



Manchester School District

8961 and 9971 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: Before the call is transferred, the SWAP Soft Key is active.

- Pressing the **Swap** soft key allows you to toggle between the first incoming call and the second party that the call will be transferred.

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 button next to the line you want to forward. (highlights the circular phone icon in blue)
- Press the **Forward All** soft key. (You will hear two beeps)
- Type in the number you want calls to be forwarded to. (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 button next to the forwarded line. (highlights the circular phone icon in blue)
- 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 **More** soft key.
3. Press the **PickUp** soft key.
4. 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 XXXXX.** Contact Chip Conover for this info at 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 the Auto Attendant, you can go directly to someone's voicemail without ringing their phone by following their 4 digit extension with #2.