



INFORMATION TECHNOLOGY SERVICES

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Cisco Unified IP Phone 3905 Quick Reference Card

Quick reference is intended for Cisco Unified IP phone users who are already familiar with their phones. For details on your phones and phone features, see the user guide at the following URL.

<http://www.etsu.edu/oit/facultystaffinfo/telephoneusage/voip.aspx>

Answer a Call

- Lift the handset.
- If you are using the speakerphone, press the **Speaker** button.

Adjust the Volume

- During a call, press **+** or **-** on the **Volume** button to increase or decrease the volume respectively.
- Press the **+** or **-** on the **Volume** button while the handset is in its cradle and the phone is idle.

End a Call

- Hang up the handset.
- If you are using the speakerphone, press the **Speaker** button.

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.

To access Call Forward:

1. Press the center button of the **Navigation Pad** button.
2. Navigate for the “Call Forward All” option.

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:

- **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).

- **Group Pickup**—Allows you to answer a call on a phone that is outside your call pickup group by:

- Using a group pickup number (provided by your system administrator).
- Dialing the ringing phone’s number if the destination user’s direct number is present in one of the current user’s associated groups.

To access Call Pickup:

1. Press the center button of the **Navigation Pad** button.
2. Navigate for the “PickUp” and “GPickUp” options.

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

Check for Voice Messages

- Look for a solid red light on your handset.
- Dial 9-4201 or press the messages button on your phone. For more information on voicemail visit <http://www.etsu.edu/oit/facultystaffinfo/telephoneusage/voip.aspx>

Conference

- Use hookflash to set up a conference call.

Hold a Call


Hold

- Press the **Hold** button  .
The line button flashes green.

Resume a call

- To resume the call, press the flashing green line button.

Mute


- Press the **Mute** button  to turn Mute on.
- Press the **Mute** button again to turn Mute off.

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

Redial a Number

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

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.

