Basic Call Handling

To view basic dialing instructions, see the following website:

http://www.udel.edu/voip/dialing.html

Basic Call Placing Options

- Pick up the handset.
- Press the Speakerphone button.

Answering Calls

While idle:
- Lift the handset.
- Press the Speakerphone button.

Hold/Resume

While on an active call:
1. Press the Hold button.
2. Retrieve the held call, press the Hold button.

Call Waiting

During an active call, if a second call rings in, you will hear a single beep.
To answer (the original call will be put on hold automatically),

press the Hold button.

Transfer Options

Blind Transfer

While in an active call:
1. Press the Transfer button.
2. Dial the intended party.
3. Press the Transfer button again to complete the transfer.
CONSULT TRANSFER
While in an active call:
1. Press the Transfer button.
2. Dial the intended party.
3. Wait for the party to answer and announce the call, press the Transfer button again to complete the transfer.
4. If dialed party does not wish to take the call, press the Hold button, then resume the original call.

TRANSFER TO VOICEMAIL
1. Press the Transfer button.
2. Dial * plus the 4-digit extension.
3. Press Transfer button again.

Conferencing Options
AD-HOC CONFERENCING (MAX 6)
While in an active call:
1. Press the hook-switch (flash button).
2. Wait for a dial tone.
3. Dial the intended party.
4. Press the hook-switch again to connect parties.
5. Repeat to add additional parties.

REMOVE LAST PARTY FROM A CONFERENCE CALL
While in an Ad-Hoc or Joined Conference call:
1. Press the hook switch.
2. The last party is dropped.

Call Forwarding
To activate:
1. Press the Select button.
2. Scroll using the Navigation Bar arrows, until Call Forward All is displayed on the phone screen.
3. Press the Select button.
4. Wait for a dial tone; dial the desired destination. To deactivate:
   1. Press the Select button.
   2. Scroll till Call Forward All is displayed.
   3. Press the Select button again.

Cisco 3905 Voicemail Set Up
ID & PIN
Internally from your own phone:
1. Press the Select button (shown right).
2. Press the downward pointing Navigation Bar arrow once.
3. You will see the Voice Mail Access option.
4. Press the Select button again.

INITIAL SETUP
Follow the prompts to set up your mailbox:
“Record your name”
“Record your greeting”
“Change your temporary PIN”
Contact Telephone Services if you do not have a temporary PIN.
You will be prompted to change the PIN during the initial set up.
If you hang up before you have completely enrolled, you will have to repeat the setup process the next time you access voicemail.

ACCESS FROM UTD PHONE
1. Dial 7000 (internal) or 831-7000 (remotely).
2. Enter your 7-digit phone number (831-XXXX), then press #
3. Enter your PIN, then press #

VOICEMAIL PROMPTS
To view a list of the common voicemail prompts, see the following website:
http://www.udel.edu/voip/voicemail.html