



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

DIRECTORIES

- To view Missed/Received/Placed calls and the Corporate Directory* press the **Directories** 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.

LAST NUMBER REDIAL

- Press the REDIAL soft key

CALL FORWARD

To Activate

- When your phone is idle, press the CFWDALL soft key
- Enter the number, OR press MESSAGE key for sending calls directly to Voicemail

To Cancel

- Press the CFWDALL soft key

iDIVERT

- When the phone is ringing press the **iDivert** 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** soft key

To Retrieve a Call on Hold

- Press the **Resume** soft key
- If there are multiple calls on hold, scroll to the desired line before pressing the **Resume** soft key

TO TRANSFER A CALL

- During a call, press the **Transfer** soft key
- Dial the number
- Announce the call
- Press the **Transfer** soft key to complete the transfer, hang up
- If the person you attempt to transfer the call to is not available, press the **EndCall** 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 **Answer** soft key (this will automatically put the first caller on hold)

To join these two callers to create a 3-way call

- Scroll to the call that is on hold
- Press the **More** soft key
- Press the **Join** soft key

CONFERENCE CALL (maximum of 8)

- While a call is in progress, press the **More** soft key and then press the **Confrn** soft key. Dial the extension or outside number.
- After the party answers, press the **Confrn** 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 **EndCall** soft key and then the **Resume** soft key to return to the conference call

To view the conference call members

- Press the **More** soft key, then press the **Confrn** soft key to view the members on the conference call

“?” INFORMATION BUTTON

- Press the ? button and then any other button on your phone to get information on how to use that button or 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 **Settings** button
- Select **User Preferences - Rings**
- Use the scroll key to select a ring type
- Press the **Play** soft key to hear the ring type
- Press the **Select** soft key to save the ring type

LCD CONTRAST

- Press the **Settings** button
- Press the 1 on the dialing pad or scroll to **Contrast**
- Use the **Up** and **Down** soft keys to change the contrast
- Press the **OK** 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.