

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 005 (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.