



## **Cisco Unified SIP Phone 3905 User Guide for Cisco Unified Communications Manager 8.6**

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### **Americas Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

Text Part Number: OL-23424-01

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## CHAPTER

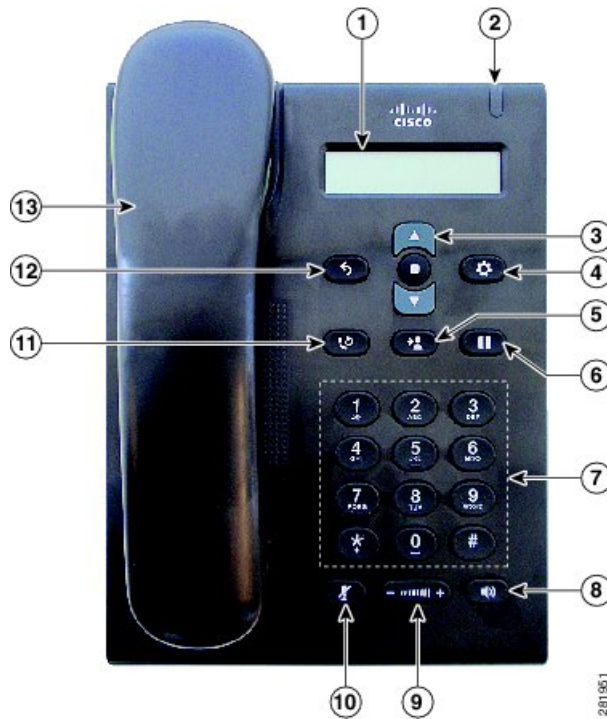
# 1


# Features of Your Cisco Unified SIP Phone 3905

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- [Buttons and Hardware, page 2](#)
- [Phone Screen, page 4](#)
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## 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: <ul style="list-style-type: none"> <li>• Call Forward All: Allows you to forward a call.</li> <li>• Voice Mail: Allows you access voice mails.</li> <li>• Call Pickup: Allows you to answer a call that is ringing on a co-worker's phone.</li> <li>• Group Call Pickup: Allows you to answer a call that is ringing in another call group.</li> </ul>



4	<p>Applications button</p> 	Opens or closes the Applications menu. Use it to access call history, user preferences, phone settings, and phone model information.
5	<p>Transfer button</p> 	Transfers a call.
6	<p>Hold/Resume button</p> 	Places an active call on hold or resumes a held call.
7	<p>Keypad</p>	Allows you to dial phone numbers.
8	<p>Speakerphone button</p> 	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	<p>Volume button</p> 	Controls the handset and speakerphone volume (off-hook) and the ringer volume (on hook).
10	<p>Mute button</p> 	Toggles the microphone on or off.
11	<p>Redial button</p> 	Dials the last dialed number.
12	<p>Back button</p> 	Returns to the previous screen or menu.
13	<p>Handset</p>	Phone handset.

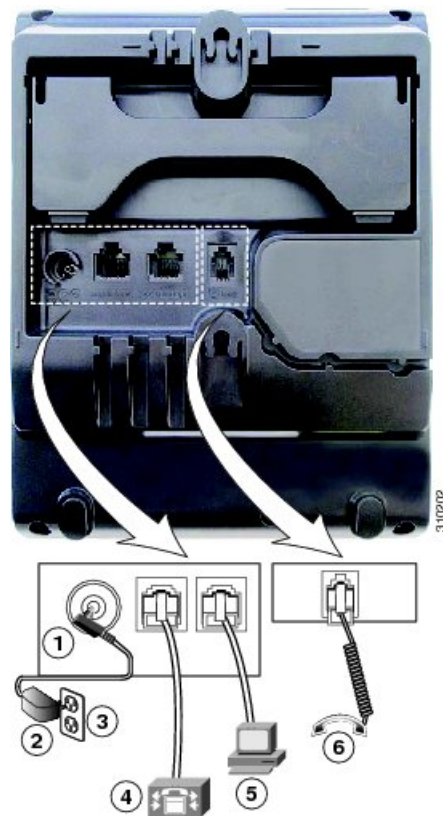
## Phone Screen



1	Header	<p>Displays date and time. Also displays line information such as voicemail and missed calls. When using the Applications menu, displays phone menu listings.</p> <p>The format that the phone uses to display dates is set up by your system administrator. The possible formats are:</p> <ul style="list-style-type: none"> <li>• Day, Month, Year (DD/MM/YYYY)</li> <li>• Month, Day, Year (MM/DD/YYYY)</li> <li>• Year, Month, Day (YYYY/MM/DD)</li> </ul>
2	Line details and other phone information	<p>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.</p>

## 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.



## Clean the Phone Display

Phone displays that are not touchscreens can be easily cleaned.

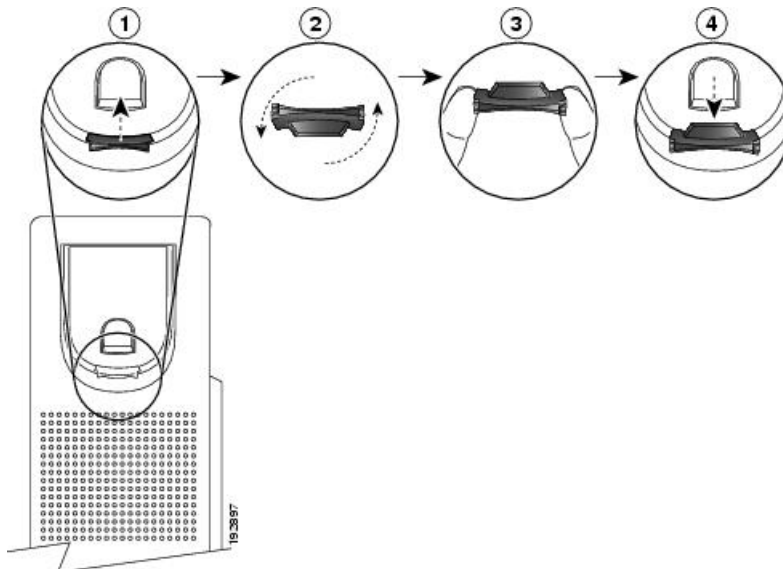
### Procedure

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.
-





## Applications

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- [Call History, page 9](#)
- [Preferences, page 10](#)
- [Phone Information, page 11](#)
- [Administrator Settings, page 11](#)

## Call History

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**.
- 

## Preferences

Preferences allows you to select your preferred ringtone.



## Ringtones

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

### Change Ringtone

#### 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.
-



## 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

## View Phone Information

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation bar** and button to scroll and select **Phone Information**.
- Step 3** Press the  button to return to the Applications screen.
- 

## Administrator Settings

For information on accessing and changing the Administrator Settings, contact your system administrator.





## Messages

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- [Messages Overview, page 13](#)
- [Personalize Voicemail, page 13](#)
- [Check for Voice Messages, page 13](#)
- [Listen to Voice Messages, page 14](#)

### Messages 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

Check for voice messages in any of these ways:

- Look for a solid red light on your phone light strip.  
You can configure the visual message waiting lamp using your User Options web pages.

- Listen for an audible message waiting indicator when you lift the handset.  
You can configure the audible message waiting indicator using your User Options web pages.

**Related Topics**

[User Options Web Pages](#), on page 23

# 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.
-



## Calling Features

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- [Auto Barge, page 16](#)
- [Call Forward All, page 16](#)
- [Call Pickup, page 16](#)
- [Call Waiting, page 17](#)
- [Codes, page 18](#)
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- [Hookflash, page 19](#)
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- [Mute, page 20](#)
- [Plus Dialing, page 20](#)
- [Redial, page 20](#)
- [Shared Lines, page 21](#)
- [Transfer, page 21](#)

### Auto Answer

Auto Answer prompts your phone to automatically answer incoming calls after one ring. Your system administrator sets up Auto Answer to work with your speakerphone.

### Auto Answer with Speakerphone

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

## 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.

## Call Forward All

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 User Options web pages.

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.

[Set Up Call Forwarding, on page 25](#)

## Forward All Calls

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.
- 

## 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 may 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 pickup, 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).

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.

## Answer Call Using Pickup

### 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

### 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.
- 

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

## Respond to Call Waiting Notification

### 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.

## Codes

Codes allow you to place a call using a billing or tracking code. Your phone supports Forced Authorization Codes (FAC) that allow you to manage call access and accounting. Your administrator provides you with the codes. The Forced Authorization Codes feature requires that the user enter a valid authorization code before the call connects.

## Place Call Using Forced Authorization Code

### Procedure

---

- Step 1** Dial a number.
  - Step 2** After the tone, enter the Forced Authorization Code (FAC).
- 

## 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 only include 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.
- 

## Hookflash

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

## Activate Features with Hookflash

You can use hookflash to:

- Answer a call
- Initiate a conference call
- Remove a conference participant



## Hold

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

## Hold Call

### 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

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

## Mute Phone

### Procedure

---

- Step 1** Press the **Mute** button  to turn mute on.
- Step 2** Press the **Mute** button again to turn mute off.
- 

## Plus Dialing

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.

## Dial International Number

### 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.
- 

## Redial

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

## Redial Number

### Procedure

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

## 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.

## Transfer


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).

## Transfer Call

### Procedure

---

- Step 1** Verify that you are on an active call (not on hold).
  - Step 2** Press the **Transfer** button .
  - Step 3** Enter the transfer recipient's phone number.
  - Step 4** (Optional) Wait for the recipient to answer.  
(Or, skip to Step 5 while the call is ringing.)
  - Step 5** Press the **Transfer** button again or hang up to complete the transfer.
-

## 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.



## User Options Web Pages

---

- [User Options Web Pages Overview, page 23](#)
- [Sign Into User Options Web Pages, page 23](#)
- [Device Settings, page 24](#)
- [User Settings, page 26](#)

### User Options Web Pages Overview

Your Cisco Unified SIP 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 your Cisco Unified Communications Manager User Options web pages, where you can control features, settings, and services for your Cisco Unified SIP Phone.

### Sign Into User Options Web Pages

Before you can access any of your user options you must sign in. When you are finished using the user options web pages, you must sign out.

#### Procedure

---

**Step 1** Obtain the User Options URL, user ID, and default password (provided by your system administrator).

**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**.

The Cisco Unified CM User Options home page displays. From this page you can select User Options to select a device, access User Settings, Directory features, and your Personal Address Book.

**Step 7** To sign out of user options, select **Logout**.

---

# Device Settings

You can make changes to your device settings on your phone from the User Options web pages. You can make changes to line settings on your phone.

## Select Device from User Options Web Page

### Procedure

---

- Step 1** On your User Options web page, select **User Options > Device**. The Device Configuration window displays. Toolbar buttons located at the top of the Device Configuration window are specific to the selected device type.
- Step 2** (Optional) If you have multiple devices assigned to you, select the appropriate device (phone model, Extension Mobility profile, or Remote Destination profile) from the Name drop-down menu.
- 

## Line Settings

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

You can set up other line settings directly on your phone:

- [Set Up Call Forwarding, on page 25](#)
- [Change Voice Message Indicator Setting, on page 25](#)
- [Change Audible Voice Message Indicator Setting, on page 25](#)

### Related Topics

- [Call Forward All, on page 16](#)

## Set Up Call Forwarding

### Procedure

---

- Step 1** Sign in to your User Options web page.
  - Step 2** Select **User Options > Device**.
  - Step 3** Select a phone from the **Name drop-down menu**.
  - Step 4** Select Line Settings.
  - Step 5** In the Incoming Call Forwarding area, select call forwarding settings for various conditions.
  - Step 6** Select **Save**.
- 

### Related Topics

[Call Forward All, on page 16](#)

## Change Voice Message Indicator Setting

### Procedure

---

- Step 1** Sign in to your User Options web page.
  - Step 2** Select **User Options > Device**.
  - Step 3** Select a phone from the **Name drop-down menu**.
  - Step 4** Select Line Settings.
  - Step 5** In the **Message Waiting Lamp area**, choose from various settings.  
Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.
  - Step 6** Select **Save**.
- 

## Change Audible Voice Message Indicator Setting

### Procedure

---

- Step 1** Sign in to your User Options web page.
  - Step 2** Select **User Options > Device**.
  - Step 3** Select a phone from the **Name drop-down menu**.
  - Step 4** Select Line Settings.
  - Step 5** In the Audible Message Waiting Indicator area, choose from various settings.
  - Step 6** Select **Save**.
-

# User Settings

Your PIN and password allow you to access different features and services. Use your password to sign in to your User Options web pages on your personal computer. For more information, see your system administrator.

User settings include your browser password, PIN, and language (locale) settings.

## Change Browser Password

### Procedure

---

- Step 1** On your User Options web page, select **User Options > User Settings**.
  - Step 2** Enter your current password.
  - Step 3** Enter your new password.
  - Step 4** Reenter your new password in the Confirm Password field.
  - Step 5** Select **Save**.
- 

## Change PIN

### Procedure

---

- Step 1** On your User Options web page, select **User Options > User Settings**.
  - Step 2** Enter your current PIN.
  - Step 3** Enter your new PIN.
  - Step 4** Reenter your new PIN in the Confirm PIN field.
  - Step 5** Select **Save**.
- 

## Change User Options Language

### Procedure

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- Step 1** On your User Options web page, select **User Options > User Settings**.
  - Step 2** In the User Locale area, select an item from the Locale drop-down list.
  - Step 3** Select **Save**.
-





## Product Safety, Security, Accessibility, and Related Information

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- [Safety and Performance Information, page 27](#)
- [Cisco Product Security Overview, page 28](#)
- [Accessibility Features, page 28](#)

### Safety and Performance Information

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

#### Power Outage

Your access to emergency service through the phone depends on the phone being powered. If there is a power interruption, 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 using the Service or Emergency Calling Service dialing.

#### 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.

## 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/index.php/regulations/export-administration-regulations-ear>.

## Accessibility Features

The Cisco Unified SIP Phone 3905 provide 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](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>



## Warranty

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- [Cisco One-Year Limited Hardware Warranty Terms, page 29](#)

### 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/en/US/docs/general/warranty/English/1Y1DEN\\_\\_.html](http://www.cisco.com/en/US/docs/general/warranty/English/1Y1DEN__.html)





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