



New Phone System Reference

Phone Buttons



Voicemail



Speakerphone



Hold



Mute



Transfer



Conference

Important information

Classroom phones are not reachable directly from the outside. They can receive calls from other phones in the district. Outside calls can be transferred into the classroom through the main office if necessary.

Classroom phones can call out to local numbers, but not long distance. Office phones and faculty rooms have phones that can dial long distance directly.

Internal extensions are 4 digits. Calls within the district will always have caller ID information (extension and caller).

Dialing

Any outside calls need to have 8 dialed first. For a local call to 555-1212, you would dial 85551212. Long distance calls would be 8 followed by 1, the area code and the number (e.g. 815185551212)

In an emergency, it is not necessary to dial 8 before 911. If an emergency (911) call is made, the main office is automatically notified.

On all phones there is a "Directory" speed dial. To use this, press the button next to the screen. You will be prompted to say the person's name. For teachers, this will link you directly to their voicemail account. If the person has a phone (office setting) then it will ring that first. In all cases, the person you are calling must have a voicemail account.

Most phones also have a "Main Office" speed dial. This will automatically connect you to the main office in your building.

Receiving Calls

Calls can be answered several different ways. Picking up the handset will answer the call and allow for private conversation. Pressing the speakerphone button or Answer softkey (located below the screen when the phone is ringing) will answer the phone using the speakerphone.

Checking Voicemail

Once the voicemail system is complete, you will receive a Mailbox ID and a default PIN.

To check your voicemail from any phone, lift the handset and press the Messages button.

During the prompt, press the * key.

Enter your ID (voicemail box or extension) followed by #

Enter your PIN followed by #.

Hold

During a call, you can use the Hold button to temporarily place the call on hold. To resume the call, press the Resume softkey or the appropriate session button next to the call on the display.

If you received another call and select answer on the buttons below the screen, your first call will automatically be placed on hold.

Transferring Calls

During the call, press the Transfer button. This will place the call on hold automatically and provide dial tone. Dial the number you want to transfer the call to and hang up.