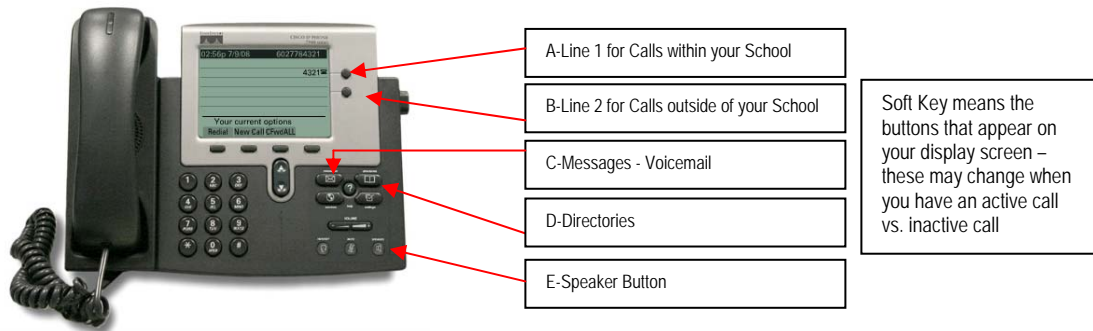




**OFFICE OF TECHNOLOGY
ELMORE COUNTY SCHOOLS**

CISCO IP PHONE INFO SHEET FOR TEACHERS



- I. How to set up your voice mail.
 - a. While on line 2 (B) press Message Button (C)
 - b. Enter your password followed by the # (because it is a new setup it will always be 123789#)
 - c. Follow the menu driven prompts to setup your voicemail
 - d. Once the system tells you that you have completed enrollment process you may hang-up the phone

- II. When you have a NEW Voicemail

A **RED** light is illuminated on the back of your handset
AND
“You Have Voicemail” will be displayed on the screen

 - a. While on line 2 (B) press Message Button (C)
 - b. Enter your password followed by the #
 - c. If you have forgotten the password it will require it to be reset – there are no records kept as to your personal password – so please remember what you enter as your password – if for some reason it does need to be reset please contact the Office of Technology – this may take a couple of days to reset.

- III. How to place a call.
 - a. Pick up handset and place a call as you would with any other phone.
 - b. All internal calls (4-digit calls - your school building) use line 1 (A)
 - c. To check voice mail or external calls (5-digit calls – to other ECBOE facilities) use line 2 (B)

- IV. How to place a call (Speaker Phone Mode)
 - a. Press “Speaker” button (E)
 - b. Dial your number
 - c. To hang-up just hit the “Speaker” button (E) again

- V. How to place a call on hold
 - a. Place caller on hold by pressing the “hold” soft key (“hold” will only show up on an active call)
 - b. Press “Resume” soft key to take a caller off hold
 - Or
 - c. Press corresponding line button (A or B) to take caller off hold

- VI. How to transfer a call – (Unsupervised - without talking to the receiver of the transferred call)
 - a. Transfer a call by pressing the “transfer” soft key (only shows during an active call)
 - b. Dial the extension of the person you wish to transfer the call to
 - c. Press the “Transfer” soft key a second time to complete the transfer
 - d. Then Hang up

- VII. How to transfer a call – (Supervised - and talk to the receiver of the transferred call)
 - a. Transfer a call by pressing the “transfer” soft key (only shows during an active call)
 - b. Dial the extension of the person you wish to transfer the call to
 - c. Talk to the person you are transferring the call first THEN
 - d. Press the “Transfer” soft key a second time to complete the transfer
 - e. Then Hang up

- VIII. How to transfer the call directly to voicemail
 - a. Transfer a call by pressing the “transfer” soft key (only shows during an active call)
 - b. Dial * + the extension of the person’s extension you wish to transfer the call to
 - c. Press the “transfer” soft key a second time to complete the transfer
 - d. Then Hang up

- IX. How to dial for emergency
 - a. Dial 911
 - 1. Dialing 9 for an outside line is not necessary when dialing 911
 - 2. Dialing 9 + 911 will also work during emergencies
 - b. If the network is down your CISCO IP phone will not work
 - c. At least one analog phone should be available for emergency use if the network is down