Using the Cisco 3905 IP Telephones

Cisco Unified 3905 IP Phone Overview

The Cisco Unified SIP Phone 3905 provides voice communication over an Internet Protocol (IP) network. The Cisco Unified IP Phone functions much like a digital business phone, allowing you to place and receive phone calls. In addition, the Cisco Unified SIP Phone 3905 supports features such as mute, hold, transfer, conference, call forward, and more.

A Cisco Unified IP Phone, like other network devices, must be configured and managed. These phones encode G.711a, G.711mu, G.729a, and G.729ab, and decode G.711a, G.711mu, G.729, G.729a, and G.729ab.

Caution Using a cell, mobile, or GSM phone, or two-way radio in close proximity to a Cisco Unified IP Phone might cause interference. For more information, refer to the manufacturer's documentation of the interfering device.

Your office Phone

Buttons and Hardware
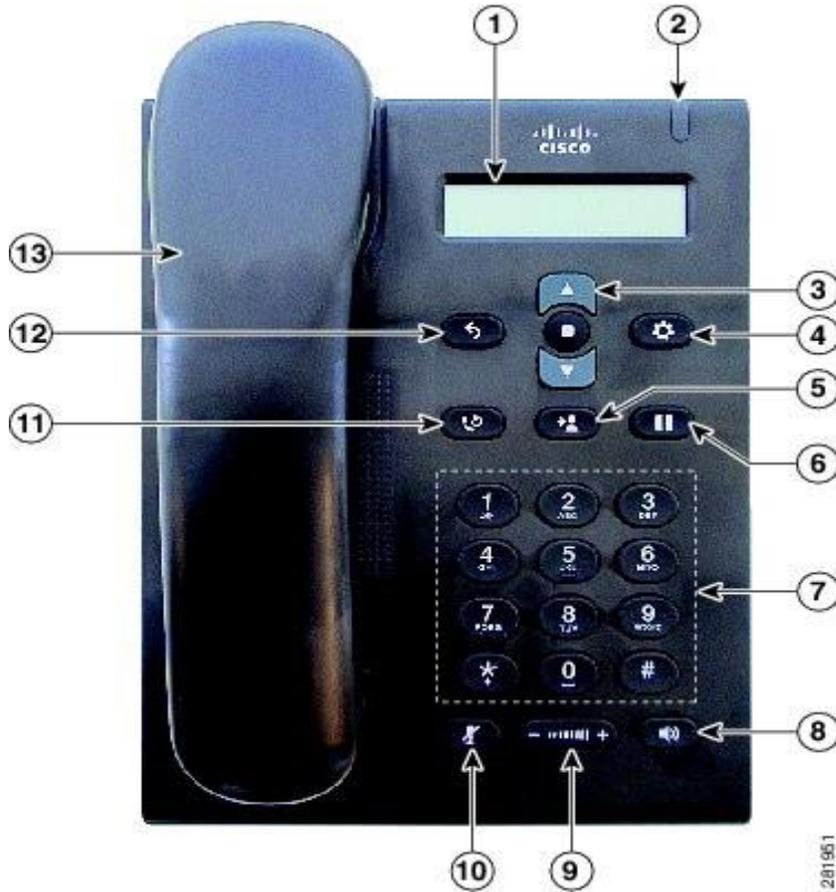
1	Phone screen	Shows information about your phone such as directory number, active call, and phone menu listings.
2	Light strip	Indicates an incoming call (flashing red) or new voice message (steady red).

Buttons and Hardware

3	Navigation bar and Select/Feature button	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.
		When the phone is off-hook, the Select button functions as the Feature button. You can access these features:
		• Call Forward All: Allows you to forward a call.
		• Voice Mail: Allows you access voice mails.
		• Call Pickup: Allows you to answer a call that is ringing on a co-worker's phone.
		• Group Call Pickup: Allows you to answer a call that is ringing in another call group.
4	Applications button	Opens or closes the Applications menu. Use it to access call history, user preferences, phone settings, and phone model information.
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.

Phone Screen

1	Header	Displays date and time. Also displays line information such as voicemail and missed calls. When using the Applications menu, displays phone menu listings.
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.

Phone Connections

Use the following figure to connect the phone to the network.
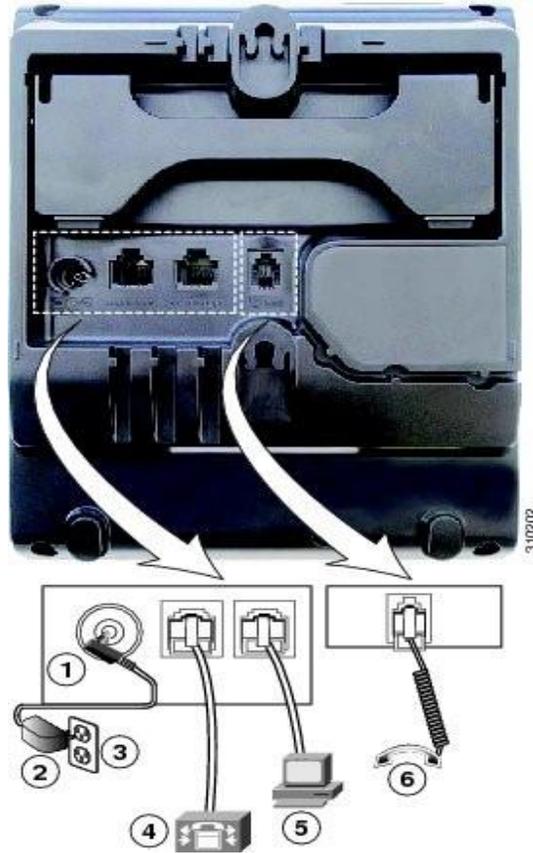
1	DC adapter port (DC 4.2V).	4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.
2	AC-to-DC power supply (optional).	5	Access port (10/100 PC) connection.
3	AC power wall connection.	6	Handset connection.

Footstand

The Cisco Unified IP Phone 3905 has a foldable footstand. When the footstand is unfolded, it gives the phone an elevated viewing angle.

Adjust the Handset Rest

If your phone is wall-mounted, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.
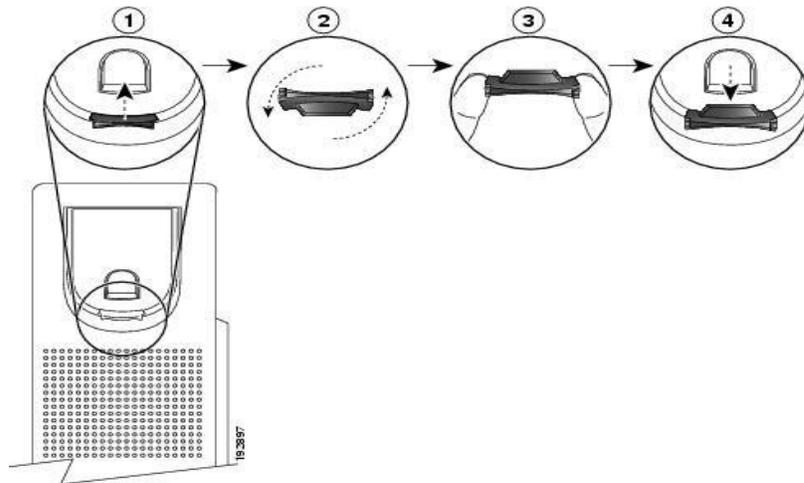
Procedure

Step 1 Remove the handset from the cradle and pull the plastic tab from the handset rest.

Step 2 Rotate the tab 180 degrees.

Step 3 Hold the tab between two fingers, with the corner notches facing you.

Step 4 Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.

Step 5 Return the handset to the handset rest.

Operating Your Phone

Adjust the Volume
• During a call, press the + or **-** on the **VOLUME** button to increase or decrease the volume respectively.

Answer a Call
• Lift the handset.

• If you are using the speakerphone, press the **Speaker** button.

Auto Answer
Auto Answer prompts your phone to automatically answer incoming calls after one ring.

Your Network Administrator sets up Auto Answer to work with your speakerphone.

Auto Answer with Your Speakerphone
Auto Answer prompts your phone to automatically answer incoming calls after one ring.

Keep the handset in the cradle to auto answer with your speaker phone. Otherwise, calls ring normally and you must manually answer them. Your Network Administrator sets up Auto Answer to work either with your speakerphone.

Call Forward All
Call Forward All allows you to forward calls on your phone to another number. You can set up Call Forward All directly on your phone. To access Call Forward All remotely, go to your User Options web pages.

There are two types of call forwarding features that your Network Administrator might set up on your phone:

1 Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive.

2 Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No
Coverage)—Applies to certain calls that you receive, according to conditions, and is accessible only from your User Options web pages.

Procedure

Step 1   Press the center button of the Navigation Pad button.

Step 2   Navigate for the "Call Forward All" option.

 Step 3   Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.

Call Pickup

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.

There are two ways you can pick up a call:

1   Pickup—Allows you to answer a call that is ringing on another phone within your call pickup group.

   If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).

2   Group Pickup—Allows you to answer a call on a phone that is outside your call

   pickup group by: **a**   Using a group pickup number (provided by your Network

   Administrator).

b Dialing the ringing phone's number if the destination user's direct number is present in one of the current user's associated groups.

 Your Network Administrator sets up the call pickup group you are in and the call pickup buttons depending on your call-handling needs and work environment.

To access Call Pickup:

Procedure

Step 1 Press the center button of the Navigation Pad button.

Step 2 Navigate for the "PickUp" and "GPickUp" options.

Conference

Conference allows you to talk simultaneously with multiple parties. When you are talking on a call, use Conference to dial another party and add them to the call. You can remove individual participants from the conference if your phone supports the feature. Use hookflash to set up a conference call.

End a Call

• Hang up the handset.

• If you are using a speakerphone, press the **Speaker** button.

Hold/Resume a Call

Procedure

Step 1 To put a call on hold, press the Hold button The line button flashes green.

Step 2 To resume the call, press the flashing green line button.

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, including a call waiting tone (single beep) and an amber flashing line button.

Note   Unanswered calls are routed to your voicemail system   (Currently voice mail not available).

Procedure

Press the flashing amber **line** button.
Your phone automatically puts the original call on hold and connects the ringing call.

Mute a Call

Procedure

Step 1   To turn the Mute on, press the **Mute** button 🔇.

Step 2   To turn the Mute off, press the **Mute** button the second time.

Place 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 **Speaker** button.

- Press the **Line** button for your extension, and then dial the number.

- Press the **Speaker** button, and then dial the number.

- If you have established speed-dial numbers, press the **Feature** button enabled for speed-dial.

Redial a Number

To redial the most recently dialed number:

- Press the **Redial** button 🔄.

- To place the call, get a dial tone on the line, then press the **Redial** button.

Shared Lines

Shared lines allow you to use one phone number for multiple phones.
You might have a shared line if you have multiple phones and want one phone number, share call-handling tasks with co-workers, or handle calls on behalf of a manager.

For example, if you share a line with a co-worker:

- When a call comes in on the shared line:

- Your phone rings and the line button flashes amber.

- Your co-worker's phone rings and the line button flashes amber.

- If you answer the call:

- Your line button turns green.

- Your co-worker's line button turns red.

  When button is red, that line cannot be used to barge in on the call or used to make another call.

- If you put the call on hold:

- Your line button flashes green.

- Your co-worker's line button flashes red.

  When the line flashes red, your co-worker can pick up the call.

Transfer a Call

Transfer allows you to redirect a connected call from your phone to another number.

Procedure

Step 1   Press **Transfer** button to put the first call on hold and initiate a new call.

Step 2   Press the **Transfer** button the second time to finish the transfer.

Voice Messages

Voice messages are stored on your voicemail system. Currently this feature is not available

Hunt Groups

Hunt Groups are used to share the call load in organizations that receive a large number of incoming calls.

Your system administrator sets up a hunt group with a series of directory numbers. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

If you are a member of a hunt group, you sign in to a hunt group when you want to receive calls, and you sign out of the hunt group when you want to prevent calls from ringing on your phone.

Currently this feature is not enabled and will be once hunt groups are established in the university

Telephone Directory

Retrieve the telephone directory for the university from the website ict.mksu.ac.ke / portal.mksu.ac.ke

Procedure

Step 1 Dial the voicemail access number (provided by your Network Administrator).

Step 2 Follow the voice prompts.