

Telephone Training Resources



– Beyond Quick Reference

Telephone Features



Login/Logout (Extension Mobility)

Our system will let you login to 2 phones at a time. Once you login, the phone adopts your user profile, including your phone lines, features, established services and web-based settings.

1. Press the **SERVICES** button and select **Login/Logout**.
2. If you are asked to Logout xxxx?
 - a) Press Yes
 - b) Wait for a while
 - c) Press the **SERVICES** button and select **Login/Logout**.
3. Enter your 4-digit extension number
4. Use the **NAVIGATION** bar to go down to the PIN field
5. Enter 1234 as the PIN (not your VM password)
6. Press Submit

If you login to a 3rd phone, you will automatically be logged off the 1st phone.

Do Not Disturb (DND)

Do Not Disturb will ring on your caller's end, displays caller ID, and will give you three options: you can answer your phone, press iDivert to send the call immediately to Voicemail, or wait until the call goes to Voicemail on its own.

- Press **{more}**.
- Press **DND**. Phone now displays "Do Not Disturb is active."
- To disable, press **DND** again.

Call Forwarding (CFwdALL)

Call Forwarding will not ring on your caller's end, does not display caller ID, and will send the call immediately to the phone/Voicemail box of your choosing.

- Press **{more}**.
- Press **CFwdALL**. Do one of the following:
 1. Press **VOICEMAIL** button to send all calls directly to your voicemail.
 2. Enter 4-digit extension (xxxx) to send all calls to another district employee (or * xxxx to send calls to another district employee's voicemail box).
- To disable, press **CFwdALL** again.

Call Park and Call Pickup

Call Park: This allows you to park an active call and then retrieve it using another phone, without knowing ahead of time what that extension is.

1. During an active call, press **[more]** until you see the **Park** tab.
2. Press **Park** to park the call. The LCD displays the 4-digit number where the call is parked.
3. **IMPORTANT!** Make a note of the **Call Park** number and hang up.
4. To retrieve the parked call, go to any phone in the office and dial the **Call Park** number. If you forget the call park number, after a few minutes the original extension dialed will ring again.

Call Pick-Up: If your extension is configured to be part of a call pick-up group, you can answer calls to other phones within a designated call pick-up group.

1. As the phone rings at the extension within your call pick-up group, pick up your handset to get dial tone on your line.
2. Press **[more]** to view **OPickUp**.
3. Press **OPickUp** to transfer the call to your extension.
4. Answer the incoming call that is redirected to your phone by pressing **Answer**.

NOTE: If you want a call pick-up group set-up, please submit a Help Desk ticket.

Conference Calling and Joining Calls

Conference: You can set up a conference with nine other parties in or out of the office.

1. With a call in progress, press **Confrn**. This opens a new line while placing the other party(ies) on hold.
2. Place a call to another party.
3. When the call connects, press **Confrn** again to add this party to the call.
4. Repeat the first three steps to add another caller.

NOTE: To abandon the addition of a conferee, press **End Call**, which disconnects that leg of the conference and places the other conferees on hold.

Call Join: When on an active call, and a second call is received, you can “join” both lines into a conference call.

- While on an active call, a second call comes into your line. You can press **Answer** to answer the second call. This places the first caller on hold. If you want to join the call press **Confrn** once to initiate the conference, then again to connect the two calls together.

Directories

There are 6 different directories on your phone, but only the following are used at this time:

1. Missed Calls
2. Received Calls
3. Placed Calls
6. Corporate Directory

Your phone will store information on the last 100 missed, received or placed calls. To clear all of these logs at once, press the **DIRECTORIES** button, then press **Clear**. If you only want to clear a specific directory (for example Placed Calls), then select the directory before pressing **Clear**.

You cannot clear entries in the Corporate Directory. This is maintained by the Technology Department. If you need to make a change, please submit a Help Desk ticket.

Phone Settings

Ring Tones: You can change the ring tone on your line so it is easier for you to know when you are receiving a call.

1. Press the **SETTINGS** button.
2. Select **User Preferences**
3. Select **Rings**
4. Scroll down until you find the ring tone that you would like
5. Press **Select** and **Save**

Screen Contrast: You can adjust the brightness of the display on your phone.

1. Press the **SETTINGS** button.
2. Select **User Preferences**
3. Select **Contrast**
4. To make adjustments, use the up and down arrows or the volume button.
5. Press **Save**


















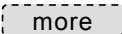
Faster ways to dial

Redial: To call the number you last called, press **Redial**.

Press the **NAVIGATION** button (while the phone is on the hook) to see your placed calls. Select one, then press **Dial**.

Press the **DIRECTORIES** button, and select **Missed Calls**, **Received Calls** or **Placed Calls**. Scroll through the list and select one, then press **Dial**.

NOTE: If you are calling an external number, you will see the 10-digit number, you need to press **EditDial** first and add "9" to the beginning. Then, press **Dial**.

Button Icons	Phone Screen Icons
 Voice Mail	 Call Forwarding Enabled
 Services	 Call on Hold
 Help	 Connected Call
 Directories	 Incoming Call
 Settings	 Off-hook
 Volume	 On-hook
 Hands-Free Speaker	 Shared line in use
 Mute	 Message Waiting
 Headset	 Displays Additional Options

Voicemail Features



Accessing VM when I am not on my phone

From within the Edmonds School District

- Press the VOICE MAIL button (the one that looks like an envelope) or call 7310. You will hear "Enter your password, followed by #".
- Press *. Then, you will hear "Enter your ID, followed by #." This is where you enter your voicemail #.

From outside the Edmonds School District

- Dial (425) 431-7310. You will hear "Hello, Cisco Unity Messaging Center. From a touch tone telephone you may dial an extension at any time..."
- Press *. Then, you will hear "Enter your ID, followed by #." This is where you enter your voicemail #.

Sending VM without ringing a desk

To leave a voice message for another District employee without ringing their desk –

From within the Edmonds School District

- Press * before entering the extension. For example, if you wanted to leave the HelpDesk a voice message, you would pick-up the phone and dial *7333. This also works when transferring a call directly to Voicemail.

Standard Voice Mail Menu

Hello, you have no new messages.

To send a new message, press 2

To review old messages, press 3

To change setup options press 4

To find a message, press 5

For help, press 0

To exit the system, press *

To change your password

1. While in VM, press 4 > 3 > 1.
2. Enter your new password. (It must be at least 4-digits long), then press #.
3. Enter your new password again, then press #.

Changing your recorded name

1. While in VM, press 4 > 3 > 2.
2. Follow the prompts to re-record your name.

Listening to a message

- While in VM, press **1** to hear new messages,

OR

- Press **3** to hear old messages, then press **1** to hear saved messages.

More commands to use after listening to a message

- | | |
|---------------------------|--------------------------------|
| 1 – Replay message | 6 – Save as new/Restore as new |
| 2 – Save/Restore as saved | 7 – Rewind 5 seconds |
| 3 – Delete | 8 – (not used) |
| 4 – Reply | 9 – Play message properties |
| 42 – Reply to all | |
| 5 – Forward message | # – Save as is |

Controlling playback when listening to a message

- | | |
|--|-------------------------------|
| 1 – Restart message | 7 – Rewind 5 seconds |
| 2 – Save | 8 – Pause/Resume |
| 3 – Delete | 9 – Fast forward 5 seconds |
| 4 – Slow playback (press again for slower) | # – Fast forward to end |
| 5 – Change volume | ## – Skip message, save as is |
| 6 – Fast playback (press again for faster) | |

Deleting a message

- During or after listening to the message, press **3**.

Replying to a message

1. After listening to the message, press **4**.
2. Record the message, then press **#** to end the recording.
3. Press **#** to send the message.

Forwarding a message

1. After listening to the message, press **5**.
2. Record the message.
3. Press **#** to send the message.
4. Follow the prompts to address the message.
5. Press **2** to record an introduction, then press **#** to end the recording.
6. Press **#** to forward the message.

Sending a message

1. While in VM, press **2**.
2. Follow the prompts to address the message.
3. Press **#** to record your message, then press **#** to end the recording.
4. Press **#** to send the message.

More commands to use after addressing and recording a message (prior to sending)

- | | |
|-----------------------------|----------------------|
| # – Send message | 6 – Re-record |
| 1 – Mark urgent | 7 – Add to recording |
| 2 – Request return receipt | 91 – Add name |
| 3 – Mark private | 92 – Hear all names |
| 4 – Request future delivery | * - Cancel message |
| 5 – Rewind recording | |

Types of Greetings

Alternate Greeting

This can be used when you will be away from the district for an extended period. If it is activated, both internal and external callers will hear it. You can put an End Date on it, so it will automatically stop playing.

Internal Greeting

This is what district callers will hear. It can be more informal and refer to your 4-digit extension.

Standard Greeting

This is what external callers will hear. You should identify your school or the Edmonds School District in this greeting.

Changing your greetings

1. While in VM, press **4 > 1** (you can press **#** to skip the greeting).
2. Press **1** to change your current greeting.
3. Press **2** to enable/disable your Alternate greeting, then
 - Press **1** to set an End Date OR
 - Press **2** for no End Date.
4. Press **3** to edit a different greeting.