



Manchester School District

8945 Model Phone Operating Manual

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Introduction

The Manchester School District phone system is the latest technology in telephony provided by Cisco Systems. The phones themselves are small computers where more functionality can be added simply by updating software. This system will allow all locations to share common resources so that both cost and busy signals are greatly reduced as well as allow communications to occur in ways that were not before possible.

Take a little time now to read through this document and spend some time playing with your phone, so you too can discover what a happy, helpful friend your new phone system can be.

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Chapter 1

Meet the Phone

There are 3 different model phones currently being deployed at the Manchester School District. They are the 8945 model, the 8961 model, and the 9971 model. The 8961 and 9971 phones are described in detail in a separate phone manual. This manual describes the 8945 4 button video phone.

Cisco IP 8945 Model Phone



1	Phone screen	Shows information about your phone, including directory number, call information (for example caller ID, icons for an active call or call on hold) and available softkeys.
2	Video Camera 	Connects to your Cisco Unified IP Phone and allows you to make a point-to-point video call with another Cisco Unified IP Phone.
3	Lens Cover button	Integrated lens cover protects the camera lens.
4	Softkey buttons 	Allows you to access the softkey options (for the selected call or menu item) displayed on your phone screen.
5	Navigation pad and Select button 	The two-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field. The Select button (center of the Navigation pad) allows you to select a highlighted item as well as wake up the phone from deep sleep mode. The Select button is lit (white) when the phone is in power-save mode.
6	Conference button 	Creates a conference call.
7	Hold button 	Places a connected call on hold.
8	Transfer button 	Transfers a call.
9	Redial button 	Redials a call.
10	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number).
11	Speakerphone button 	Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green. The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset). If external speakers are connected, the Speakerphone button selects them as the default audio path.
12	Video Mute button 	Mutes the video from the phone screen during a video call. When Video Mute is on, the Video Mute button is lit red.
13	Mute button 	Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.

14	Headset button 	<p>Selects the headset as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.</p> <p>A headset icon  in the phone screen header line indicates the headset is the default audio path. This audio path does not change until a new default audio path is selected (for example, by picking up the handset).</p>
15	Volume button 	<p>Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).</p> <p>Silences the ringer on the phone if an incoming call is ringing.</p>
16	Messages button 	<p>Auto-dials your voicemail system (varies by system).</p>
17	Applications button 	<p>Opens the Applications menu. Depending on how your system administrator sets up the phone, use it to access applications such as call history, preferences, administrator settings, and phone information.</p>
18	Contacts button 	<p>Opens/closes the Contacts menu. Depending on how your system administrator sets up the phone, use it to access personal directory, corporate directory, or call history.</p>
19	Phone Speaker	<p>Speaker for the phone.</p>
20	Programmable feature buttons (also called Line buttons) 	<p>Each corresponds with a phone line, speed dial, and calling feature.</p> <p>Pressing a button for a phone line displays the active calls for that line.</p> <p>Color LEDs indicate the line state:</p> <ul style="list-style-type: none"> • Amber —Ringing call on this line • Green —Active or held call on this line • Red —Shared line in-use remotely
21	Handset rest	<p>To rest the phone handset.</p> <p>When there is an incoming call, the LED in the handset rest flashes red. If there is a new voice message, the LED is lit red.</p>

The 8945 phones have a **color LCD display**. When receiving a call, the screen will show you the person calling either by name if it is an internal call or by caller id if it is an external call. Each extension can handle two calls. With two calls available on a single extension; one call can be put on hold while a second call can be made, or a second call being received can be answered.

There are **4 extension buttons** directly to the left of the display screen. These buttons are used for individual extensions or access features such as speed dials, busy lamp fields, intercoms, etc.

The phones have **soft keys** (screen buttons) at the bottom of the display screen. The function of these soft keys change depending upon what the phone expects you might want to do. The soft keys will try to guide you. If unsure on how to handle a call, look at which soft keys appear.

The **volume** button controls three different volume settings:

1. By just pressing the volume button, you are controlling the volume of the ringer.
2. At the lower left position on the phone there is the speaker button. When depressed it lights green and engages the speakerphone. Now you can adjust the volume of the speakerphone. A volume level indicator will appear in the center of the screen. The volume will remain at this level for all subsequent phone calls.
3. When you pick up the handset, you can then adjust the handset volume. Again, when adjusting the handset volume, a volume level indicator will appear in the center of the screen. The volume will remain at this level for all subsequent phone calls.

On the left side of the phone just above the volume button are 3 additional buttons. The functions of these buttons are as follows:

- **Applications** Button - Allows you to change phone preferences such as the phone ringer or screen contrast settings as well as view call history.
- **Directories** Button - Shows you a Personal Directory and the Corporate Directory.
- **Messages** Button - Connects to the voicemail system

On the left side of the phone just below the volume button are 4 additional buttons. The functions of these buttons are as follows:

- **Headset** Button –Selects the wired or wireless headset as the default audio path. Lights green when active.
- **Speaker** Button – Select the speaker as the default audio path. Lights green when active.
- **Mute** Button –Toggles the microphone off and on, lights red when in mute is active.
- **Video Mute** Button- Mutes the video from the phone screen during a video call. Lights red when active.

On the right side of the phone just below the navigation button are 4 additional buttons. The functions of these buttons are as follows:

- **Transfer Button** –Left button-Transfers a call.
- **Conference Button** –Right button-Creates a conference call.
- **Redial Button**- Bottom left button- Redials last number called.
- **Hold Button**- Bottom right button -Places a call on hold.

There is a **navigation** button in the middle on the right side of the phone. This is a blue elongated button with arrows for up, and down. This button allows you to scroll through text and menu items on the display screen. For example, you would use this to scroll through names in the Corporate Directory or move between calls on hold.

Read Chapter 6 **Additional Phone Information** for the answers to common questions about using the phone.

Chapter 2

Using the Phone

- Phone Characteristics

A phone can call any other phone in the school district by dialing a 4-digit extension. To call outside of Manchester School District, dial **8** followed by the number. Dialing **8**, followed by the number must be used to make all outside calls (for the exception of 911). **Note:** you do not have to use a 1 after the 8. The system is configured to allow you to just dial 8 followed by the area code and then the number.

By picking up the handset (or pressing the speakerphone button), you engage the first line extension on the phone for an outbound call. You can also start dialing the number before picking up the handset and a “Call” soft key will appear. To dial out on a line other than the first line extension, you must press the button next to that line extension.

(Important)

For making 911 Emergency calls, you can either dial 911 or 8 to first get an outside line dial tone and then dial 911. Dialing 9 followed by 911 will also work.

Chapter 3

Voicemail Initial Setup

*Callers can start leaving you messages as soon as your voicemail box is created in the system. However, before anyone can access his or her voicemail box, everyone must go through an initial setup of the voicemail system. The initial setup is very quick and simple requiring only that you record your name and enter at least a 3-digit password that you make up. **NOTE: The Cisco Unity Connection Voicemail System is not fully initialized until you hear the system say that you have finished enrollment.***

- Press the **Messages** button (envelope icon). If the phone you are accessing the initial setup from is a phone with your extension as the top line appearance, then the system will ask you for your password. If the phone is not a phone with your extension as the top line appearance, then you will need to press the asterisk (*) key. The system will then ask for your ID, which is your personal 4-digit extension/mailbox number. Enter your extension followed by the pound (#) key.
- The system will ask you for a PIN. **Everyone's PIN initially is *****.** Enter *****. **email Chip Conover for PIN - cconover@manchestertwp.org**
- The system will prompt you through the rest of the set up. It will ask you to:
 - Record your name. **(After stating your name, quickly press the pound (#) key to let the system know you are done.)** If you do not do this then there will be a long silence after your recorded name. If you do not record your name, the system will identify you by a text to speech reading of your name.
 - Record a personal greeting (optional). You can either record a personal greeting now or keep the default standard greeting, which is a system recorded greeting that uses your recorded name from the step before. You can record a more personal greeting later. See Chapter 5, **Additional Voicemail Information** for details on changing your greeting at a later time.
 - A new PIN. The new PIN must be at least 3 digits long. The system will ask you to repeat the password to make sure it was entered correctly.
- The system should now say that you have finished enrollment and put you into your voicemail box.

Everyone is automatically listed in the Spell-by-Name Directory. Even if you did not record your name, the system will use its text-to-speech capability to say your name. If for some reason you do not want to be listed in the Spell-by-Name Directory, please let the phone system administrator know.

Chapter 4

Checking Your Voicemail

Everyone can access the voicemail system from any phone simply by pressing the **Messages button** (envelope icon) on the phone. What you do next depends on how the phone prompts you. The phone prompts you in two different ways based on how the first extension on the phone is configured. The following are the prompts you might hear and what your reaction should be.

*Callers can start leaving you messages as soon as your voicemail box is created in the system. However, before anyone can access his or her voicemail box, everyone must go through an initial setup of the voicemail system. Please see chapter 3, **Voicemail Initial Setup** for details. Until you go through the initial setup, you will not be able to retrieve voicemails or be listed in the Spell-by-Name directory.*

1. If you hear an “**Opening Greeting Auto Attendant**” greeting, then press the asterisk (*) button on the number pad. The system will then ask you to enter your ID followed by the pound (#) key. When the voicemail system asks for your ID, it is always referring to your personal 4-digit extension number. Next, the system will ask for your PIN, which is your numeric password. Once entered correctly, you will be in your voicemail box. *Note: You do not have to follow your extension or password with the pound (#) key. Pressing the pound key just tells the system not to wait for any more digits. The system will continue after a short pause if the pound (#) key is not pressed.*
2. If you hear “**Enter your PIN**”, that means the phone thinks you want to reach the voicemail box for the first extension of that phone. If the phone’s top line appearance extension is the voicemail box you are trying to reach then enter your PIN, which is your numeric password. If the phone’s top line appearance extension **is not** the 4-digit extension voicemail box you are trying to reach, then you must press the asterisk (*) button on the number pad. The system will then ask you to enter your ID followed by the pound (#) key. When the voicemail system asks for your ID, it is always referring to your personal 4-digit extension number. Next, the system will ask for your PIN, which is your numeric password. Once entered correctly, you will be in your voicemail box.

To access your voicemail from outside of a Manchester School District location, you simply call into the Manchester School District Voicemail Sign-In number *-***-****, and you will hear “Please enter your ID followed by pound”. At this point enter your personal 4-digit extension/mailbox number, press pound, and then follow the prompts. * email Chip Conover, cconover@manchestertwp.org for dial in phone number.**

NOTE: If a phone has your voice mailbox number as a line appearance extension, then when you receive a voicemail the red MWI (Message Waiting Indicator) light on the top of the handset will glow red and there will be a RED envelope icon by your extension number indicating the voice message.

Chapter 5

Additional Voicemail Information

MWI (Message Waiting Indicator) Light

If a phone has your extension as a line appearance extension, then when you receive a voicemail there will be a **red** envelope (**Message icon**) by your extension number. For those that have phones with more than one extension, the red MWI light may light for the other extension line appearances depending upon how the phone is configured. If the phone does not behave the way you would like, please let the phone system administrator for your location know, and the appropriate changes will be made.

Getting help with Voicemail

When in your voicemail box, pressing 0 will start a help menu stating every option available to you. Pressing 0 before a greeting will give you different options than pressing 0 during a greeting, and pressing 0 after a greeting. When in your voicemail box, and in doubt, press 0.

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

If you wish to call directly to a voicemail box without ringing a phone:

- 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 someone via the Auto Attendant, you can go directly to someone's voicemail without ringing their phone by following their 4 digit extension with #2.

Checking messages by phone

Step 1 Press the Messages button and take the appropriate actions to enter your voicemail box. New messages will automatically be played.

Step 2

Use the following keys to control playback as you listen to a message.

Key(s)	Task	Key(s)	Task
1	Restart message	7	Rewind
2	Save	8	Pause or resume
3	Delete	9	Fast-forward
4	Slow playback	#	Fast-forward to end
5	Change volume ¹	##	Skip to Next Message
6	Fast playback		

Additional Tasks

Key(s)	Task
12	To go to a message
14	To go to the previous message
16	To go to the next message
*	Cancel Messages

Use the following keys to manage the message after you have listened to it.

Key(s)	Task	Key(s)	Task
1	Replay message	5	Forward message
2	Save	6	Save as new (The message waiting indicator (MWI) on your phone may light or remain lit.)
3	Delete	7	Rewind
4	Reply (Resend for NDRs)		
42	Reply to all	9	Play message properties
44	Call the subscriber ¹	#	Save as is

Question: How do you forward a voicemail message to another voicemail box?

Answer: As shown above, press 5 after the message and follow the prompts.

To Change Your Recorded Name

Phone

Step 1 Press the Messages button and follow prompts to enter voicemail box.

Step 2 Press 4 >3 >2.

Step 3 At the tone, record your name, and then quickly press the pound key (#).

(Quickly press the pound key (#) to let the system know you are done after stating your name. If you do not do this then there will be a long silence after your recorded name.)

Or

Press * to keep the current recording.

Table 1 Use These Keys as You Record

Key	Task	Key	Task
#	Pause or resume	#	End recording

Table 2 Use These Keys Anytime

Key	Task	Key	Task
*	Cancel or back up	#	Skip or move ahead

To Change Your Password

Phone

Step 1 Press the Messages button and follow prompts to enter voicemail box.

Step 2 Press 4 >3 >1.

Step 3 Enter a new password and press #.

Step 4 Enter the new password again to confirm it and press #.

Table 3 Use These Keys Anytime

Key	Task	Key	Task
*	Cancel or back up	#	Skip or move ahead

To Change Your Directory Listing Status

Phone

Step 1 Press the Messages button and enter your password.

Step 2 Press 4>3>3.

Step 3 Press 1 to change your listing status,

Or

Press # to keep your current listing status.

Table 4 Use These Keys Anytime

Key	Task	Key	Task
*	Cancel or back up	#	Skip or move ahead

Presently, Directory Listing Status (Spell-by-Name Directory) is configured so that it cannot be changed via the phone. If for some reason you do not want to be listed in the Spell-by-Name Directory, please let the phone system administrator for your location know.

To Record a Greeting

You can record only your standard, closed, and alternate greetings by phone.

Phone

Step 1 Press the Messages button and enter your password.

Step 2 Press 4>1 .

Step 3 After Cisco Unity plays your current greeting, press 1 to rerecord it,

Or

Press 3 to record a different greeting, choose the greeting, and then rerecord it.

Table 1 Use These Keys as You Record

Key	Task	Key	Task
8	Pause or resume	#	End recording

Table 2 Use These Keys Anytime

Key	Task	Key	Task
*	Cancel or back up	#	Skip or move ahead

To Change to an Alternate Greeting

You can enable or disable an alternate greeting by phone. This is good for when you are out on vacation or for personal reasons. When your alternate greeting is enabled, it overrides all other greetings.

Phone

Step 1 Press the Messages button and enter your password.

Step 2 Press **4 >1** .

Step 3 Press **3**, to edit other greetings.

Step 4 Press **3**, to choose alternate greeting.

Step 5 Press **1**, to record alternate greeting.

Step 6 After Cisco Unity Connection plays your current greeting, press **2** to turn on or turn off your alternate greeting.

Chapter 6

Additional Phone Information

• Accessing Directories

On the phones, one of the 3 hard keys on the top left side is the directories button, which shows you that particular phone's Personal Directory and the Corporate Directory. Press the **directories** button. You will see 2 choices displayed on the LCD display screen. You can either just touch the number on the **number pad** or you can scroll through the choices using the blue **navigation** button. As you scroll through the choices, you will see the green contrasted background highlights your choice. Press the **OPEN** soft key when your choice is highlighted.

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

***NOTE:** If you discover that someone is not listed, please advise the appropriate phone system administrator for your location.*

Selecting the Corporate Directory brings you to Directory Search. The Directory Search allows you to search for an extension using one of three search parameters.

- First Name
- Last Name
- Number

***NOTE:** If no search parameter is entered, the system will grab only 64 entries at random rather than pulling down every name in the entire School District, so the name you are looking for may not appear.*

For best results when using the Corporate Directory

- Press the **directories** button.
- Select Corporate Directory.
- Press the down arrow on the **navigation** button. This will move the cursor down in front of Last Name or touch Last Name on the LCD display.
- Type in the first one or two letters of a person's last name using the number pad.
- Press the **Search** soft key.

(For example, you would do the following to search for Bill Smith)

Once in Corporate Directory Search, press the **down arrow on the navigation button to move the cursor to Last Name;** Pressing the number key now scrolls through the letters associated with that button. Watch the screen and press the number key from the number pad as many times as necessary to reach the letter you need. Then, wait for the cursor to move one character to the right to enter the next letter is you want to narrow the search. For example, to enter sm to search on Smith:

Press the **7 key** four times quickly and wait for the cursor to move.
Press the **6 key** one time.

Watch the display screen for what is getting entered. If you make a mistake you can move the cursor back by pressing the "<X" soft key located at the second button from the left just below the display screen.

Press the Search Softkey.

• Call History

Call History allows you to view information on the last 150 calls on your phone. An icon displays indicating the type of call.

- Received—
- Placed—
- Missed—

View Call History:

1. Press the **Applications** button
2. Select **Call History** (Use the **Navigation** button and **Select** button to scroll and select). The phone screen displays the call history with an icon associated for each type of call. Note: you can choose between "All Calls" and just "Missed Calls" from the appropriate softkey.
3. Press the **Exit** soft key to return to the **Application** screen.

• Clear Call History

- Press the **Applications** hard key button
- Select **Call History** by pressing **1**.
- If multiple lines, select the line or All Lines.
- Press the **Clear List** soft key button. *The LCD Display will show Call History Cleared.*
- Press **Exit**.

• Edit Dial:

Note: The system is configured to insert 81 before outside calling numbers negating the need to use the Edit Dial functionality.

The phones save the call history of all calls on that phone. However, when you want to call a number back from either the **missed** or **received** call options, you will need to use edit dial. The incoming call history does not know that you have to enter an 8 for an outside line and then add a 1 to call that number back. This is not true for **Placed Calls**, because those calls are a history of outbound calls where the 8 and 1 were already used.

To use Edit Dial:

- Press the **APPLICATIONS** hard key button.
- Select **Call History** by pressing **1**.
- If multiple lines, select the line or All Lines.
- Select number by using the, blue **navigation** button.
- Press **More** soft key
- Press **Edit Dial**.
- Press **8**
- Press **1**.
- Press **Call** .

• How to Call an Extension's Voicemail directly without ringing the phone.

If you wish to directly call someone's voicemail box without ringing their phone:

- Dial an asterisk (*) button before the 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.

• How to Transfer a Call to Voicemail

If you wish to transfer a call directly into a person's voicemail box without ringing their phone, do the following:

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 an asterisk (*) button before the 4-digit **extension** of the voice mailbox you wish to transfer the call to.
- Press the **Transfer** soft key again or just hang up to complete the transfer. The call will disappear from your phone.

• How to use the Intercom

The Intercom button (if configured on your phone) allows you to call another Intercom extension on another phone, so that instead of ringing a person's extension, the intercom line will automatically answer. The person you dialed will not be required to press or do anything to hear you speak.

To contact someone via the Intercom button, do the following:

1. Press the **Intercom** button (You will hear a dial tone.)
2. Dial the **extension** of the party to which you wish to speak.

The party you dialed will be able to hear you without having to press or do anything, but you will not be able to hear them. Both phones will have an amber light next to the Intercom line appearance.

If the party you dialed wishes to allow for a two-way conversation, they just need to press the Intercom button on their phone. The amber light next to the Intercom line appearance will turn green on both phones.

Now you can have a two-way conversation.

• How to use DND (Do Not Disturb)

Do Not Disturb is only available on these phones if configured as a softkey. Do Not Disturb keeps the ringer from ringing, but calls still go to your phone. With DND turned on, you will hear a short beep and the light for the extension will flash and the screen will display the incoming call information.

1. Press the **DND** softkey.
2. The ringer is now turned off for incoming calls, but the light will flash and the screen will display the incoming call information.
3. Pressing the **DND** softkey a second time will turn off Do Not Disturb.

• How to Conference a Call

The Cisco Phone System allows for two types of conference calls. The first type is called an Ad-Hoc conference call and simply allows a caller to conference in participants one at a time. The Meet-Me conference call, however, allows one person to set up a conference call in advance, and then all participants can dial an extension and immediately be part of that conference call.

To set up an Ad-Hoc Conference, do the following:

3. Establish a call with the first party.
4. 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.
5. Dial the **extension** of the next party you wish to conference with.
6. Press the **Conference** soft key.

Now both parties will be conferenced in with you and **To 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.

• How to set up a Meet-Me Conference Call

There are 10 Meet-Me Conference call extensions. They are 9000 through 9009. There is no difference between these numbers. The reason for 10 numbers is to allow for up to 10 simultaneous Meet-Me conference calls.

To set up a Meet-Me Conference call, **one** person must do the following:

1. Take the phone off hook by either pressing the speaker button or picking up the handset. You will hear a dial tone.
2. Press the **More** soft key.
3. Press the **Meet-Me** soft key. You will hear two beeps.
4. Dial one of the four Meet-Me Conference call **4-digit extensions (9000 through 9009)** and **Conference** will be displayed at the top of the LCD display screen.

One and only one person needs to set up the Meet-Me Conference call. Once that has been done, then all other participants' just need to dial the 4-digit extension and they immediately become part of the conference call. Anyone else can dial the appropriate 4-digit extension directly. Anyone from the outside will need to call one of the main number and either enter the 4-digit extension from the Main Opening Greeting or have the receptionist transfer them to the appropriate 4-digit Meet-Me extension. **It is important that the Meet-Me Conference be set up before anyone else dials that number directly.** Callers from outside of the Manchester School District can call into the **Meet-Me Conference Center** Auto Attendant Greeting by dialing *****-***-****** email **Chip Conover** cconover@manchestertwp.org for dial in phone number.

Note: You can have up to 32 people on a Meet-Me conference call.

• How to drop any caller in an Ad-Hoc conference at any time.

The Cisco Phone System will allow the initiator of the conference call to drop an individual caller from the conference call.

During a conference call, do the following:

1. Press the **View Details Softkey**.
2. You will see a list of conference call participants.
3. Toggle to the caller you wish to drop from the conference call using the navigation button.
4. Press the **Remove** soft key once.
5. Continue previous steps if you wish to delete other conference call participants.

• 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 **Red Flashing Line** key automatically puts the first call on hold. To move between calls, press the **Hold** hard key on the active call and then using the blue elongated navigation button toggle to the other call and press the **Resume** soft key.

• How to Call Forward your Extension

From these phones, you can only forward the first line appearances/extension. To forward the first line appearance/extension:

- 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)

Now all calls destined for that line appearance/extension will be forwarded to the new extension or number.

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.

Note: You can tell a phone line is forwarding by looking at the top of the phones LCD display screen. Just below the phone extension number you will see the Call Forwarding information.

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 once.

• How to use Call Pick-Up

Call Pick-Up is the ability to pick up on a line ringing on another person's phone. You can only use call pick-up if your phone has been configured to do so. If you want this functionality and are not configured for it, please let the phone system administrator for your location know.

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

1. Lift the handset or press the hands free button
2. Press the **PickUp** soft key.
3. You will be connected to the caller.

• How to use Group Call Pick-Up

Group Call Pick-Up is the ability to pick up on a line ringing on another person's phone when that phone is in a Call Pickup Group other than your Call Pickup Group. You can only use Group Call Pick-up if your phone has been configured to do so and you need to know the Call Pickup number associated with the other Call Pickup Group. If you want this functionality, please contact your phone system administrator.

To use Group Call Pick-Up, you must do the following:

1. You will hear the phone in the other Call Pickup Group ringing.
2. Take the phone off hook by either pressing the speaker button or picking up the handset. You will hear a dial tone.
3. Press the **GPickUp** soft key.
4. You will hear 2 beeps.
5. Dial the Group Call Pickup Number. (the BOE Night Bell is 11)
6. You will then be connected to the caller.

• Storing and Retrieving a Call Using Call Park

You can park a call when you want to store a call to be picked up by any phone in the system. The display will show you what extension number the call is stored at. The call can then be retrieved by dialing that extension from any phone in the system.

1. During an active call, press the **Park** soft key.
2. After pressing **Park**, the LCD screen displays the special call park number where the call is stored. (In green highlighted area)
3. Make a note of the call park number. The call is parked at that number, allowing anyone to retrieve it from another phone.
4. To retrieve the parked call from any phone, go to any phone and dial the call park number.

Note: You have 3 minutes to retrieve the parked call before it reverts to ringing at its original destination. If this is not enough time then the system can be programmed to store the parked call for a longer period of time. If a longer period of time for parked calls is desired, please let the phone system administrator for your location know.

Adjusting the brightness on the LCD Screen

The large LCD display screen may be difficult to see. To better see the LCD screen, you can adjust the brightness. Press the hard **Applications** button on the top left. The Applications window will open and select Preferences by toggling the Blue Navigation button or pressing the number 2. This allows you to change parameters for the phone.

For best results for changing the contrast:

- Once in the **Preferences** menu.
- Press **3** for **Brightness**
- You will immediately be presented with the brightness screen.
- Press either the **down or up Blue Navigation Button** until the display brightness is to your liking, and then press the **Save** softkey.
- Then press the Back softkey.
- Then press **Exit** until you are out of the Applications screen.

• Setting the Ring Type

You can select different ring tones for your phone. Press the hard **Applications** button on the top left. The Applications window will open

- Select Preferences by pressing the number **2**.
- Press **1** to select the **Ringtone** option.
- All lines that are listed on the phone will have their present ringtone displayed on the left side of the display.
- Use the **Blue Navigation Button** to scroll to the desired line and press the **Open** Softkey or just press the desired line number displayed on the LCD Display.
- Once the desired line is selected, a list of available ringtones will be displayed.
- Press the down arrow on the **Blue Navigation** button. This will allow you to highlight your selection.
- To hear your choice press the **play** soft key.
- To select your choice, press the **set** soft key
- Press the **Back** soft key twice.
- Press **Exit** soft key to go back to the normal display.
- Test that the ringer is set by pressing the **volume** button.

• Setting the Background Image

You can change the default image that appears on your phone screen with wallpapers that are provided with the phone, or with custom wallpaper provided by the school. Press the hard **Applications** button on the top right. The Applications window will open.

- Select **Preferences** by pressing the number **2**.
- Select **Wallpaper** by touching the Wallpaper button or pressing the number **2**.
- Select the **Wallpaper** you desire by moving the **Blue Navigation Button** up or down or right or left. Your selection will be outlined.
- Press **Preview** soft key if you want to preview it.
- To set this as your Wallpaper, press the **Set** soft key.
- Press the **Back** soft key..
- Press **Exit** soft key twice to get back to the normal display.
- You should see the new background image on the phone.

• How to use Divert

Divert gives you the ability to send a call directly to voicemail. You can use it under the following conditions.

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.

On hold

1. After putting a call on hold, press the **more** softkey, then the **Divert** softkey.
2. Pressing **Divert** at this time will send the call on hold directly to your voicemail.

How to use Callback

Callback gives you the ability to be notified when someone on another phone finishes and hangs up on a call. The original purpose for Callback is if you should call a phone and get a busy signal, you could press Callback and your phone will notify you when the party you tried to call finishes and hangs up. However, all extensions on all of the phones in the School District are configured to receive multiple calls and you will never hear a busy signal. However, the Callback feature can still be used. If you call an extension, and the phone just rings or rings and then eventually goes to voicemail, and you want to be notified next time that person you were calling uses their phone, while the phone is ringing and before it goes to voicemail press Callback. Once Callback is engaged, as soon as the person you called hangs up either on an existing call or if they placed a new call, you will be notified that they are using their phone.

1. When attempting to call someone and no one answers, press the **Callback** soft key. (If the call goes to voicemail it is too late. You will have to call back and press the **Callback** soft key while the phone is ringing.)
2. Press **Exit**. Pressing **Cancel** will cancel the Callback feature.
3. When the phone with the extension you dialed either hangs up their current call or picks up the handset to initiate a call and then hangs up, you will be notified that the phone is available.
4. Once alerted, you can then just press the **Dial** soft key to ring that phone's extension.

- **Calling directly into voicemail from an Auto Attendant Greeting**

To call directly into someone's voicemail without ringing their phone when within an Auto Attendant greeting, dial the extension and then press #2 immediately after the extension. The phone will not ring and the caller will hear the subscriber's voicemail greeting.