3905 User Guide

Feature Buttons

1 Phone screen   1. Date & Time
2. Line Detail

2 Light Strip –Solid Message Notification
Flashing Incoming Call

3. Navigation Bar & Select Feature

4. Application Button

5. Transfer Button

6. Hold Key Button

7. Dial Pad

8. Speaker Button

9. Volume Button

10. Mute Button

11. Redial Button

12. Return Menu Button

Basic Call Handling

INTERNAL DIALING

- Dial the 4 digit extension.
- Calls between 831 numbers will be 4-digit dial.
- Calls between 837 numbers will be 4-digit dial.
- Calls from 831 to 837 will be 5XXXX.
- Calls from 837 to 831 will be 5XXXX.
- Callers in Lewes can dial 55 + 4 digit extension
- For further dialing instructions follow the link
  http://www.udel.edu/voip/dialing.html

EXTERNAL DIALING

- Local: 9+ Number
- Domestic: 9+1 Area Code + Number
- International: 9+011+Country Code+Number
- Emergency External 911 & 9911

BASIC CALL PLACING OPTIONS

- Pick up the handset.
- Press the **Call** or **Redial** icon.
- Press the Speakerphone button.
- Press a **Speed Dial button**.

ANSWERING CALLS

While idle:

- Lift the handset
- Press the speakerphone button
- Press the amber flashing session button

HOLD/RESUME

While on an active call:

1. Press the **Hold** key.
2. Retrieve the Held call Press **Hold/ Resume**.

CALL WAITING

During an Active call, if a second calls rings in,

you will hear a single beep.

To Answer (the original call will be put on hold

automatically)

Press and Hold/ Resume Key

Transfer Options

BLIND TRANSFER

While in an active call:

1. Press the **Transfer** key.
2. Dial the intended party.
3. Press the **Transfer** key
   again to complete the transfer.

CONSULT TRANSFER

While in an active call:
1. Press the **Transfer** key.

2. Dial the intended party.

3. Wait for the party to answer and announce the call, press the **Transfer** key again to complete the transfer.

4. If dialed party does not wish to take the call, press **End Call** (red hardkey), then resume the original call.

TRANSFER TO VOICEMAIL
1. Press the **Transfer** key.

2. Dial ***** plus the 4 or 5 digit extension.

3. Press **Transfer** again.

Conferencing Options

AD-HOC CONFERENCING (MAX 6)

While in an active call:
1. Press the hook- switch (flash button)

2. Wait for 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. Last party dropped

Call Forwarding

To activate:

1. Press the Navigation Bar center button

2. Scroll using the Navigation bar arrows, till Call Forward All is displayed on the phone screen

3. Press the navigation bar center button

4. Wait for dial tone, dial the desired destination.
   To deactivate:

   1. Press the navigation bar center button
   2. Scroll till Call Forward All is displayed
   3. Press the navigation bar center button

Voicemail

ID & PIN

Internally from your own phone:

 Select

1. Press the Select button (shown to above).
2. Press the downward pointing Navigation bar arrow once.
3. You will see the **Voice Mail Access** option**.**
4. Press the Select button again.

The "default" PIN is "159357**"**

You will be prompted to change it during initial set up.

INITIAL SETUP

Follow the prompts to setup your mailbox

> **"Record your name"**
>
> **"Record your greeting"**
>
> **"Change your temporary PIN"**
>
> If you "hang up" before you have completely enrolled, you will have to repeat the setup process next time you access voicemail.

INTERNAL ACCESS

Internally from another phone:
1. Scroll using the navigation bar
2. Select "Voicemail"
   Or Dial extension "7000"
3. Enter 7-digit phone (831-XXXX)
4. Enter your PIN & #

EXTERNAL ACCESS
1. Dial your number
2. Press the Asterisk *
3. Enter **7-**digit number (831-XXXX), #
4. Enter your PIN & #

MAIN MENU

1- Listen to messages

2- Send a message

3-Review old messages

4-Setup options

PERFORMING COMMON TASKS

4-1-1 Re-Record Standard Greeting

4-1-2 Re-Record Alternate Greeting

4-3-2 Re-Record Name

4-3-1 Change Pin

LISTENING TO MESSAGES

1- Listen to new messages

3- Listen to old messages

[1][1] Rewind to beginning of message

WHILE LISTENING TO MESSAGES

[3] Delete

[4] Slower

[6] Faster

[#] Skip

AFTER LISTENING TO MESSAGES

[1] Repeat Message

[2] Save Message

[3] Delete Message

[4] Reply to Message

[5] Forward a Message

[6] Save message as new

[7] Go back 5 seconds

[8] Pause/Restart

[9] Message Properties

[#][#] Skip to next message

[*] Cancel playing messages

[1] [4]-Previous Message

[1][6] Next Message

NOTES or Help Desk INFO