

Cisco Unified 3905 IP Phone Quick Reference Guide



Information & Communication
Technologies Computer Center, Rm. 148
Corner of Stewart & Sweet
Work Order Desk 575-646-
5999 Fax 575-646-6300
ict_wodesk@nmsu.edu



FEATURE BUTTONS

Navigation Bar & Select Button



Application Button



Transfer Button



Hold Button



Speaker Button



Volume Button



Mute Button



Redial Button



Return Menu Button



PLACE A CALL

USE ONE OF THE FOLLOWING METHODS TO PLACE A CALL:

- LIFT THE HANDSET AND DIAL THE NUMBER
- DIAL THE NUMBER AND LIFT THE HANDSET OR PRESS THE SPEAKER BUTTON
 - 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

REDIAL A NUMBER

- PRESS THE REDIAL BUTTON.
- TO PLACE THE CALL, GET A DIAL TONE ON THE LINE, THEN PRESS THE REDIAL BUTTON.

HOLD A CALL

- TO PUT A CALL ON HOLD, PRESS THE HOLD BUTTO
- TO RESUME THE CALL, PRESS HOLD BUTTON

MUTE A CALL

- TO TURN THE MUTE ON, PRESS THE MUTE BUTTON.
- TO TURN THE MUTE OFF, PRESS THE MUTE BUTTON THE SECOND TIME

MANAGE CALL WAITING

CALL WAITING PROVIDES CUES TO NOTIFY YOU THAT A NEW CALL IS RINGING ON YOUR PHONE WHEN YOU ARE TALKING ON ANOTHER CALL.

- TO ANSWER 2ND CALL, PRESS HOLD BUTTON.
- YOUR PHONE AUTOMATICALLY PUTS THE ORIGINAL CALL ON HOLD AND CONNECTS THE RINGING CALL.

UNANSWERED CALLS ARE ROUTED TO VOICE MAIL (IF AVAILABLE)

CALL PICK UP

CALL PICKUP ALLOWS YOU TO ANSWER A CALL THAT IS RINGING ON ANOTHER PHONE BY REDIRECTING THE CALL TO YOUR PHONE.

- PRESS THE CENTER BUTTON OF THE NAVIGATION BUTTON.
- ARROW DOWN USING NAVIGATION BUTTON TO 3PICKUP
- PRESS CENTER OF NAVIGATION BUTTON TO ANSWER CALL

TRANSFER A CALL

- PRESS TRANSFER BUTTON TO PUT THE FIRST CALL ON HOLD AND INITIATE A NEW CALL.
- PRESS THE TRANSFER BUTTON THE SECOND TIME TO FINISH THE TRANSFER.

CALL FORWARD ALL

TO FORWARD ALL INCOMING CALLS TO ANOTHER EXTENSION:

- PRESS THE CENTER BUTTON OF THE NAVIGATION BUTTON.
- SELECT "CALL FORWARD ALL" OPTION.
- PRESS THE CENTER BUTTON OF THE NAVIGATION BUTTON
- ENTER THE LAST 5 DIGITS OF EXTENSION TO FORWARD YOUR CALLS OR ENTER 6-9999 TO FORWARD TO VOICE MAIL.

TO TURN OFF CALL FORWARD

- PRESS CENTER OF NAVIGATION BUTTON
- SELECT CALLFORWARDALL

CONFERENCE CALL

- DIAL 1ST PARTY
- WAIT 3 SECONDS, PRESS HOOK FLASH BUTTON TO PLACE 1ST PARTY ON HOLD
- DIAL 2ND PARTY, WAIT 3 SECONDS THEN PRESS HOOK FLASH BUTTON AGAIN TO BRIDGE ALL PARTIES

NOTE: HOOK FLASH BUTTON IS THE BUTTON LOCATED ON THE RECEIVER CRADLE OF YOUR PHONE.

ADJUST THE VOLUME FOR THE CURRENT CALL
DURING A CALL, PRESS THE + OR - ON THE VOLUME BUTTON TO INCREASE OR DECREASE THE VOLUME RESPECTIVELY.

ADJUST THE RING VOLUME

PRESS THE + OR - ON THE VOLUME BUTTON WHILE THE HANDSET IS IN ITS CRADLE AND THE PHONE IS IDLE.

SELECT THE RING TYPE

- PRESS THE APPLICATIONS BUTTON.
- USING NAVIGATION ARROWS UP/DOWN.
- SELECT PREFERENCES
- PRESS MIDDLE KEY OF NAVIGATION BUTTON TO SELECT RING TONE
- PRESS MIDDLE BUTTON OF NAVIGATION BUTTON
- HIGHLIGHT THE RING YOU WANT, AND THEN PRESS THE MIDDLE BUTTON OF NAVIGATION BUTTON
- PRESS THE APPLICATION BUTTON TO EXIT

VIEW CALL HISTORY

- PRESS THE APPLICATIONS BUTTON.
- USE MIDDLE SOFT KEY OF NAVIGATION BUTTON TO SCROLL AND SELECT THE DESIRED CALL LIST
- PRESS THE NAVIGATION BUTTON OR:
 - PRESS 1 ON THE KEYPAD FOR MISSED CALLS
 - PRESS 2 ON THE KEYPAD FOR RECEIVED CALLS
 - PRESS 3 ON THE KEYPAD FOR PLACED CALLS
- PRESS THE APPLICATIONS BUTTON TO EXIT

PLACE A CALL FROM CALL HISTORY

- FOLLOW "VIEW CALL HISTORY" INSTRUCTIONS TO DESIRED HISTORY FIELD.
- ONCE DESIRED SELECTION IS ON SCREEN, PRESS THE NAVIGATION MIDDLE BUTTON TO CALL THAT NUMBER.

RETRIEVE VOICE MESSAGES

- LOOK FOR A SOLID RED LIGHT ON YOUR HANDSET
- LISTEN FOR A STUTTER TONE WHEN YOU LIFT THE HANDSET
- PRESS CENTER OF NAVIGATION BUTTON
- ARROW DOWN TO VOICE MAIL ACCESS
- PRESS CENTER NAVIGATION BUTTON AND FOLLOW PROMPTS

VOICE MAIL SERVICES

INITIAL SET UP

- PRESS CENTER OF NAVIGATION BUTTON
- USING ARROW KEYS, ARROW DOWN, SELECT VOICE MAIL ACCESS
- ENTER DEFAULT PIN THEN #. (DEFAULT PIN IS 88003#)
- PLEASE FOLLOW SYSTEM INSTRUCTIONS FOR THE FOLLOWING: • RECORD YOUR NAME. • SET A NEW PIN. RECORD YOUR GREETING
- PLEASE WAIT UNTIL YOU HEAR "YOU HAVE FINISHED ENROLLMENT" THEN HANG UP

TO CHECK MESSAGES FROM YOUR TELEPHONE:

- PRESS CENTER NAVIGATION BUTTON
- USING ARROW KEYS, ARROW DOWN, SELECT VOICE MAIL ACCESS.
- ENTER YOUR PIN THEN # AND FOLLOW PROMPT
- 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 CENTER NAVIGATION BUTTON
- USING ARROW KEYS, ARROW DOWN, SELECT VOICE MAIL ACCESS
- ENTER YOUR PIN THEN PRESS #
- PRESS 4 >3 >2
- AT THE TONE, RECORD YOUR NAME, OR PRESS * TO KEEP THE CURRENT RECORDING

TO CHANGE YOUR PIN:

- PRESS CENTER NAVIGATION BUTTON
- USING ARROW KEYS, ARROW DOWN, SELECT VOICE MAIL ACCESS
- ENTER YOUR CURRENT PIN THEN PRESS #

- PRESS 4 >3 >1
- ENTER A NEW PIN AND PRESS #
- ENTER THE NEW PIN AGAIN TO CONFIRM

TO RECORD A GREETING:

- PRESS CENTER NAVIGATION BUTTON
- USING ARROW KEYS, ARROW DOWN, SELECT VOICE MAIL ACCESS OR DIAL 6-9999 FROM YOUR PHONE
- ENTER YOUR PIN THEN PRESS #
- PRESS 4 > 1> 1
- AFTER YOUR CURRENT GREETING, PRESS 1 TO RERECORD NEW GREETING
- PRESS #
- FOLLOW PROMPTS

TO RECORD AND EDIT AN ALTERNATE GREETING:

(YOU CAN ENABLE OR DISABLE ONLY YOUR ALTERNATE GREETING BY PHONE.)

- PRESS CENTER NAVIGATION BUTTON
- USING ARROW KEYS, ARROW DOWN, SELECT VOICE MAIL ACCESS OR DIAL 6-9999 FROM YOUR PHONE
- ENTER YOUR PIN THEN PRESS #
- PRESS 4 >1 >3
- PRESS 3 FOR ALTERNATE GREETING
- PRESS 1 TO RE-RECORD YOUR ALTERNATE GREETING
 - AFTER YOUR CURRENT GREETING, PRESS # AND FOLLOW THE PROMPTS
- PRESS 3 TO TURN ON AND FOLLOW THE PROMPTS
- PRESS * TO EXIT

TO REPLY TO A MESSAGE:

- AFTER LISTENING TO THE MESSAGE, PRESS 4. RECORD A REPLY.
- PRESS # TO SEND THE REPLY, OR PRESS 1 FOR MESSAGE OPTIONS
- FOLLOW THE PROMPTS TO HANDLE THE ORIGINAL MESSAGE

TO FORWARD A MESSAGE:

- AFTER LISTENING TO THE MESSAGE, PRESS 5.
- FOLLOW PROMPTS TO ADDRESS AND FORWARD THE MESSAGE
- PRESS # TO FORWARD THE MESSAGE AS IS OR:
 - PRESS 2 TO RECORD AN INTRODUCTION, OR PRESS 3 FOR MESSAGE OPTIONS