

## Phone Guide

### 1. **Manage Voicemail Greetings.**

- a. The default greeting reads your extension digits, after which the caller can record a message.
- b. To record a voicemail message, press \*86 then your extension. Wait for the voice to come on and enter the \* key
- c. Type in your password (this is your extension) and wait for the voice to list options.
- d. Press 0 for mailbox options
  - i. Press 1 to record your unavailable message
  - ii. Press 2 to record your busy message
  - iii. Press 3 to record your name

### 2. **Listen to Voicemail from phone**

- a. Your voicemail comes into the INBOX folder.
- b. Your telephone will display a red blinking light on the top right corner of the phone if you have any messages.
- c. Press the envelope button.
- d. To play the message, press play on the softkey
- e. Once you play the message, the message will no longer be bold and the red indicator light will stop flashing.

### 3. **Listen to Voicemail from email**

- a. Voicemail messages come into your email Inbox.
- b. To listen to your message from your computer, click on the download the message and mark it as read link.
- c. To listen to your message from a mobile device, do not click on the link. Click on the attached Wav file at the bottom of the message.

### 4. **Delete Voicemail**

- a. To delete a message, press delete on the softkey. You will be prompted to verify the action. Be sure that you really want to delete the message, then click yes.

### 5. **Forward Voicemail**

- a. To forward a voicemail, press More on the softkey then press forward.
- b. Type the extension or select extension by using your arrows on your phone.
- c. Press Select on the softkey

### 6. **Making a Call**

- a. Pick up the handset, or press the speaker button, dial the number or ext. You can also use contacts to find the number you want, then press the Dial softkey.
- b. For an outside line, dial 8 first then the number
- c. You can call any number with 740 and 304 areas codes. (No need to dial a 1) Long distance calls require a 1
- d. To hang up, you can either hang up the handset or press the End Call softkey.

## 7. **Placing a Call on Hold**

- a. Press the Hold button (Handset Picture with “ )
- b. Press the Resume softkey to resume the call.

## 8. **Transferring a Call**

- a. During a call, press the Transfer button (Handset Picture to Handset Picture)
- b. Enter a number or press the Contacts softkey to find a number. Either press the Transfer button again to blind transfer or press the Dial softkey to inform the person of the call to be transferred then press the Transfer button

## 9. **Conference (3-Way Calls)**

- a. During a call, press the Conference softkey.
- b. Dial the third participant's number, or use Contacts.
- c. Press the Conference softkey to connect all participants.
- d. To split a conference into separate calls with each participant, press the Split softkey and select the participant to drop from the call.

## 10. **Park a Call**

- a. During a call, press the Park softkey.
- b. A coworker can answer the call from any other phone by either dialing the Parking extension or by pressing the More... softkey, then pressing Parked Calls softkey and answering the call.

## 11. **Transferring a Call to voicemail**

- a. During a call, press the Transfer button (Handset Picture to Handset Picture)
- b. Dial \*86 then the extension then press the Transfer button

## 12. **Contacts**

- a. Contacts are used for rapid dialing and to find detailed information about someone.
- b. You can use Contacts from within Transfer, Conference and Forward voicemail.
- c. To see the Detail page for a contact, press the Show softkey in a list of contacts.
- d. Details include the person's status.

## 13. **Add Contacts to Phonebook**

- a. Press the Contact softkey
- b. Press the More softkey
- c. Press the Add softkey
- d. Type number and Press the Next softkey and enter the First Name and Last Name
- e. Press the Save softkey

## 14. **Change your Ringtone**

- a. Press the More softkey
- b. Press the More softkey again
- c. Press the Menu softkey
- d. Using your arrow keys, Select Preferences, then Press the Select softkey
- e. Use your arrow keys, Select Sound settings and prss the Select softkey

- f. Press the Change softkey
- g. Use arrows to change ringtone and press the Preview Softkey.
- h. Press the Select softkey, then the Submit softkey

#### **15. Phone Extensions**

- a. A list of staff phone extensions is provided at the beginning of the school year.
- b. You can dial just the persons' extension to call them.
- c. Outside callers must first dial the main number (740-635-0853) then your extension to leave a voicemail or choose the option for grades 5-12 (Option 1) or grades PreK-4 (Option 2) to speak to the secretary

#### **16. Change Status**

- a. Press the Status softkey to change your status.
- b. Do Not Disturb sends incoming calls to our voicemail.
- c. Your coworkers see your Status on their phone.

#### **17. Paging and Intercom**

- a. Paging and intercom have not changed
- b. You can dial the appropriate numbers to page someone or to use the intercom.
- c. When you dial 1000 or 1001, make sure you wait a few seconds to hear the dial tone before proceeding.

#### **Safety Numbers**

- 1000 721 05 # (Page for Emergency)
- 7777 (Intercom all phones)

\*To get out of any menu and return to the home screen, select the top left button to exit.

\*It is important that you do not move your phone from the drop it is currently plugged in. If you would like your phone moved, please let me know so that I can change the wiring in the wiring closet.