KILLEEN ISD
CISCO IP COMMUNICATIONS
END USER TRAINING

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COURSE OUTLINE

- Phone Overview

- Basic Phone Operation

- Voicemail

- Q & A

SECTION 1 – PHONE OVERVIEW

- By the end of this section you will be able to complete the following:

  - Understand the phone layout

  - Understand the phone buttons

  - Understand the phones softkeys

GETTING TO KNOW YOUR PHONE

1. **Handset light strip – indicates incoming call or new voice mail message**
2. **Programmable Buttons, i.e. Shared Lines or Speed Dials**
3. **High resolution 3.5" (396x162) greyscale display, with white backlighting for easy reading**
4. **Softkey Buttons**
5. **Navigation Button**
6. **Hold Button**
7. **Conference Button**
8. **Transfer Button**
9. **Speakerphone Button**
10. **Headset Button**
11. **Mute Button**
12. **Keypad**
13. **Volume Button**
14. **Directory Button**
15. **Settings Buttons**
16. **Voicemail Button**
17. **Handset**

USING THE DIRECTORIES BUTTON

Directory Button

- Brings up a list of directories

  - Personal Directory (Personal Address Book and Personal Fast Dials)

  - Corporate Directory

USING THE SETTINGS BUTTON

- Call History

- User Preferences:

  - Ring tones

  - Background Images

  - Audio Preferences

  - Phone screen Brightness

- General Phone / Network Information (useful for troubleshooting)

Settings Button

USING THE MESSAGES BUTTON

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- Connects directly to Voicemail system

- Enter password and check voicemail

Messages Button

LCD SCREEN – SCROLLING THROUGH MENUS

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- **Using the Navigation Button**

  - Press the Navigation button to select (or highlight) a menu item

- **Using an Item Number**

  - You can press the number key on your phone's key pad that corresponds to the item number displayed on the screen

- **Note**

  - Press the Exit soft key to return to the previous menu

  - The >> softkey allows you to re-position your cursor. The << softkey allows you to delete a character or digit in an entry.

Navigation Button

USING THE SOFTKEYS

- Press the button beneath any softkey to select that function.

- Softkeys change depending on the feature in use.

- Select the more softkey to see more softkeys.

Softkeys: first screen

05/14/13 09:49   69073
Dennis Wu
Privacy is ON
69071
Redial   New Call   Fwd All   more >

Softkeys: Point to feature options displayed along the bottom of the LCD screen.

Softkeys: more button presents more options

SECTION 2 – BASIC PHONE OPERATION

- By the end of this section you will be able to complete the following:
  - Place a call
  - Answer a call
  - Use hold, transfer, and conferencing functions

PLACING A CALL

Line Buttons

- There are many ways to place a phone call.

- You can simply:

  - Lift the handset

  - Dial the phone number

- Other ways include the following:

  - Dial the phone number

  - Do one of the following:

    - Lift the handset

    - Press the line button for the line you wish to call on (Speaker button lights)

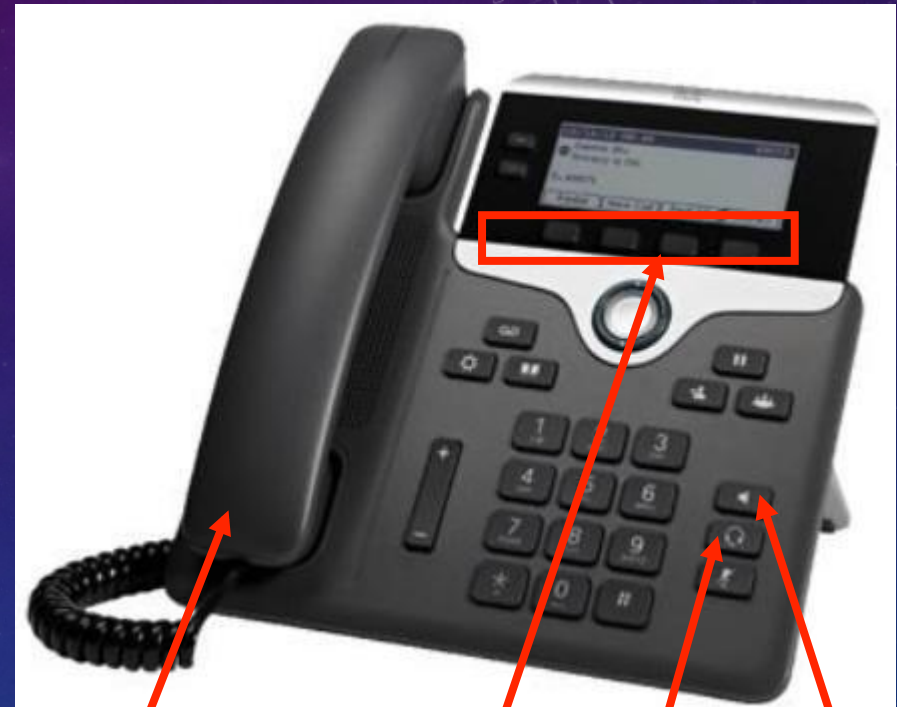   - Press the Speaker button

    - Press the Headset button

Speaker

Handset

Headset

DIALING THE NUMBER OVERVIEW

- Inside Calls: Simply dial the 5-digit extension number (use the Directories button to look up other IP phone users) – all KISD 5-digit extensions start with a 6!

- Outside Local Calls: Dial "9" + the number

- Outside Long Distance Calls: 9, 1 and then the 10 digit destination (e.g. 9,1,512-555-5555)

ENDING A CALL

- Depending on how the call was
- placed (or accepted), do one of
- the following:
  - Hang up the handset
  - Press the Speaker button
  - Press the Headset button
  - Press the EndCall softkey

Softkeys

**Speaker**

Handset

Headset

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ANSWERING AN INCOMING CALL

- Lift the handset

- Or, answer with the speakerphone; either:

  - Press the Speaker button

  - Press the Answer softkey

  - Press the line button for the incoming call

- Or, answer with a headset; either:

  - Press the Headset button
    (If not lighted)

  - If lighted, either:

    - Press the Answer softkey

    - Press the line button for the incoming call

- Press the Mute button to mute a call or to disengage mute.

Line Buttons

Softkeys

Speaker

Handset

Headset

Mute

PUTTING A CALL ON HOLD

- Press the Hold key.

- To return to the call, press the Resume softkey.

- If you have multiple calls on hold:

  - Use the Navigation key to select the call to resume

  - Press the Resume softkey
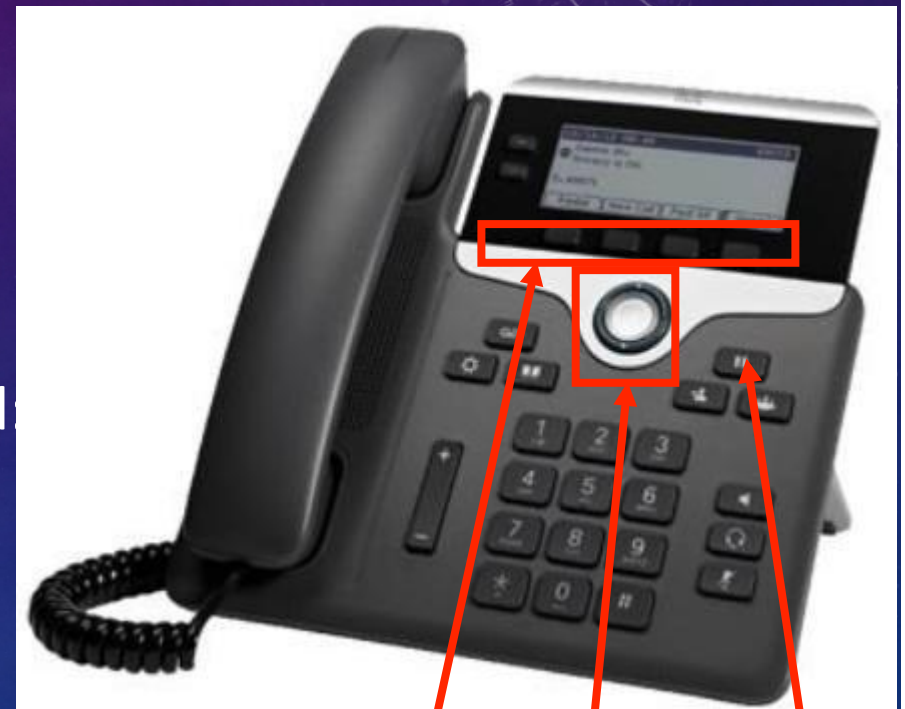
Softkeys **Navigation**

Hold

TRANSFERRING AN INCOMING CALL

- Answer the call – don't put the call on Hold!

- Press Transfer key. This puts the active call on hold.

- Dial the number that the call will be transferred to.

- When the dialed number rings, either:

  - Press the Transfer key again, or wait for the party to answer so you can announce the call, and then press the Transfer key.

- You will have to hit the Transfer key TWICE!

- If the party refuses the call, goes to voicemail, or the call does not complete successfully, press the Resume softkey to re-join the original call.

- To Transfer direct to a user's voicemail, press *<user extension> and then select the Transfer softkey

- You can transfer to external numbers, too, if needed!

Place a call between 2-to-5 other phones and yourself.

- Place the first call and wait for it to be answered.

- Press the Conference key. This selects a new line and places the first call on hold.

- Dial another telephone number.

- When the next call is answered, press the Conference key to add this person to the conference call. You should now be able to speak to both called parties.

- If you wish, you can add up to 5 more calls; for each, press Conference, dial the next number, then press Conference.

- Maximum participants is 6 (5 other lines and yourself).

- To see a list of participants, press ConfLi... This will also allow you to remove specific conference members.

- To drop the line that was added last, press the RmLstC softkey.

CONFERENCE CALL TIPS

- The conference call ends when only two parties remain on the line.

- If the initiator of the conference call hangs up, the other parties will remain on a call with each other.

- Press the Hold key to place a conference call on hold. Answering a second call will temporarily remove you from the conference. Press the Resume soft key to return to the conference call.

- Press the Speaker button to place a call on speakerphone.

- Press the Mute button to continue listening while preventing others on the call from hearing sound from your phone. Press Mute again to restore sound from your phone.

SECTION 3 - VOICEMAIL

- By the end of this section you will be able to complete the following:

    - Perform the initial subscriber setup process

    - Retrieve, forward, save, and delete voice mail
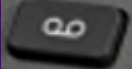
    - Set voice mail passwords

WHAT IS MY LOGIN INFORMATION?

- The Default Login Information is

  - Unity Connection User ID to Retrieve Voicemail: 5-digit extension

  - Unity PIN: 2580 (1st time, then change)

UNITY CONNECTION VOICEMAIL

- There are several ways to access voicemail, including the messages button on your phone, using other PMC phones, and dialing in remotely

- You can listen to, forward, delete, and Mark as Read / Unread

BECOMING A SUBSCRIBER

- Press the Messages button on your handset.

- Enter your default PIN (2580) followed by #

- Listen carefully to the prompts and respond as prompted:

  - Record your name

  - Record a custom greeting that outside callers will hear when you do not answer your phone

  - Change your phone PIN

  - Press # to accept the default directory listing

  - (Later, you can change any of these settings)

- The system will tell you when you have finished; you are then a Unity Connection subscriber.

  - If you hang up before finishing, you will be prompted the next time you press Messages.

ACCESSING VOICEMAIL BY PHONE

Red Light: Message Waiting

- Press the Messages button.

- Enter your password and press #.

- Press 1 to hear new messages, or 3, 1 to hear saved messages.

- Follow the voice instructions.

Messages

Note: When you listen to a new voice message it is automatically saved until you delete it .

ACCESSING VOICEMAIL FROM ANOTHER PHONE

- Dial 254-336-5500 if you are outside the office.

- When the call is answered, press *

- When prompted, enter your 5-digit extension and press #.

- Enter your password and press #.

- Follow the voice instructions.

SETTING THE PHONE PASSWORD BY PHONE

- Press the Messages button.

- Enter your password (if you already have a password).

- Press 4, then 3, then 1.

- Enter your new password, then press #. Enter digits 0 through 9.

- Re-enter your password followed by #.

Messages

SAVING VOICE MESSAGES BY PHONE

- Press the Messages button.

- Enter your password.

- Press 1 to hear new messages.

- During or after playback, press 7,7 to save the message with the option of performing additional functions. Or simply hang up, and the message is saved unless you delete it.

CLASSROOM PHONES

If you are using a classroom phone and it looks like this:
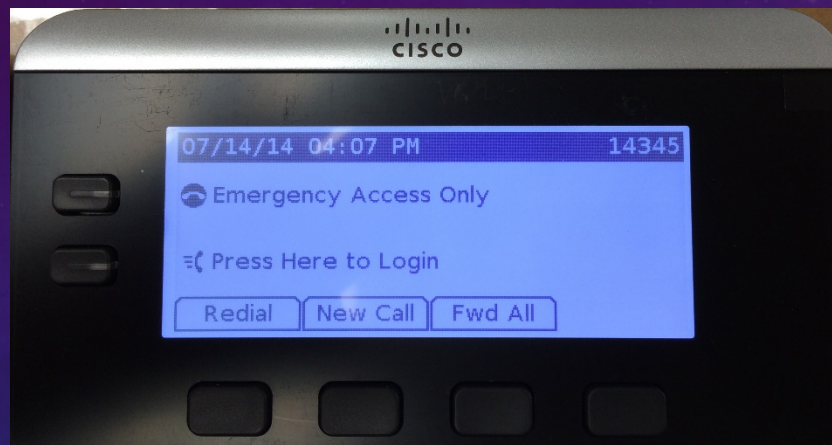
You will need to log into your phone in order to use it for anything other than dialing 911. To do so, press the button next to "Press Here to Login" and enter your employee ID and a PIN number of "KISD" (5473). Once successfully logged in you can use your phone normally.

QUESTIONS?