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## Manchester School District

### 8945 Model Phone Quick Glance

## Phone

### Accessing Directories

Press the **directories** button.

1. **Personal Directory:** A personal directory of frequently used numbers. (See Chapter 7 in the manual, “Configuring the Personal Directory” for details).
2. **Corporate Directory:** This is a search engine that will allow you to match the names of anyone in the district to their 4-digit extension.

### How to Transfer a Call

When you receive a call and want to transfer it,

- Press the hard **Transfer** key on the bottom right side of the phone. This will put the current caller on hold and open a new line. You will hear a dial tone.
- Dial the **extension** of the party you wish to transfer to.
- Press the **Transfer** soft key again or hang up after you hear ringing to complete the transfer. The call will disappear from your phone.

*Note: This system allows you to establish the call and talk to the receiving party first before completing the transfer of the call.*

**Note: To transfer directly to someone’s voicemail without ringing their phone, dial the \* key before that person’s 4 digit extension.**

## **Putting a Call on hold**

If you wish to put a call on hold, simply press the **Hold** hard key, located on the right side bottom key of the phone. To resume the call, press the **Resume** soft key. When on an active call and a second call comes in, pressing the **Flashing Amber** line button automatically puts the first call on hold.

## **How to Call Forward your Extension**

- Press the **Forward All** soft key. (You will hear two beeps)
- Type in the number to which you want calls to be forwarded. (You will hear one beep)

**Note: To forward your extension to voicemail, press the voicemail button after Forward All.**

**Note: To forward your extension to an outside number, don't forget to precede the number with an 8.**

## **To Turn off Call Forwarding**

- Press the **Forward Off** soft key.

## **How to use Call Pick-Up**

**You can only use call pick-up if your phone has been configured to do so.**

To use Call Pick-Up, you will see who is calling displayed on your LCD Display. You must do the following:

1. Pick up the handset or press the speaker button. (go off-hook).
2. Press the **PickUp** soft key.
3. You will be connected to the caller.

## **How to use Divert**

### **Incoming Call**

1. When the phone starts ringing, the **Divert** softkey will appear next to the **Answer** softkey.
2. Pressing **Divert** at this time will send the incoming call directly to your voicemail.

### **When connected**

1. During an active call, press the **more** softkey, then the **Divert** softkey.
2. Pressing **Divert** at this time will send the active call directly to your voicemail.

## How to Conference a Call (Ad-Hoc)

1. Establish a call with the first party.
2. Press the **Conference** hard key on the lower right side. This will put the current caller on hold and open a new line. You will hear a dial tone.
3. Dial the **extension** of the next party you wish to conference with.
4. Press the **Conference** soft key.

Now both parties will be conferenced in with you and **Conference** will be displayed at the top of the LCD display screen.

*Note: You can have up to 8 people on a conference call. To add each new party repeat steps 3, 4, and 5. If you need more than 8 people on a conference call, use a Meet-Me conference.*

## Voicemail

### Initial Setup

- Press the **messages** button (envelope icon).
- If not your phone extension, press the asterisk (\*) key, and enter your 4 digit extension.
- **Everyone's PIN initially is XXXX. Contact Chip Conover for this info @ cconover@manchestertwp.org**
- The system will prompt you through the rest of the set up.

### Checking Voicemail

- Press the **Messages button** (envelope icon).
- If not your phone extension, press the asterisk (\*) key, and enter your 4 digit extension.
- Enter your PIN.

### How to Call Directly to Voicemail, or Transfer a Call Directly to Voicemail

- Dial an asterisk (\*) button before the 4-digit **extension** of the extension you wish to call.
- When transferring a call, press the **transfer** softkey, then dial the asterisk (\*) button before the 4-digit **extension** of the extension/voice mailbox, and then press **transfer** again. Or hang up.

**Note: When calling into an Auto Attendant, you can go directly to someone's voicemail without ringing their phone by following their 4 digit extension with #2.**