



**The
South Plainfield
School District**

**Pretty Much Everything You Need to
Know About the Phone System
All in One Place
Manual**

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Introduction

The phone system recently installed into the South Plainfield School District is the latest technology in telephony provided by Cisco Systems. The phones themselves are small computers, where more functionality can be added simply by adding software. This system allows the entire district to communicate amongst themselves for free, and to share common resources so that both cost and busy signals are greatly reduced.

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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Contents

Chapter 1. Meet the Phones **3**

Chapter 2. Using the Phone **10**

Chapter 3. Checking Your Voicemail **11**

Chapter 4. Voicemail Initial Setup **12**

Chapter 5. Additional Voicemail Information **13**

- MWI (Message Waiting Indicator) Light
- Getting help with Voicemail
- Checking messages by phone
- Retrieving Deleted Messages by Phone
- To Change Your Recorded Name
- To Change Your Personal Password
- To Record a Greeting
- To Change to an Extended Absence Greeting

Chapter 6. Additional Phone Information **17**

- Accessing Directories
- Edit Dial
- Clear Call History
- How to Transfer a Call
- How to Transfer a Call to Voicemail
- How to Call a Voicemail Only Extension
- How to Call an Extension's Voicemail directly without ringing the phone.
- How to Conference a Call
- How to Set Up a Meet-Me Conference Call
- Putting a Call on hold
- Using Monitor Mode (For 7912 Phones only)
- How to Call Forward your Extension
- How to use Call Pick-Up
- Storing and Retrieving a Call Using Call Park
- Adjusting the Contrast on the LCD Screen
- Setting the Ring Type
- How to use Idivert
- How to use Callback
- Calling directly into voicemail from an Auto Attendant Greeting
- How to use Extension Mobility
- Adjusting the Contrast on the LCD Screen







Chapter 1






Meet the Phones

There are 3 different model phones currently being deployed at the South Plainfield School district. They are the 7960 model, the 7940 model, and the 7912G model. The 7960 and 7940 are identical except for the number of possible line appearances or extensions. The 7960 can have up to 6 possible extensions and the 7940 can have up to 2 possible extensions. Since these two models are so similar, only the 7960 model is shown below. The 7912G model is a single line phone and does have some distinct differences. The rest of this chapter describes both of these phones in greater detail.

Cisco IP Phone 7960 Series



1	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice mail message (depending on your message system).
2	LCD screen	Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs.
3	Cisco IP Phone series type	Indicates the Cisco IP Phone Series to which your phone belongs.
4	Line or speed dial buttons 	Opens a new line, speed dials the number on the LCD screen, or ends a call. Cisco IP Phone models in the 7960 Series have six line (or speed dial) buttons and phones in the 7940 Series have two.
5	Footstand adjustment	Adjusts the angle of the phone base.
6	Directories button 	Provides access to call histories and directories (if available).
7	? button 	Displays help on your LCD screen for a phone key or function (if available).
8	Settings button 	Provides access to phone settings such as contrast and ring sound, network configuration, and status information.
9	Speaker button 	Toggles the speaker on or off.
10	Mute button 	Toggles the mute on or off.





11	Headset button 	Toggles the headset on or off.
12	Volume button 	Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if on-hook), and the LCD contrast.
13	Services button 	Provides access to phone services (if available).
14	Messages button 	Provides access to a message system (if available).
15	Navigation button 	Enables you to scroll through text and select features displayed on the LCD screen.
16	Dial pad	Works exactly like the dial pad on a traditional telephone.
17	Soft keys	Enable you to engage any of the functions displayed on the corresponding LCD tabs. Soft key functions change depending on the status of the phone (for example, if the phone is active or idle).

Cisco IP Phone 7912G Series



Cisco IP Phone 7912G Features



1	LCD screen	Displays features such as the time, date, your phone number, caller ID, line/call status, and softkey tabs.
2	Cisco IP Phone series type	Indicates the Cisco IP Phone Series to which your phone belongs.
3	Softkeys	Softkeys let you engage functions displayed on the corresponding LCD tabs. Softkey functions change depending on the status of the phone (for example, if the phone is active or idle).
4	Navigation button 	Enables you to scroll through text and select features displayed on the LCD screen. Provides short-cut access to the Speed Dial Menu when the phone is idle.
5	Menu button 	Provides access to phone services.
6	Hold button 	Places an active call on hold, resumes a held call, or switches between an active call and a held call—depending on the line state.
7	Dial pad	Works exactly like the dial pad on a traditional telephone.
8	Volume button 	Increases or decreases volume for the handset. Also controls the ringer volume (if on-hook).
9	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset can be configured to indicate incoming calls and new voice messages.
10	Footstand	

All phones have an **LCD display screen**. When receiving a call, the screen will show you the person calling either by name if an internal call, or by caller id if an external call. The 7960/7940 phones can have either 6 or 2 possible line appearances, while the 7912G has a single extension. However, call waiting is enabled on this phone so two calls can be handled on the single extension; one call can be put on hold while a second call can be made.

On the 7960/7940 phones, the **extension buttons** are directly to the right of the display screen. Each button picks up on a different extension. A phone can have up to 6 extensions depending upon the model and configuration of the phone.

All phones have four buttons under the display screen. These buttons control the **soft keys**. The function of these four buttons change depending upon what the phone expects you might want to do. You will see the function of a particular soft key button displayed just above that button on the display screen.

The softkeys will try to guide you. If unsure on how to handle a call, look at which softkeys appear. For example, if you are on a call and another call comes in, a softkey will appear for you to answer the incoming call and simultaneously put the current caller on hold. Then when finished with the second call, a softkey will appear to end the call and resume the original call.

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

1. By just pressing the volume button, you are controlling the volume of the ringer.
2. (On 7960/7940) At the lowest most right 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. When adjusting the speakerphone volume, a “Save” soft key will appear. You will need to press this if you want to keep this setting for subsequent phone calls.
(On 7912G) During a call, press the **monitor** softkey, then hang up the handset. You will be able to hear the call, but you will not be able to talk on the call. Adjust the speakerphone volume and press the “Save” softkey.
3. When you pick up the handset, you can then adjust the handset volume. Again, when adjusting the handset volume, a “Save” soft key will appear and you will need to press this if you want to keep this setting for subsequent phone calls.

On the 7960/7940 phones on the right side of the phone just above the volume button are 4 additional buttons surrounding a **circular blue ?** button. The functions of these buttons are as follows:

- **Messages** Button - Connects to the voicemail system
- **Services** Button - Allows for future features with added software upgrades.
- **Directories** Button - Shows you that phone’s call history and the Corporate Directory.
- **Settings** Button - Allows you to change the phone ringer and screen contrast settings.
- **Circular Blue ?** Button - Displays help information and phone statistics

On the 7912G phones there are two buttons on either side of the on the right side of the **blue elongated Navigation Button** button. The functions of these buttons are as follows:

- **Hold** Button – Places an active call on hold.
- **Menu** Button – Provides access to phone services.

Lastly, there is a **navigation** button right in the center of the phone. This is an elongated, blue button with an up arrow on top and a down arrow at the bottom. This button allows you to scroll through text and menu items on the display screen. 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.

For yet additional information including a web-based tutorial on the phone, you can go to the following link from Cisco's web site:

<http://www.cisco.com/en/US/partner/products/hw/phones/ps379/ps1855/index.html>

For a web-based tutorial on the 1-line, smaller display screen phone, you can go to the following link from Cisco's web site:

<http://www.cisco.com/en/US/partner/products/hw/phones/ps379/ps5169/index.html>

Chapter 2

Using the Phone

- Phone Characteristics

A phone can call any phone within the school district by using a 3-digit extension. To call outside the district on a phone, dial a 9 followed by the number. You can call anywhere within the 908 area code by dialing 9 plus the 7-digit number. Dialing 9, plus 1 then the area code and number must be used to make all other calls.

All phones can make a call to anywhere within the 908 area code in New Jersey. Some phones have access to New Jersey, New York, and Pennsylvania areas as well as Domestic and International Long Distance. No phones have access to 411 Information services.

By picking up the handset (or pressing the speakerphone button on 7960/7940 phones), 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 “dial softkey” will appear.

To be reached by an outside caller, the outside caller must dial 1-908-754-4620, which is the main number for the South Plainfield School District. An Automated Attendant will greet the caller. At any time during the Automated Greeting the outside caller can enter your 3-digit extension or access the Spell-by-Name Directory by pressing the pound (#) key.

(Important)

Every phone has the capability of dialing 911. You NEED to dial 9 first to get an outside line dial tone, and then dial 911

Follow up on any 911 Emergency call by calling the main office of that school during school hours so that the main office knows where to send the emergency personnel when they arrive.

Chapter 3

Checking Your Voicemail

Everyone can access the voicemail system from any phone in the school district simply by pressing the **Messages button** (envelope icon) on the 7960/7940 phone or the **messages** softkey on the 7912G phone. (See chapter 1, Meet the Phones, for details). 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 4, 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 the “**Welcome to the South Plainfield School System**” 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 3-digit extension number. Next, the system will ask for 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 “**Please enter your Password**”, that means the phone thinks you want to reach the voicemail box for that phone. If the phone’s top line appearance extension is the same as your personal 3-digit extension, then enter your password. . If the phone’s top line appearance extension is not the same as your personal 3-digit extension, 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 3-digit extension number. Next, the system will ask for your numeric password. Once entered correctly, you will be in your voicemail box.

To access your voicemail from outside the school, call the main number 908-754-4620, then press the asterisk (*) button and you will hear “Please enter your ID followed by pound”. At this point enter your personal 3-digit extension/mailbox number, press pound, and then follow the prompts.

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 an envelope icon flashing by your extension number indicating the voice message.

Chapter 4

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 you make up. **NOTE: The Cisco Unity 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 3-digit extension/mailbox number. Enter your extension followed by the pound (#) key.
- The system will ask you for a password. **Everyone's password initially is 12345.** Enter 12345.
- 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.)
 - Record a personal greeting. You can either record a personal greeting now or keep the default standard greeting, which uses you're your recorded name from the step before, and then record a more personal greeting later. See Chapter 5, **Additional Voicemail Information** for details on changing your greeting.
 - A new password. The new password must be at least 3 digits long and **cannot** be a simple password such as the same as your extension/mailbox number, or 12345, or 54321, or all identical numbers like 5555. 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.

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 the top of the handset will glow red and there will be an envelope icon flashing by your extension number. Additionally, the LCD screen will state that you have a voicemail. For those that have phones with more than one extension, the red MWI light may light for the additional 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 school or location know, and the appropriate changes will be made if possible.

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. When in your voicemail box, and in doubt, press 0.

Checking messages by phone

Phone

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

Step 2 Press **1** to hear new messages or press **3** to review old messages.

Step 3 Use the following keys to manage your messages and to control playback.

Table 1 Use These Keys During a Message

Key	Task	Key	Task
1	Restart message	6	Fast playback
2	Save	7	Rewind, small
3	Delete	8	Pause or resume
4	Slow playback	9	Fast-forward to end
6	Change volume		

Table 2 Use These Keys After a Message

Key	Task	Key	Task
1	Replay message	6	Save as new
2	Save	7	Rewind, small
3	Delete	8	Deliver an e-mail or fax to a fax machine*
4	Reply	9	Play message summary
5	Forward message		

*Available only if you are using the fax option.

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

Answer: As shown in Table 2 above, press 5 after the message and follow the prompts.

Table 3 Use These Keys Anytime

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

Retrieving Deleted Messages by Phone

Phone

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

Step 2 Press **3 >2**

Step 3 Press **1** to retrieve deleted messages or **2** to permanently delete your deleted messages. Messages will be automatically deleted after 7 days.

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
8	Pause or resume	ir	End recording

Table 2 Use These Keys Anytime

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

To Change Your Password

Phone

Step 1 Press the Messages button and enter your password.

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

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 >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 >1.

Step 3 After Cisco Unity plays your current greeting, press 2 to enable or disable your alternate greeting.

Table 3 Use These Keys Anytime

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

Chapter 6

Additional Phone Information

• Accessing Directories

On the 7960/7940 phones, one of the 4 hard keys surrounding the blue, circular ? button is the directories button, which shows you that particular phone's call history and the Corporate Directory. Press the **directories** button. You will see four choices displayed on the LCD display screen. You can either just press the corresponding number on the **number pad** or you can scroll through the choices using the elongated, blue **navigation** button. As you scroll through the choices, you will see a darker contrasted background highlight your choice. Press the **Select** soft key when your choice is highlighted.

1. **Missed Calls:** This is a history of all incoming calls that were not answered.
2. **Received Calls:** This is a history of all incoming calls that were answered.
3. **Placed Calls:** This is a history of all outbound calls that were made from that phone.
4. **Personal Directory:** This is a search engine that once you log into using your personal login, you can access your Personal Directory and Personal Fast Dials without using the IP Phone Services application.
5. **Corporate Directory:** This is a search engine that will allow you to match the names of anyone in the district to their 3-digit extension.

On the 7912G phone, press the circular **menu** button on the right side of the blue elongated navigation button, and then press 2 for directories. You will see five choices displayed on the LCD display screen. You can either just press the corresponding number on the **number pad** or you can scroll through the choices using the elongated, blue **navigation** button. As you scroll through the choices, you will see a darker contrasted background highlight your choice. Press the **Select** soft key when your choice is highlighted.

1. **Missed Calls:** This is a history of all incoming calls that were not answered.
2. **Received Calls:** This is a history of all incoming calls that were answered.
3. **Placed Calls:** This is a history of all outbound calls that were made from that phone.
4. **Speed Dial:** This phone allows for up to four speed dials in this selection. My Fast Dials IP Services are also available allowing up to 100 speed dials.
5. **Directory Services:** After pressing 5,
 - a. Press 1 for Personal Directory: This is a search engine that once you log into using your personal login, you can access your Personal Directory and Personal Fast Dials without using the IP Phone Services application.

- b. Press 2 for Corporate Directory. This is a search engine that will allow you to match the names of anyone in the district to their 3-digit extension.

NOTE: If you discover that someone is not listed, please advise the appropriate location or school front office so that name can be added.

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 district, so the name you are looking for may not appear.

For best results when using the Corporate Directory

On 7960/7940 Phone

- Press the **directories** button.
- Press **4** for Corporate Directory.
- Press the down arrow on the elongated, blue **navigation** button. This will move the cursor down in front of Last Name:.
- Type in the first one or two letters of a person's last name using the number pad.
- Press the **Search** soft key.

On 7912G Phone

- Press the **Menu** button.
- Press **2** for Directories.
- Press **5** for Directory Services.
- Press **2** for Corporate Directory.
- Press the down arrow on the elongated, blue **navigation** button. This will move the cursor down in front of Last Name:.
- 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 if you want to narrow the search. For example, to enter sm:

Press the **2 key** two times quickly and wait for the cursor to move.
Press the **7 key** four times quickly and wait for the cursor to move.

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

Press the **Search** soft key.

• **Edit Dial:**

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 a 9 for an outside line and then add a 1 to call that number back. This is not true for **3 Placed Calls**, because those calls are a history of outbound calls where the 9 and 1 were already used.

To use Edit Dial:

- Press the **directories** hard key button (on a 7960/7940), or press the **menu** button and then choose **2 Directories** (on a 7912G).
- Choose option **1 Missed Calls** or Option **2 Received Calls**.
- Select number by using the elongated, blue **navigation** button.
- Press **Edit Dial**.
- Press **9**.
- Press **1**.
- Press **Dial**.

• **Clear Call History**

- Press the **directories** hard key button (on a 7960/7940), or press the **menu** button and then choose **2 Directories** (on a 7912G).
- Press the **Clear** soft key button. *The LCD Display will show Call History Cleared.*
- Press **Exit**.

• How to Transfer a Call

When you receive a call, the **Trnsfer** soft key will appear as the third soft key button from the left. To transfer a call, do the following:

- Press the **Trnsfer** soft key once. 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 the call to.
- Press the **Trnsfer** soft key again 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 necessitating pressing the **Trnsfer** soft key twice.*

• How to Transfer a Call to Voicemail

If a person only has a voice mailbox or 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, the **Trnsfer** soft key will appear as the third soft key button from the left.

- Press the **Trnsfer** soft key once. This will put the current caller on hold and open a new line. You will hear a dial tone.
- Dial and asterisk (*) button followed by the 3-digit **extension** of the voice mailbox you wish to transfer the call to.
- Press the **Trnsfer** soft key again to complete the transfer. The call will disappear from your phone.

• How to Call a Voicemail Only Extension

If a person only has a voice mailbox and you wish to directly call their Voicemail box:

- Dial and asterisk (*) button followed by the 3-digit **extension** of the voice mailbox.

• 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 3-digit **extension**.

• 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:

1. Establish a call with the first party.
2. Press the **more** soft key once.
3. Press the **Confrn** soft key. This will put the current caller on hold and open a new line. You will hear a dial tone.
4. Dial the **extension** of the next party you wish to conference with.
5. Press the **Confrn** soft key again.

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 4 people on a conference call. To add each new party repeat steps 3,4, and 5. If you need more than 4 people on a conference call, look into using a Meet-Me conference.

• How to set up a Meet-Me Conference Call

There are 10 Meet-Me Conference call extensions. Please contact the front office of your particular school or the School District phone system administrator for the procedure of procuring an available 3-digit Meet-Me Conference number.

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 (if a 7960/7940 phone) or picking up the handset. You will hear a dial tone.
2. Press the **more** soft key once (if a 7960/7940 phone) or twice (if a 7912G phone).
3. Press the **MeetMe** soft key. You will hear two beeps.
4. Dial the one of the 10 Meet-Me Conference call **3-digit extensions** and **To Conference** will then 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 3-digit extension and they immediately become part of the conference call. Anyone within the school district can dial the appropriate 3-digit extension directly. Anyone from outside the school district will need to call 908-912-5xxx, where xxx is the selected Meet-Me 3-digit extension.

Note: You can have up to 10 people on a Meet-Me conference call.

• Putting a Call on hold

(For a 7960/7940 Phone) If you wish to put a call on hold, simply press the **Hold** softkey, which will appear only when there is an active call. To resume the call, press the **Resume** softkey.

(For a 7912 Phone) If you wish to put an active call on hold, simply press the **Hold** button (the circular **Hold** button is on the left side of the blue elongated navigation button). To resume the call, press the **Hold** button again.

Note: Putting Current Call on hold when a new second call comes in

While on an active call and a second call comes in, simply press the **Answer** button. Pressing the **Answer** button automatically puts the current active call on hold when answering the second call. To resume the first call, press the **Hold** softkey, toggle up to the first call using the navigation button (the elongated button with an up and down arrow), and press the **Resume** softkey.

• Using Monitor Mode (For 7912 Phones only)

Pick up hand set during active call monitor softkey appears. Pressing it allows you to hear through the phone speaker. Pressing MonOff turns off the speaker and now hear through handset.

• How to Call Forward your Extension

From the phone, you can only call forward the top line appearance/extension. To forward the top line appearance/extension:

- Press the **CfwdAll** soft key. (You will hear two beeps)
- Type in extension you want calls forwarded to. (You will hear one beep)

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

Note: To forward your extension to voicemail, use 8900 as the extension to forward calls.

Note: You can tell your phone is call forwarding by looking at the icon in the upper right in contrast background on the LCD display screen. You will see an animated phone handset turning into a right-moving arrow and the phone. Additionally, at the bottom of the LCD Display screen the phone will state that it is forwarded to the new number.

To Turn off Call Forwarding

- Press the **CfwdAll** soft key once.

Note: It is possible to call forward the remaining line appearances/extensions on the phone. This cannot be done from the phone, however, but by using your Internet browser. If you have a need to call forward an extension that is not the top line appearance/extension on your phone, please reference the CCMUSER manual for the procedure.

• 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.

To use Call Pick-Up, you 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. (On 7912 phones only) Press the **more** soft key once.
3. Press the **PickUp** soft key.
4. The line that was ringing on the other person's phone will now be ringing on your phone. Press the **Answer** soft key.

• 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 **more** softkey, then the **Park** softkey.
2. After pressing **Park**, the screen displays the special call park number where the call is stored.
3. Make a note of the call park number, then hang up. 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 60 seconds 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 Contrast on the LCD Screen

The large LCD display screen may be difficult to see. On 7960/7940 phones, you can change the angle of the phone by pressing the large button on the right side of the phone that disengages the stand and allows you to change the angle. (7960/7940 phones with sidecars require you unhook the stand by pressing down on the circular depression in the middle of the stand, and then physically moving the stand to another position. The other step you may take to better see the LCD screen is to adjust the contrast. (On the 7960/7940 phone), one of the 4 hard keys surrounding the blue, circular ? button is the Settings button, which allows you to change parameters for the phone. Press the **Settings** button. (On the 7912G phone), press the **menu** button followed by pressing **3 Settings**.

For best results for changing the contrast:

- Once in the **settings** menu.
- Press 1 for **contrast**.
- If your phone has a sidecar expansion module, then you will be presented with a choice of **1** for adjusting the **phone** or **2** for adjusting the sidecar **expansion module**. Otherwise, you will immediately be presented with the contrast screen.
- Press either the **down or up softkey** until the display contrast is to your liking, and then press **Save**.

• Setting the Ring Type

(On the 7960/7940 phone), one of the 4 hard keys surrounding the blue, circular ? button is the Settings button, which allows you to change parameters for the phone. Press the **Settings** button. (On the 7912G phone), press the **menu** button followed by pressing **3 Settings**. You will see five choices displayed on the LCD display screen. You can either just press the corresponding number on the **number pad** or you can scroll through the choices using the elongated, blue **navigation** button. As you scroll through the choices, you will see a darker contrasted background highlight your choice. Press the **Select** soft key when the ring type choice is highlighted.

For best results for changing ring type:

On the 7912G Phone

- Once in the **Settings** menu.
- Press **2** for Ring Type.
- Press the down arrow on the elongated, 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 **select** soft key. *A checkmark will appear in the box just after the number.*
- Press **OK**.
- Press **Save**.
- Press **Exit**.
- Test that the ringer is set by pressing the **volume** button.

For the 7960/7940 Phone

- Once in the **Settings** menu.
- Press **2** for Ring Type.
- Choose **1** for Default Ring.
- Press the down arrow on the elongated, 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 **select** soft key. *A checkmark will appear in the box just after the number.*
- Press **OK**.
- Press **Exit**.
- Press **Save**.
- Test that the ringer is set by pressing the **volume** button.

For a different ringer on any of the remaining lines then do the following:

- Once in the **Settings** menu.
- Press **2** for Ring Type.
- Choose the **extension** number of the line you are changing the ringer for and press **select**.
- Press the down arrow on the elongated, 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 **select** soft key. *A checkmark will appear in the box just after the number.*
- Press **OK**.
- Press **Exit**.
- Press **Save**.
- Test that the ringer is set by calling that extension.

• How to use Idivert

Idivert 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 **Idivert** softkey will appear next to the **Answer** softkey.
2. Pressing **Idivert** at this time will send the incoming call 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, then while the phone is ringing, 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** softkey. (If the call goes to voicemail it is too late. You will have to call back and press the **Callback** softkey 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** softkey 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.

• How to use Extension Mobility

Once a profile is created for a user, that user will have the ability to log into any phone with their profile. Note that the phone you log into will no longer be able to be reached via its original extension. Instead, that phone will become your phone with your extension as the top line appearance. If someone calls you, the phone you logged into will ring. The phone will automatically revert back to its original extension after 8 hours if you do not log out of the phone before the 8 hours are up. You should, however, get into the habit of logging out of the phone when you are done, as the original extension of the phone cannot be reached until you are logged out.

Login Procedures

- (On 7960/7940) Press the **services** button (globe icon) or (On 7912) press the **Menu** button and then press **4** for Services and you will see Extension Mobility as a choice listed under SERVICES.
- Either press the corresponding number or highlight the Extension Mobility option and press the **Select** softkey button.
- Enter your userID (Your User ID is your personal 3-digit extension number).

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

- To enter your Pin number, press the down arrow on the navigation button (the blue, up/down arrow, elongated button and that will place the cursor just after **Your Pin:** on the display.

NOTE: Your Pin number is a numeric passcode of at least five digits. Everyone's Pin number is initially 123456.

- Press the **Submit** soft key located at the lower left just below the screen and you should be successfully logged into the phone.

Logout Procedure

- On 7960/7940) Press the **services** button (globe icon) or (On 7912) press the **Menu** button and then press **4** for Services and you will see Extension Mobility as a choice listed under SERVICES.
- Either press the corresponding number or highlight the Extension Mobility option and press the **Select** softkey button.
- Press Yes to Logout.