

## PLACE A CALL

- Dial a number and then lift the handset.
- Lift handset and dial a number.

### Internal Calls (4 Digit Extensions)

- Dial a users 4 digit extension to call to an internal phone.

### Local Calls

- Dial 9+XXX-XXXX



### Long Distance Calls

- Dial 9+1-XXX-XXX-XXXX

### Emergency (911) Calls

- Dial either 2222 or 2226 (911 and 9+911 will be directed to 2222).

## ANSWERING & ENDING A CALL

- Lift handset or press the Speakerphone button  to answer a call
- Hang-up handset or press the speakerphone button  to end a call.



### Respond to Call Waiting Notification

- To answer the ringing call, press the Hold/Resume button. 



## REDIAL A NUMBER

- Press **Redial** button 

## CHANGE RINGTONE



- (1) Press **Applications**. 
- (2) Select **Preferences**.
- (3) Select **Ringtone**.
- (4) Select a ringtone
- (5) Press the **Select** button to confirm your selection and play a sample.
- (6) Press the **Back** button  to return to the Preferences screen.

## HOLD AND RESUME A CALL


- (1) To place call on hold, press **Hold/Resume** button. 
- (2) To retrieve call, press the **Hold/Resume** button again. 

## Quick Reference Guide (Cisco Unified IP Phone 3905)

### TRANSFER A CALL

- (1) Verify that you are on an active call (not on hold).
- (2) Press the **Transfer** button. 
- (3) Enter the transfer recipient's phone number.
- (4) Wait for the recipient to answer or skip to Step 5.
- (5) Press **Transfer** again. 

### VIEW CALL HISTORY/PLACE CALLS VIA CALL HISTORY

- (1) Press the **Applications** button 
- (2) Scroll and select **Call History**
- (3) Select a category
- (4) From the Call History list, select the call you want to dial and do one of the following:
  - Press the Select button (the phone uses the speakerphone by default).
  - Pick up the handset.
  - Press Speakerphone.

### CONFERENCE CALLS

#### Start a Conference Call

- (1) Verify that you are on an active call (not on hold).
- (2) Press and release the hookswitch to get a dial tone.
- (3) Dial the party's number.
- (4) (Optional) Wait for the recipient to answer. Or skip to Step 5 while the call is ringing.
- (5) Press and release the hookswitch again. The conference begins.

#### Remove Participants

- (1) Verify that you are in a conference.
- (2) Press and release the hookswitch. The party who joined last is dropped from the conference.




## VOICEMAIL

### PERSONALIZING YOUR VOICEMAIL

#### Initial Setup



- (1) Press the Select/**Feature** button 
- (2) Use the **Navigation pad** to scroll and select **Voice Mail**.
- (3) Press the Select/**Feature** button.
- (4) When you hear the announcement for "Cisco Unity Connection Messaging System", press the \* (**star**) on your key pad.
- (5) Follow the Voice prompts.
- (6) For initial setup, enter the default PIN (12XXXX; XXXX = extension number) then #
- (7) Follow the prompts to record your name, greeting and a personal PIN.

\* *If needed your System Administrator can reset your PIN*

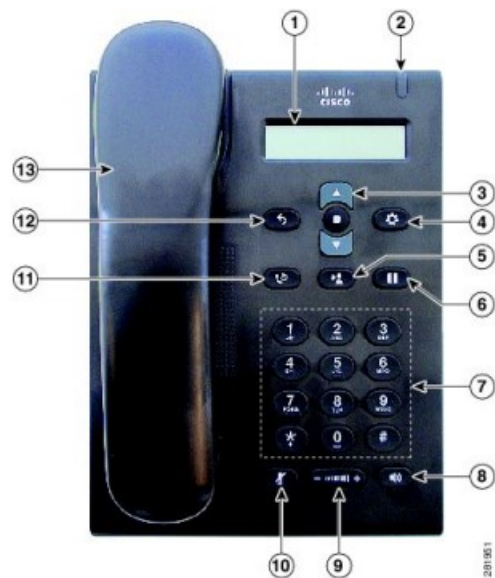
### MESSAGE WAITING INDICATORS (MWI)

- Solid red light on your handset
- Message Icon on a line.

### RETRIEVING YOUR VOICE MESSAGES

- By default all voicemail will be sent to your email. If you do not have email access you can perform the following actions:
  - ◇ On Campus from YOUR Cisco Phone:
    1. Dial 5000 or follow steps 1-5 above.
  - ◇ On Campus from another Cisco Phone:
    1. Lift handset; Dial 5000
    2. Press the \* key on your key pad.
    3. Follow the voice prompts. Your ID=your phone extension.
  - ◇ On Campus from an Avaya phone:
    1. Dial 7000.
    2. When you hear the announcement for "Cisco Unity Connection Messaging System", tap the \* on your key pad.
    3. Follow the voice prompts. Your ID=your phone extension.
  - ◇ Off Campus, dial **(585) 395-7000** to retrieve Voice Messages.
    1. When you hear the announcement for "Cisco Unity Connection Messaging System", hit \* on your key pad.
    2. Follow the voice prompts. Your ID=your phone extension.

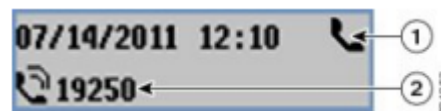
## Cisco 3905 Phone Schematic



1	Phone Screen	Shows information about your phone such as directory number, active call, and phone menu listings.
2	Light Strip	Indicates an incoming call (flashing red) or new voice message (steady red).
3	Navigation Bar and Select/Feature button	<p>The Navigation bar allows you to scroll through menus and highlight items. The Select button (in the middle of the Navigation bar) allows you to select a highlighted item.</p> <p>When the phone is off-hook, the Select button functions as the Feature button. You can access these features:</p> <ul style="list-style-type: none"> <li>• Call Forward All: Allows you to forward a call.</li> <li>• Voice Mail: Allows you access voice mails.</li> <li>• Call Pickup: Allows you to answer a call that is ringing on a co-worker's phone.</li> <li>• Group Call Pickup: Allows you to answer a call that is ringing in another call group.</li> </ul>
4	Applications button	Opens or closes the Applications menu. Use it to access call history, user preferences, phone settings, and phone model information

## Quick Reference Guide (Cisco Unified IP Phone 3905)

5	Transfer button	Transfers a call
6	Hold/Resume button	Places an active call on hold or resumes a held call
7	Keypad	Allows you to dial phone numbers.
8	Speakerphone button	Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).
9	Volume button	Controls the handset and speakerphone volume (off-hook) and the ringer volume (on hook).
10	Mute button	Toggles the microphone on or off.
11	Redial button	Dials the last dialed number.
12	Back button	Returns to the previous screen or menu.
13	Handset	Phone handset



1	Header	Displays date and time, line information such as voicemail and missed calls, phone menu listings, etc.
2	Line details and other phone information	Displays the directory number. During a call, also displays details for the active line. If not on a call, also displays line text label and other information such as placed calls and phone menu listings.

## Tips and Shortcuts

### How do I setup Speed Dials?

- (1) Use a web browser and access <https://iptucmpub.brockport.edu/ccmuser>
- (2) Use your Windows Username / Password to login to sign in.
- (3) Click the Phones Tab
- (4) Click Phone Settings
- (5) Click Speed Dial Numbers and select Add a new Speed Dial
- (6) When entering in the number Prefix the number with a 9 e.g.: 95551234

### How do I Transfer a Voicemail

#### Forward via E-Mail

- (1) You can simply forward the email with the attached voicemail.

#### To Forward via the Phone prompts:

- (1) Listen to the new message
- (2) Hit 5 to forward
- (3) Provide an introduction
- (4) Hit ## , enter the extension and then #.

### How do I Forward Calls?

- (1) Press the Select/**Feature** button
- (2) Navigate to **Call Forward All**.
- (3) Press the Select/**Feature** button
- (4) Enter the phone number (You need to prefix 9) e.g.: 95551234
- (5) To cancel repeat steps 1 and 2.



### Voicemail Shortcuts

#### Main Menu

- 1 - Hear new Messages
- 3 1 - Review Saved Messages
- 3 2 - Review Deleted Messages
- 4 1 - Change Greetings
- 4 1 2 - Switch to Alternate Greeting

#### Listening to Voicemail:

- # - Next Message
- 1 - Restart a message
- 2 - Save
- 3 - Delete
- 8 - Pause