Cisco Unified SIP Phone 3905 User Guide for Cisco Unified Communications Manager 10.0 (SIP)

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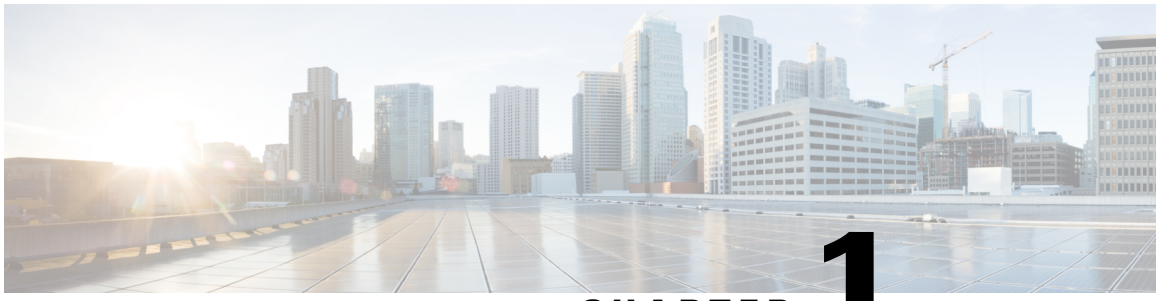

CHAPTER 1

Getting Started

- Accessibility Features, page 1
- Phone Connections, page 1
- Buttons and Hardware, page 3
- Phone Screen, page 5
- Footstand, page 5
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Accessibility Features

The Cisco Unified SIP Phone 3905 provides accessibility features for the vision impaired, the blind, and the hearing and mobility impaired.

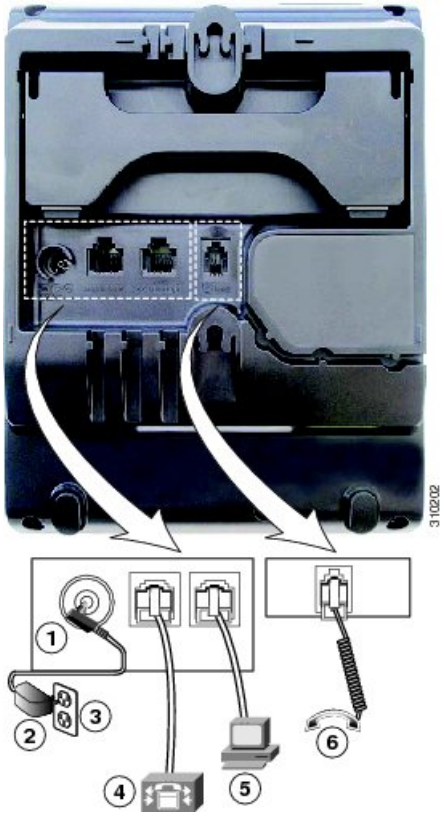
http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/accessibility/english/user/guide/access_3905.html

You can also find more information about accessibility at this Cisco website:

http://www.cisco.com/web/about/responsibility/accessibility/index.html

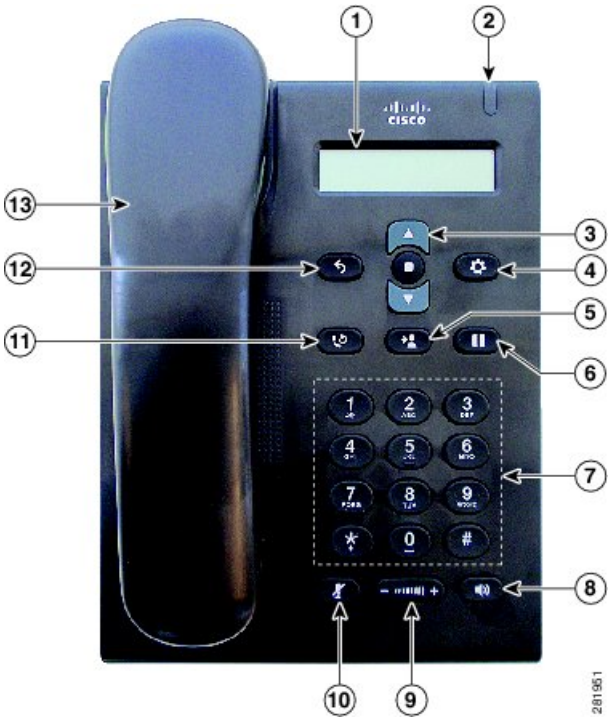
Phone Connections

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.

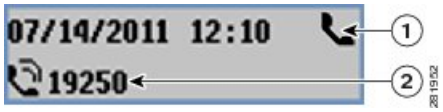
Buttons and Hardware



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).
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.
13	Handset	Phone handset.

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. The format that the phone uses to display dates is set up by your system administrator. The possible formats are: • Day, Month, Year (DD/MM/YYYY) • Month, Day, Year (MM/DD/YYYY) • Year, Month, Day (YYYY/MM/DD)
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.

Footstand

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

Clean the Phone Display

Phone displays that are not touchscreens can be easily cleaned.

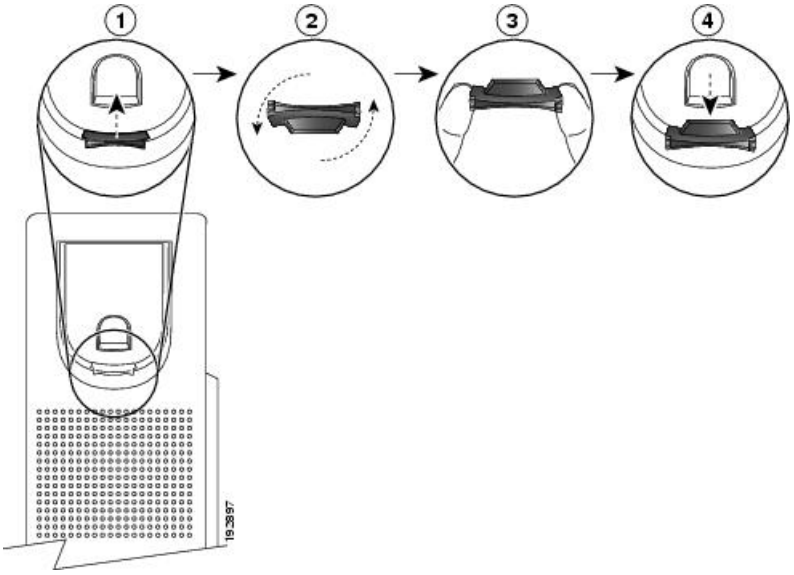
Procedure

Wipe the screen with a soft, dry cloth.

Caution Use only a soft, dry cloth to wipe the phone display. Do not use any liquids or powders on the phone because they can contaminate phone components and cause failures.

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

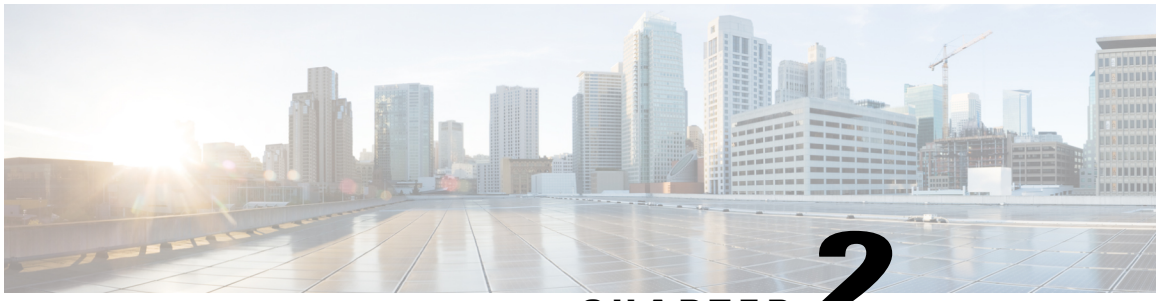
Step 1 Remove the handset from the cradle and pull the plastic tab from the handset rest.

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.



CHAPTER 2

Basic Operations

- Make Calls, page 7
- Answer Calls, page 8
- Respond to Call Waiting Notification, page 9
- Manage Calls, page 10
- Mute Phone, page 11
- Conference, page 12
- View Phone Information, page 13
- Sign In To the Cisco Unified Communications Self Care Portal, page 13

Make Calls

Redial Number

Redial allows you to call the most recently dialed phone number by pressing the Redial button.

Procedure

To redial a number, press the **Redial** button .
You can be off-hook or on-hook when you press this button.

Dial International Number

Plus Dialing allows you to press and hold the "*" key for at least 1 second to add a plus "+" sign as the first digit in a phone number for international dialing. It applies only for off-hook dialing.

Procedure

Step 1 Press and hold the "*" key for at least 1 second.
The + sign is entered as the first digit in the phone number.
The corresponding tone stops to indicate that the * has changed to a + sign.

Step 2 Dial the international number.

Place Call Using Forced Authorization Code

Your phone supports Forced Authorization Codes (FAC) that allow your administrator to manage call access. Your administrator provides you with the codes. When active, the Forced Authorization Codes feature requires that you enter a valid authorization code before the call connects.

Procedure

Step 1 Dial a number.

Step 2 After the tone, enter the Forced Authorization Code (FAC).

Answer Calls

Answer allows you to answer the oldest call that is available on all line appearances on your phone, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

Your system administrator sets up the Answer button depending on your call-handling needs and work environment. This feature is typically set up for users who have multiple lines.

When you get a call, you see a notification window on the phone screen, called a call toast. The call toast remains visible for a preset amount of time. If an incoming call has been call forwarded from another phone, you may see additional information in the call toast to identify that the call has been forwarded.

If an incoming call has been call forwarded from another phone, you may see additional information to identify that the call has been forwarded. Your system administrator controls the amount of additional information that is displayed. Additional information can identify the person who forwarded the call to you and the caller information.

For more information, contact your system administrator.

Answer Call Using Hookflash

Hookflash allows you to activate features on your phone by quickly pressing and releasing the hookswitch button on the phone cradle rest.

Procedure

Quickly press and release the hookswitch button to answer the call.

Answer Call Using 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. Use Call Pickup if you share call-handling tasks with co-workers.

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

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

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.

Procedure

Step 1 Press the **Feature** button.
Step 2 Use the **Navigation pad** to scroll and select **Pickup**.
Step 3 Press the **Feature** button to transfer a ringing call within your pickup group to your phone.
Step 4 Lift the handset to connect the call.

Answer Call Using Group Pickup

Group Pickup allows you to answer a call on a phone that is outside your call pickup group by using a group pickup number that your system administrator provides.

Procedure

Step 1 Press the **Feature** button.
Step 2 Use the **Navigation pad** to scroll and select **Group Pickup**.
Step 3 Press the **Feature** button.
Step 4 Enter the group pickup number to answer a call on a phone outside your pickup group.
Step 5 Lift the handset to connect the call.

Respond to Call Waiting Notification

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)
- A display of the second incoming call on the phone screen

Procedure

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

Your phone puts the original call on hold automatically and connects the ringing call.

Manage Calls

Forward All Calls

Call Forward All allows you to forward calls on your phone to another number. Call Forward All applies to all calls that you receive.

You can set up Call Forward All directly on your phone. To access Call Forward All remotely, go to your Self Care Portal.

When forwarding calls from your phone, enter the call-forward target phone number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.

When you lift the handset, you will hear a call forward confirmation tone until you cancel call forwarding. The visual confirmation turns off when Call Forward All is canceled.

Procedure

Step 1 Press the **Feature** button.

Step 2 Use the Navigation pad to scroll and select **Call Forward All**.

Step 3 Press the **Feature** button.

Step 4 Listen for the confirmation tone, then enter the phone number to which your calls will be forwarded. A visual confirmation displays on your screen for as long as the feature is enabled.

Step 5 To cancel call forwarding, repeat Step 1-2.

Related Topics

Sign In To the Cisco Unified Communications Self Care Portal, on page 13

Transfer a Call to Another Number

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

- You can redirect a single call to another number that you specify.
- You can connect two calls to each other without remaining on the line yourself.

Procedure

Step 1 Verify that you are on an active call (not on hold).

Step 2 Press **Transfer** .

Step 3 Enter the transfer recipient's phone number or press a speed-dial button.

Step 4 Wait for the recipient to answer or skip to Step 5 while the call is ringing.

Step 5 Press **Transfer** again.

Toggle Between Calls Before Completing Transfer

After you connect to the transfer recipient—but before you transfer a call to this party—you can press the Hold/Resume button to toggle between the two calls. This allows you to consult privately with the party on each call before you complete the transfer.

Procedure

Step 1 Press the **Hold/Resume** button to toggle between the party that you intend to transfer and the transfer recipient.

Step 2 After you finish speaking with the transfer recipient, press the **Transfer** button to complete the transfer.

Hold Call

Hold allows you to put an active call into a held state.

Procedure

Step 1 To put a call on hold, press the **Hold/Resume** button .
The party that is put on hold hears the preset music.

Step 2 To resume the call, press the **Hold/Resume** button .

Mute Phone

Mute allows you to block audio input for your handset, headset, and speakerphone, so that you can hear other parties on the call but they cannot hear you.

Procedure

Step 1 Press **Mute** to turn Mute on.

Step 2 Press **Mute** again to turn Mute off.

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.

You can set up a conference by using the Hookflash feature on the phone. You can include up to three participants in a conference. Use the hookflash feature to drop a participant from a conference. The conference ends when all the participants hang up.

Set Up Conference

Procedure

Step 1 Verify that you are on an active call (not on hold).

Step 2 Press and release the hookswitch to get a dial tone.

Step 3 Dial the party's number.

Step 4 (Optional) Wait for the recipient to answer.
Or skip to Step 5 while the call is ringing.

Step 5 Press and release the hookswitch again.
The conference begins.

Drop Party from Conference

Only the conference host can drop a party from a conference.

Procedure

Step 1 Verify that you are in a conference.

Step 2 Press and release the hookswitch.
The party who joined last is dropped from the conference.

View Phone Information

Phone Information allows you to view the following model information for your phone:

- Model Number
- MAC Address
- Application Load ID
- Boot Load ID
- Serial Number
- IP Address
- Active Server
- Stand-by-Server

Procedure

Step 1 Press **Applications** .

Step 2 Select **Phone Information**.

Step 3 Press **Back** to return to the Applications screen.

Sign In To the Cisco Unified Communications Self Care Portal

Your phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to sign in to the Cisco Unified Communications Self Care Portal, where you can control features, settings, and services for your phone. For example, you can manage your phone display language, set up services, add entries to your personal address book, and set up speed-dial codes.

Before you can access any of your options, such as Speed Dial or Personal Address Book, you must sign in. When you are finished using portal, you must sign out.

In some cases, you can access the Cisco Unified Communications Self Care Portal without having to sign in. For more information, contact your system administrator.

For assistance in using the portal, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

Procedure

Step 1 Obtain the portal URL, user ID, and default password from your system administrator.

Typically, the portal URL is http://<ip_address or hostname>/ucmuser.

Step 2 Open a web browser on your computer and enter the URL.

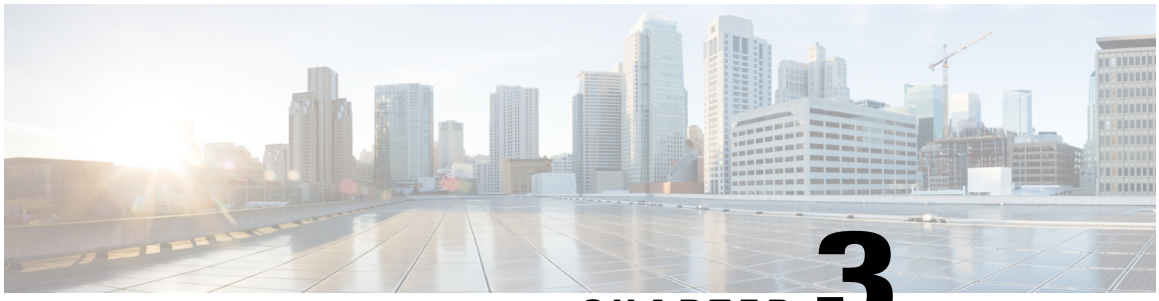
Step 3 If prompted to accept security settings, select **Yes** or **Install Certificate**.

Step 4 Enter your user ID in the Username field.

Step 5 Enter your password in the Password field.

Step 6 Select **Login**.

Step 7 To sign out, select **Logout**.



CHAPTER 3

Call History

- Call History Overview, page 15
- View Call History, page 15
- Dial From Call History, page 16

Call History Overview

Call History allows you to view information about the last 50 calls on your phone, listed under the following categories:

- Missed: lists the last 50 missed calls
- Received: lists the last 50 received calls
- Placed: lists the last 50 placed calls
- All: lists the last 50 calls, including Missed, Received, and Placed

A call icon is displayed to indicate the type of call. The caller ID is displayed with the call icon. If the caller ID is unavailable, then the phone number is displayed. If the phone number is unavailable, then “Unknown” is displayed. All Call History items are ordered by time (latest to oldest).

You can also dial a number directly from the Call History list.

View Call History

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation bar** and button to scroll and select **Call History**.
The phone screen displays the four call categories.

Step 3 Select a category.

The phone screen displays the call history for the selected category.

Step 4 Press the button to return to the Call History screen, or press **Applications** to exit the call history.

Dial From Call History

Procedure

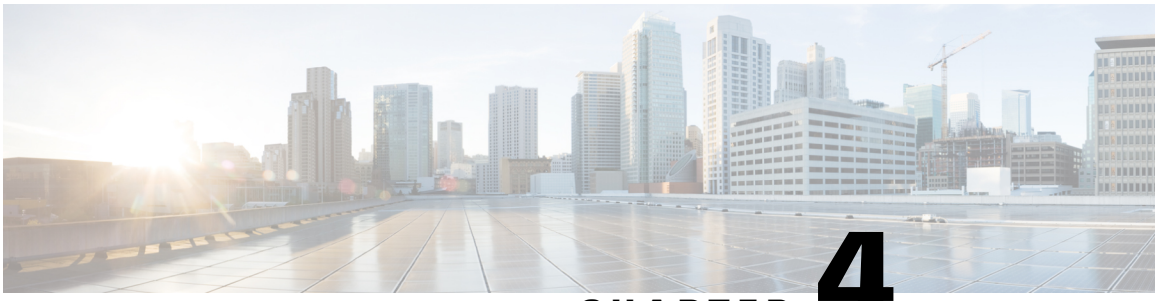
Step 1 Press **Applications**.

Step 2 Use the **Navigation bar** and button to scroll and select **Call History**.
The phone screen displays the four call categories.

Step 3 Select a category.
The phone screen displays the call history for the selected category.

Step 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**.



CHAPTER 4

Voicemail

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- Personalize Voicemail, page 17
- Check for Voice Messages, page 18
- Listen to Voice Messages, page 18

Voicemail Overview

Voice messages are stored on your voicemail system. Your company determines the voicemail system your phone uses.

For information about the commands that your voicemail service supports, see the voicemail service user documentation.

Personalize Voicemail

Procedure

Step 1 Press the **Feature** button.

Step 2 Use the **Navigation pad** to scroll and select **Voice Mail**.

Step 3 Press the **Feature** button.

Step 4 Follow the voice prompts.

Check for Voice Messages

Procedure

Step 1 Look for the following visual indications:

- A solid red light on the phone. Set up the visual message waiting lamp using the Self Care Portal.
- Message icon on a line.

Step 2 Listen for the stutter tone (if available) from your handset or speakerphone when you place a call. The stutter tone is line-specific and you hear it only when using the line that has new voice messages. You can set up audible message waiting tones using the Self Care Portal.

Listen to Voice Messages

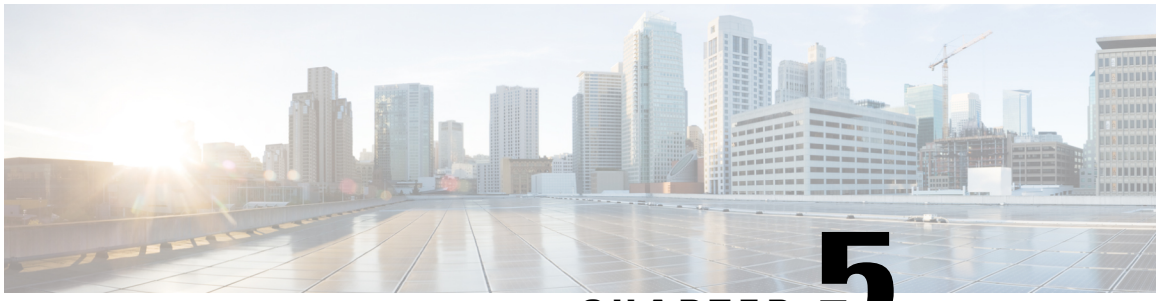
Procedure

Step 1 Press the **Feature** button.

Step 2 Use the **Navigation pad** to scroll and select **Voice Mail**.

Step 3 Press the **Feature** button.

Step 4 Follow the voice prompts.



CHAPTER 5

Advanced Operations

- Call Functions, page 19

Call Functions

This section describes some of the advanced call functions available to you.

Auto Answer

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

Auto Answer with Speakerphone

Your system administrator sets up Auto Answer to work with your speakerphone.

Keep the handset in the cradle to auto answer with your speakerphone. Otherwise, calls ring normally and you must answer them manually.

Auto Barge

Auto barge, if configured, allows you to barge into a shared line call automatically.

For example, in a shared line scenario, when you go off-hook and a call remote is already in use, you can barge into the call automatically.

Shared Lines

Shared lines allow you to use one phone number for multiple phones.

You may 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 phone light strip flashes amber.
- Your co-worker's phone rings and the phone light strip flashes amber.

- If you answer the call:
  - Your phone screen displays a connected icon for the shared call.
  - Your co-worker's phone screen displays a remote-connected icon for the shared call.

    If auto barge is enabled, you can auto barge a call by going off-hook or make a new call.

- If you put the call on hold:
  - Your phone screen displays an on-hold icon for the shared call.
  - Your co-worker's phone screen displays a remote-hold icon for the shared call.

    Your co-worker can pick up the call.

Page Phones

Paging allows you to send a one-way audio message to a designated group of phones. Each idle phone in the designated group automatically answers the call in speakerphone mode. When the paging call is completed and you hang up, all phones return to idle.

Your administrator controls the ability for you to use this feature.

Before You Begin

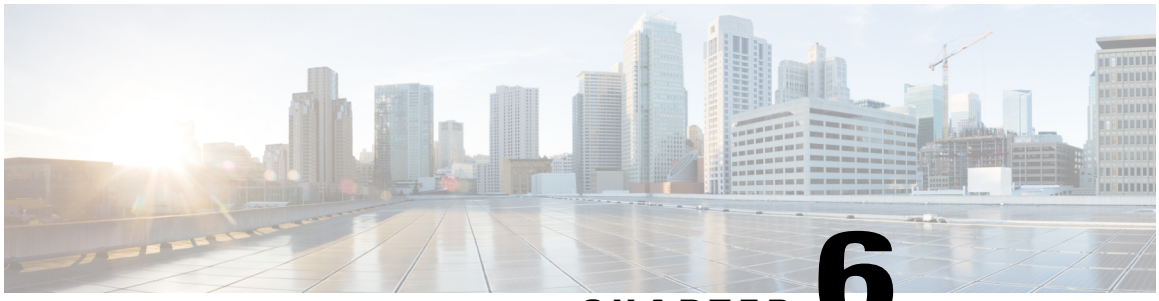
- Administrator has configured a paging number.
- Your phone has Singlewire InformaCast software installed. For more information, contact your system administrator.

Procedure

Step 1 Dial the paging number.
Phones that answer the page show the caller ID of the paging phone.

Step 2 Speak your message.

Step 3 Hang up.



CHAPTER 6

User Preferences

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Change Ringtone

You can customize how your phone indicates an incoming call. You can also adjust the ringer volume for your phone.

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation bar** and button to scroll and select **Preferences**.

Step 3 Select **Ringtone**.

Step 4 Select a ringtone.

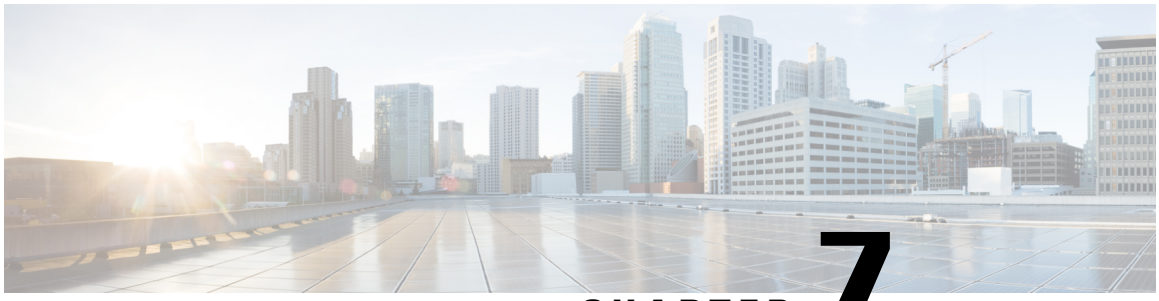
Step 5 Press the **Select** button to confirm your selection and play a sample.

Step 6 Press the button to return to the Preferences screen.

Line Settings

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message-waiting indicators, voice-message indicators, ring patterns, and other line-specific settings.

You can change your line settings using the Cisco Unified Communications Self Care Portal. For information, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/useroptions/10_5_1/CUCM_BK_U437D0F8_00_self-care-user-guide-1051.html.



CHAPTER 7

Product Safety and Security

- Safety and Performance Information, page 23
- FCC Compliance Statements, page 24
- Cisco Product Security Overview, page 25

Safety and Performance Information

Power Outage

Power outages and other devices can affect your Cisco IP Phone.

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, Service and Emergency Calling Service dialing will not function until power is restored. In case of a power failure or disruption, you may need to reset or reconfigure the equipment before you can use the Service or Emergency Calling Service dialing.

External Devices

We recommend using good-quality external devices, such as headsets, cables, and connectors, that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Note Not all Cisco IP Telephony products support external devices, cords or cables. For more information, consult the documentation for your endpoint.

Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.

- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of external devices, cables, and connectors.

Caution In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Bluetooth Wireless Headset Performance

The Cisco IP Phones support Bluetooth Class 2 technology when the headsets support Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 30 feet (10 meters). The best performance is in the 3- to 6-foot (1- to 2-meter) range. You can connect up to five headsets, but only the last one connected is used as the default.

Because there can be potential interference issues, Cisco recommends that you move 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects away from the wireless headset.

For a Bluetooth wireless headset to work, it does not need to be within direct line-of-sight of the phone, but some barriers, such as walls or doors, and interference from other electronic devices, can affect the connection.

Power Information

Connect your Cisco IP phone to your LAN using a CAT 5e Ethernet cable to enable full functionality of your Cisco IP phone. If your Ethernet port is equipped with Power over Ethernet (PoE), your Cisco IP phone can be powered through the LAN port. Do not extend the LAN Ethernet cable outside the building.

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.21 Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must be at least 20 cm from the user and must not be collocated or operating in conjunction with any other antenna or transmitter.

FCC Receivers and Class B Digital Statement

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

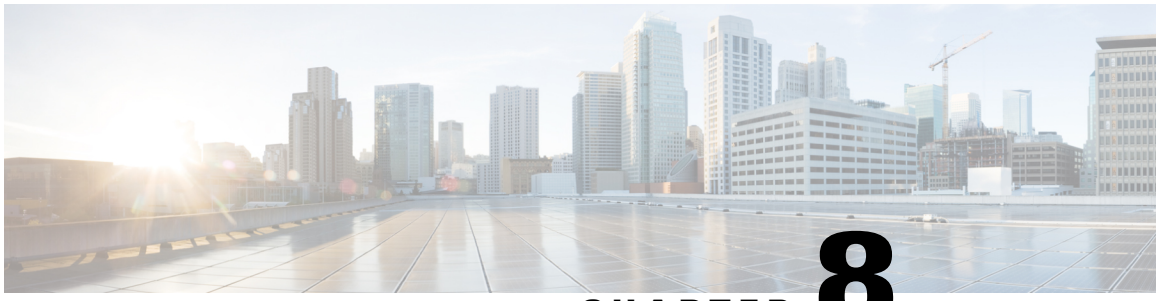
If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment or devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.bis.doc.gov/policiesandregulations/ear/index.htm.



CHAPTER 8

Warranty

- Cisco One-Year Limited Hardware Warranty Terms, page 27

Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL: http://www.cisco.com/go/hwwarranty.