



Need help? Call the Technology HelpDesk at x80250. Dial 0 to reach the front office. For emergencies dial 911.

### SOFT KEYS

Located along the bottom of your phone screen. The functions will change depending on the phone state.

### TO PLACE A CALL

#### Internal

- Lift Handset, press the **Speaker** button, line button or the **New Call** soft key
- Dial the 5-digit extension

#### External

- Lift Handset, press the **Speaker** button, line button or the **New Call** soft key
- Local – Dial 9 + number
- Long Distance – Dial 9 + 1 + ten digit number (classrooms must call front office and be transferred to the long distance number).

### DIRECTORIES

- To view the Corporate Directory\* press the **Contacts** button
- Scroll to the directory that you would like to view
- Press the **Select** soft key
- To place a call to one of the phone numbers from within the directory, press the **Dial** soft key if it's an internal number or press the **EditDial** soft key, press the 9 on the dialing pad, then press the **Dial** soft key if it's an external number.

\*The Corporate Directory will allow you to search by name to find any employees' extension.

### CALL HISTORY

- To view Missed, Received, or Placed calls, press the **Applications** button
- Select **Call History**
- Choose the line(s) you want Call History for
- Toggle between all and missed calls by selecting the **All Calls** and **Missed** soft keys

Use the **DIRECTORIES** dialing information to place a call from Call History

### LAST NUMBER REDIAL

- Press the **Redial** soft key

### DIVERT

- When the phone is ringing press the **Divert** soft key to send the incoming call straight to voicemail.

### CALL HOLD

#### To Place a Call on Hold

- From an existing conversation, press the **Hold** button

#### To Retrieve a Call on Hold

- Press the **Resume** soft key

### TO TRANSFER A CALL

- During a call, press the **Transfer** button
- Dial the number
- Announce the call
- Press the **Transfer** soft key or button to complete the transfer, hang up
- If the person you attempt to transfer the call to is not available, press the **Cancel** soft key, then the **Resume** soft key to return to the original caller

### JOIN

This feature allows you to join two incoming calls.

#### To answer the second incoming call

- Press the line button for the second incoming call (this will automatically put the first caller on hold)
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#### To join these two callers to create a 3-way call

- Push the **Conference** button
- Push the line button for the original call

### CONFERENCE CALL (maximum of 8)

- During a call, press the **Conference** button. Dial the extension or outside number.
- After the party answers, press the **Conf** soft key to bring the parties together

#### To add additional parties

- Repeat the above steps

#### Reconnect to Conference when called party can't join

- If the person you attempt to bring into the conference is not available, press the **Cancel** button and then the **Resume** soft key to return to the conference call

#### To view the conference call members

- Press the **Details** soft key

### RING VOLUME

- With your phone idle, press the **Volume** key to hear the current ring volume
- Press either the up or down **Volume** key to change the ring volume
- When the ring times out, the setting will be saved

### RING TYPE

- Press the **Applications** button
- Select **Preferences**
- Select **Ringtone**
- Select the line
- Select a ringtone
- Press the **Play** soft key to play the ringtone, and the **Set** soft key to set it.

### LCD CONTRAST

- Press the **Applications** button
- Select **Preferences**
- Use the **Navigation** bar to change the contrast
- Press the **Set** soft key to save the setting

(see reverse for voicemail instructions)

## VOICE MAIL SETUP AND ACCESS

### To enroll with voice mail (first use)

- Press the **Messages** button or dial the internal voice mail phone number (**11200**).
- Enter the first time enrollment password (**12345**)
- Follow prompts to:
  - Record your name - press # key as soon as you say your name
  - Record a greeting – press # key as soon as you say your greeting
  - Set a new password
  - To rerecord your name, press 4 then 3 and follow prompts

### To log on to voice mail from your phone:

- Press the **Messages** button or dial the internal voice mail phone number (**11200**).
- Enter your password, press the # key

### To log on to voice mail from another inside phone:

- Press the **Messages** button or dial the internal voice mail phone number (**11200**).
- Press the \* key when voice mail answers
- Enter your ID (extension), then press # key.
- Enter your password, then press the # key.

### To log on to voicemail from outside:

- Dial the main number for your site.
- Press the \* key when the Auto Attendant answers.
- Enter your ID, then press the # key.
- Enter your password, then press the # key.

### Basic Controls:

Press the **Messages** button or dial the internal voice mail phone number (**11200**) and log on:

Hear new messages	1	Set up options	4
Send new message	2	Cancel or back up	*
Review old messages	3	Skip or move ahead	#

### During Message Playback

Restart message	1	Repeat	1
Save	2	Save	2
Delete	3	Delete	3
Slow Playback	4	Reply	4
Change Volume	5	Forward message	5
Fast Playback	6	Save as new	6
Rewind, small	7	Rewind	7
Pause or Resume	8	Summary	9
Fast Forward, small	9		

### After Message Playback

### Transfer a caller directly to voicemail:

- While connected to the caller, press the TRANSFER soft key,
- Press \*
- Dial the person's extension you are transferring the call to
- Press the TRANSFER soft key quickly

### Leave a message in a mailbox without calling the extension:

- Pick up the handset
- Press \* and the 5-digit extension
- Leave your message
- Hang up

### To record a standard greeting:

Dial voicemail and log on.

- Press 4, 1, 1
- After voicemail plays your current greeting, press 1 to re-record. Or press 3 to record a different greeting, choose the greeting, and then re-record it.

Use these keys as you record

- or continue 8
- End recording #

### To record an alternate greeting:

Turn on this greeting for a specific time period when you want to provide information about special circumstances, such as when you are on vacation. (For example, "I will be out of the office until <date>.")

Dial voicemail.

- Press 4, 1, 2
- Follow prompts
- If you turned on your alternate greeting, follow the prompts to set when you want it turned off or to leave it indefinitely.

## SINGLE INBOX

Your voicemail messages are automatically synchronized with your e-mail inbox. You can listen to messages directly from your computer or smartphone, delete them, or save them for future reference.

- Voicemail messages display in your Inbox as either the employee who called or as "PUHSD Voicemail" if from an external caller. The attachment is an audio file; play it to hear the message.
- Deleting the e-mail message moves it to your Deleted Items folder and also removes the voicemail from your phone.
- Messages will be auto-deleted from your phone, Inbox and Deleted Items folder after 30 days.
- Messages moved to another folder OUTSIDE of your Inbox or Deleted Items folder will not be auto-deleted from your mailbox (although it will still be removed from your phone).
- E-mails with voicemail attachments are much larger than text-only messages and will consume more space in your mailbox. As with any e-mail it is highly recommended that you only save messages if necessary.
- If your e-mail mailbox exceeds the 2GB limit you will be unable to send e-mail.