Navigating Your Phone

Display

The display at the top of the phone will provide useful information such as the current date and time, message waiting notification, line details like Caller ID, and menu items.

Scrolling

To scroll through a menu or list, press up or down on the *Navigation* buttons then *Select* using the center button.

A scroll bar on the screen indicates your relative position within a list.

Features

When your phone is off-hook, the center *Select*

 button on the navigation bar acts as a feature button. Use this button to access additional features on your phone, such as voicemail and call forward.

Dialing

To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

Redial the last number

Press the *Redial* button to redial the last number entered on your phone.

Dial on-hook

1. Enter a number when the phone is idle.
2. Lift the handset or press the *Speakerphone*

 button to complete the call.

Answer a Call

New call indicators:

- A flashing amber line button
- An animated icon and caller ID
- A flashing red light on your handset

To answer the call, lift the handset, or press

the *Speakerphone* button.

Call Waiting

If you are talking on the phone when you get another call, a message appears briefly on the

phone screen. Press the *Hold* button to place your current call on hold and answer the incoming call. Use *Hold* and the *Navigation* buttons to toggle between active calls.

Hold

Press the *Hold* button. The hold icon appears next to the call information in the display. To resume a call from hold, press the

Hold button a second time.

Transfer

1. From a connected call (not on hold), press

   the *Transfer* button.
2. Enter the transfer recipient's phone number.
3. Press the *Transfer* button immediately to complete a blind transfer, or wait for the recipient to answer and announce the transfer prior to pressing the *Transfer* button to complete the transfer.

Note: To transfer a caller directly to another person's Cisco voicemail box, press the

Transfer button, then press the (star key), then enter the five digit extension, and

then press the *Transfer* button a second time.

Conference

1. From a connected call (not on hold), press and release the hook switch to get dial tone.
2. Dial the next participant's phone number.
3. Press and release the hook switch again, either before or after the party answers.
   The conference begins.

The conference ends when all participants hang up. To drop the last person added to the conference while maintaining the call with the first participant, press and release the hook switch again.

Voicemail

When you receive a new voicemail message, you will notice these three message indicators:

- A solid red light on your handset
- A stutter dial tone (for visually impaired users)
- Message icon on your phone display

Listen to Messages

1. Press the *Features* button.
2. Use the *Navigation* buttons to select to

   Voice Mail in the display.

3. Or, dial 45111.
4. Follow the voice prompts to listen to your messages.

Listen to Messages Outside the Office

1. Call 765-494-5111.
2. When voicemail answers, you will be asked to enter your ID (your **10-digit phone number)**, then #.
3. Next, enter your **PIN** followed by #.

Voicemail Enrollment from Your Phone

1. Press the *Features* button.
2. Use the *Navigation* buttons to select to

   Voice Mail in the display.

3. Or, dial 45111.
4. Enter the temporary, one time PIN **12345**, then press #.
5. The voicemail system tutorial will guide you through the initial set up process.

   - This will include record your name
   - Record your primary greeting
   - Change your temporary PIN

Checklist for migrating to Cisco

1. Your voicemail greetings and messages will not migrate to the new Cisco VOIP phone system. Follow the *'Voicemail Enrollment from Your Phone'* instructions to setup your new Cisco voicemail box. You can do this as soon as your Cisco phone is installed at your desk.
2. Depending on your building activation, you may have some time where both your old phone and new phone are on your desk at the same time. You can use your new Cisco phone to place calls to become familiar with the new phone features. However, people who call you will still ring to your old phone until your activation time.
3. Once your phone is activated, your old phone will no longer work. At this point, inbound calls will ring to your new Cisco phone. Once this has happened, we recommend dialing the old voicemail system once from your Cisco phone to ensure you do not miss any voicemail messages during this transition. You can reach the old voicemail system by dialing 40553.
4. If you have any accessories such as long handset cables, shoulder rests, or headsets, please move these from your old phone to your new phone once your new phone is activated.

Headsets

If you use a headset, please ensure compatibility with your new Cisco phone by reviewing the headset information on the VOIP Rollout webpage link shown below.

Support Information

[VOIP Phones Rollout Project Information Site](https://www.itap.purdue.edu/telecommunications/rollout)

(https://www.itap.purdue.edu/telecommunications/rollout) For additional support, call 44444.

Self Service Portal Links

[Self Service My Phones Portal Page](https://myphone.voip.purdue.edu/)
(https://myphone.voip.purdue.edu/)

[Cisco Voicemail Web Inbox](https://voicemail.voip.purdue.edu/)
(https://voicemail.voip.purdue.edu/)

Quick Reference Guide

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CISCO 3905 IP Phone