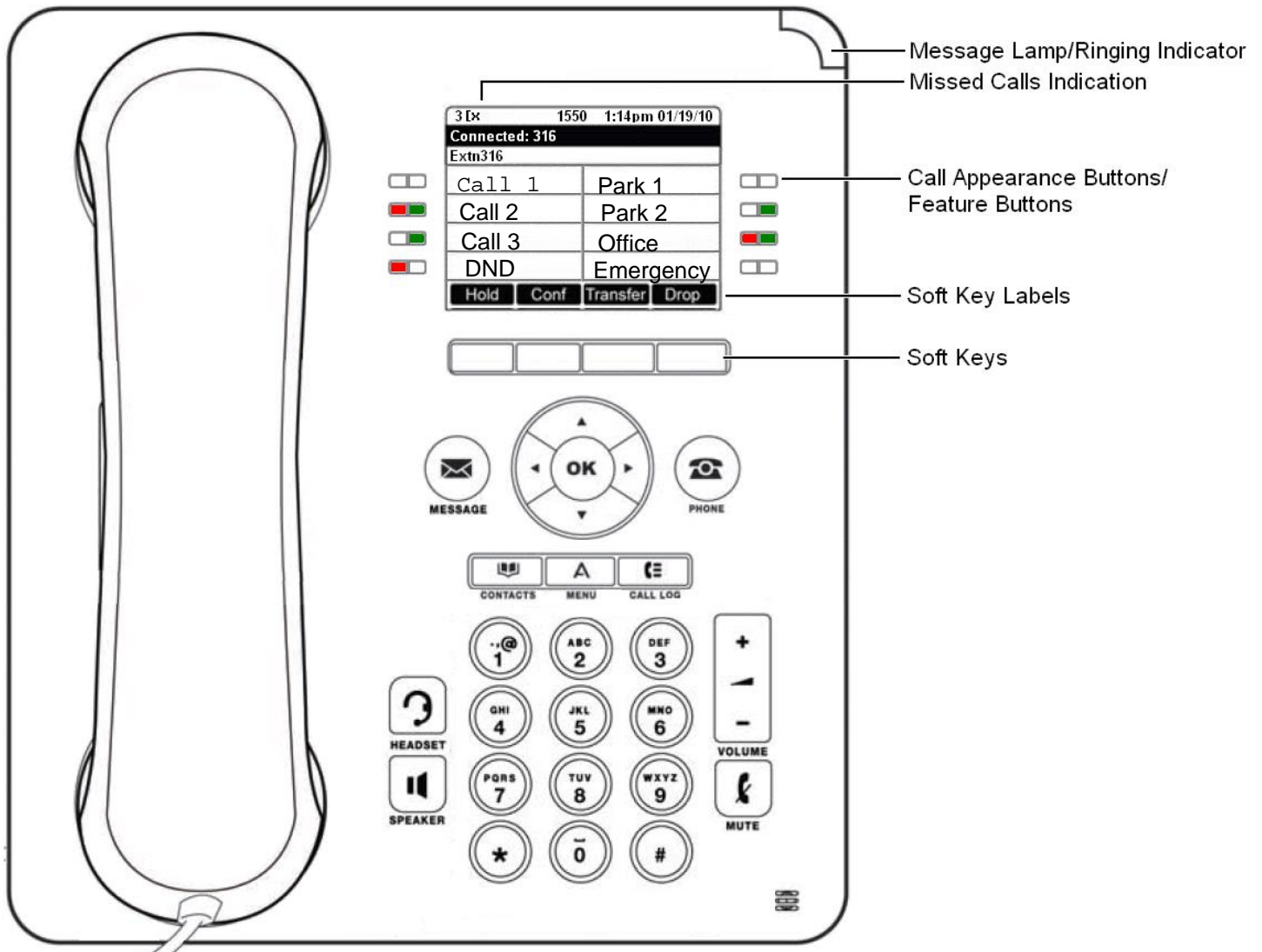


# **Calistoga Joint USD**

## **Use of the Phone and Description of Features**

**\*CLASSROOM PHONE OPTIONS SHOWN ON SCREEN\***






**STANDARD FEATURES**


**CALL APPEARANCE:** Buttons where you will make outbound calls and receive incoming calls. You will have 2 or 3 buttons labeled Call 1, Call 2, and Call 3. **Placing Calls:** When placing a call outside the office, the phone number must be preceded by a "9" in order to access an outside line on the system.


**SOFTKEYS:** These Keys allow you to perform specific functions. The functions available and the corresponding labels change according to the screen displayed.


**PHONE / EXIT BUTTON:** Pressing this button returns you to the first page of the home screen.

**ARROW KEYS:**  Depending on the current screen display, you can use these keys to move between screen pages, to cycle through Log and Speed Dial entries, and to move the cursor during data entry.


**MESSAGE LAMP:**  This lamp / button is lit when a message has arrived in your voice mailbox. You can retrieve messages using the  button.


**MENU BUTTON:**  This key is used to access a menu for phone settings and information.


**CONTACTS BUTTON:**  This key is used to display the various directories (personal and shared) of names and telephone numbers to which you have access.

**CALL LOG BUTTON:**  This key displays a record of you most recent answered, missed and outgoing calls. The button is illuminated when you have new missed calls.

**SPEAKER:** Use to access the built-in two-way speakerphone. The light associated with this button turns on when the speakerphone is active. (Note: 5402 telephones have no microphone, just a speaker)

**HEADSET:**  For activating a headset connected to the telephone. The light associated with this button turns on when the headset is active.

**MUTE:**  Use to turn off the microphone (handset, headset or speaker). When the Mute feature is active, the associated light turns on and the person at the other end of the call cannot hear you. (Note: Only mutes the handset on 5402 telephones)

**VOLUME BAR:**  For adjusting speaker, handset, headset or ringer volume depending on which component is in use. The display shows the volume level.

**HOLD:** The Hold feature puts a call on hold at your extension. If the call is not retrieved within the set time, it will ring back to you.

#### **To put a call on hold**

Press Hold .

#### **To return to the held call**

Press the call appearance button of the held call.

**TRANSFER:** Transfer allows you to transfer a call from your telephone to another extension.

#### **To transfer the current call to another extension**

1. While on a call, press transfer.
2. When you hear dial tone, dial the extension to which the call is to be transferred.
3. Do one of the following:
  - To transfer the call without announcing it, press Complete or simply hang up. The transfer is complete.
  - To announce the call before transferring it, wait for the called party to answer.
4. When the called party answers, announce the call. If the line is busy or if there is no answer, press Drop. Then return to the held call by pressing its call appearance button.
5. Press Complete to complete the transfer or simply hang up.

#### **To transfer the current call directly to another extension's mailbox**

1. While on a call, press transfer (soft button).
2. When you hear dial tone, dial “#” plus the extension number where the call is to be transferred.
3. Press Complete to complete the transfer or simply hang up.

#### **CONFERENCE:**

##### **To add another party to a call**

1. Press conference.
2. When you hear dial tone, dial the number of the person you want to add to the call.
3. Wait for an answer.
4. To add to the person to the call, press conference again.  
(If the called party does not answer or does not want to join the conference, press Drop button and by using the arrow keys, locate call to be dropped and press drop key from the display .

## To add a held call to an active call

Press conference. All held calls are added to the conference.

**DROP**: Drop is used to disconnect a call while in headset mode. Also, if an attempted transfer is not accepted, release the initiated transfer by pressing and return to the call by pressing the associated call appearance button.

**REDIAL**: Press select from the last ten numbers that you called by pressing the associated button



## SPECIFIC FEATURES



**CALL PARK**: Use to put a call on a special type of hold that allows you or another user to pick up the call at another phone. If the call is not picked up within the set time, it will return (ring back) at the phone that parked it.

TO SET: While active on the call, press the available **Park** button; light turns on.

TO RETRIEVE: Press the **Park** button announced to you 2 times; you are connected to the call. You can also press **Park** and then the connect softkey.

**Intercom: (If Assigned)** To call an extension by announcing through the speaker instead of ringing the phone, press the "**Intercom**" button and dial the desired extension. You will hear 2 beeps and then you can begin speaking. Your voice will come through the speaker and the other person can talk back without picking up the handset.

**\*\*Note: When using this feature, the phone will ring if the user is on the phone or has their DND activated.**

**DO NOT DISTURB: (If Assigned)** When pressed and activated, all calls immediately direct to your Voicemail.

TO ACTIVATE: Press the "**DND**" button and the light turns on next to the feature

TO DE-ACTIVATE: Press the "**DND**" button again and the light goes off.

**\*\*Note- A stutter dial tone will be heard when you go off hook to remind you that DND is active\*\***

**DIRECT VOICEMAIL**: To call directly to someone's voicemail, press **#** followed by the extension number.

**DIRECT VOICEMAIL TRANSFER**: To transfer a call directly to someone's voicemail, press the **Transfer** button, then press **#** followed by the extension number, and press **Complete** or simply hang up.

**Twining: (If Assigned)** When active, all calls will ring your desk telephone and the twinned number you entered.

TO ACTIVATE: Press the "**Twining**" button and Twin to: is displayed on the phone Enter 9+number and press Done in the upper right corner and a light turns on next to the feature. Once you have entered your number, turn it on.

TO DEACTIVATE: Press the "**Twining**" button again and the light goes off

**Office Button**- Non front office and non admin phones (i.e. teachers, kitchen, etc..) have a button labeled "Office". Press this button to ring all the secretary phones as opposed to dialing an individual extension. All secretary phones that normally ring on an inbound call will ring simultaneously.

**Emergency Button**- - Non front office and non admin phones (i.e. teachers, kitchen, etc..) have a button labeled "Emergency". Press this button to ring **all** the office phones simultaneously. This will ring not only the front office Secretaries, but all the phones in the office including the Principle, Vice Principle, copy rooms, etc...

**\*\*Note- This is for an internal emergency. 911 should still be used when appropriate\*\***



## VOICE MAIL

### IP Office takes advantage of the new easy to use “Visual Voice Mail” feature

To Access, Press the message button  and follow the on screen prompts.

#### Visual Voice Controls

The arrangement of options on the screen will vary depending on the phone type and display size.

- **Listen**

Access your own voicemail mailbox. When pressed the screen will show the number of **New**, **Old** and **Saved** messages. Select one of those options to start playback of messages in that category. Use the options below

- **Listen**

Play the message.

- **Pause**

Pause the message playback.

- **Delete**

Delete the message.

- **Save**

Mark the message as a saved message.

- **Call**

Call the message sender if a caller ID is available.

- **Copy**

Copy the message to another mailbox. When pressed as number of additional options are displayed.

- **Message**

Record and send a voicemail message to another mailbox or mailboxes.

- **Greeting**

Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.

- **Email**

This option is only shown if you have been configured with an email address for voicemail email usage in the IP Office configuration. This control allows you to see and change the current voicemail email mode being used for new messages received by your voicemail mailbox. Use **Change** to change the selected mode. Press **Done** when the required mode is displayed. Possible modes are:

- **Password**

Change the voicemail mailbox password. To do this requires entry of the existing password.

- **Voicemail**

Switch voicemail coverage on/off.

# IP Office Voicemail Flowchart

Users can access the following controls when collecting mail from their mailbox  
 To access from inside the office dial \*17 Default Voicemail passwords are 2580.

## Summary of Auditory Mailbox Options Access

The options that are shown in gray are not supported by IP Office Intuity emulation.

