

Coffeyville Public Schools  
TELEPHONE QUICK REFERENCE GUIDE

<b>OUTGOING CALL</b>	Lift handset - Press <b>8</b> on the key pad for an outside line – Dial number
<b>REDIAL</b>	Lift handset - Press <b>8</b> on the key pad for an outside line -Press <b>REDIAL</b> key
<b>INTERCOM CALL</b>	Lift handset - Dial <b>EXT. NUMBER</b> on dial pad
<b>ANSWER A 2<sup>ND</sup></b>	Press <b>HOLD</b> key to put the first caller on hold - Press the <b>Call 2</b> Key where the new <b>CALL WHEN ON</b> call is ringing to receive the 2 <sup>nd</sup> call - if needed, put 2 <sup>nd</sup> caller on <b>HOLD - A CALL</b> Press <b>CALL 1</b> key and you will have the 1 <sup>st</sup> caller back.
<b>TRANSFER CALL</b>	(With live call) Press <b>TRANSFER</b> key - Dial <b>EXT. NUMBER</b> Announce call and hang up to transfer call (if the called extension does not want call, <u>before hanging up</u> , press <b>TRANSFER</b> key twice to retrieve the call and take a message)
<b>TRANSFER TO HOLD</b>	(With live call) Press <b>TRANSFER</b> key – Dial <b>EXT. NUMBER</b> – Press <b>HOLD</b> This places the call on hold at the transferred station
<b>CALL PICKUP</b>	Lift handset - Press <b>4</b> and enter the extension where call is holding or ringing You will have the outside call.
<b>PAGE</b>	Lift handset - Press <b>7</b> - Select the Page Zone - Make announcement - Hang up
<b>CALL FORWARD</b>	Press the <b>FWD</b> key - Dial the <b>EXT. NUMBER</b> to receive your calls
<b>CANCEL CALL FWD</b>	Press <b>FWD</b> key - Your SPKR key will light - Press <b>SPKR</b> key
<b>DO NOT DISTURB</b>	While on hook - Press <b>DND</b> key
<b>CANCEL DND</b>	While on hook - Press lit <b>DND</b> key
<b>CONFERENCE CALL</b>	Up to 3 people and yourself (total of 4). Establish 1 <sup>st</sup> call - Press <b>CONF</b> key - Establish 2 <sup>nd</sup> call - Press <b>CONF</b> key - Establish 3 <sup>rd</sup> call if needed - Press <b>CONF</b> key - Press <b>CONF</b> key again to connect all parties.
<b>RECORD-A-CALL</b>	<b>During a call press the “∞” then 385.</b> After you hang up from the call the recorded call will be delivered to your voice mail.

# VOICEMAIL

## QUICK REFERENCE GUIDE

### **TO PERSONALIZE YOUR VOICE MAIL BOX**

- 1 - Access voice mail pressing VOICE MAIL KEY or dial 25000 from any phone.
- 2 - When voice mail or Auto Attendant answers - Press \* then enter your MAILBOX NUMBER.
- 3 - Enter the DEFAULT PASSWORD (Usually it's the extension #) then press # to accept
- 4 - You will be prompted to change your password (3 to 12 digits) - Enter NEW PASSWORD - Press #, then # again to accept
- 5 - Follow prompts to record DIRECTORY NAME - Press # to accept
- 6 - Listen to voice mail introduction - DO NOT SKIP THIS STEP!!!
- 7 - Prompt will say "Your mailbox is now fully set up" and will give you your options. Press 4 for PERSONAL OPTIONS menu - Press 1 -CHANGE PERSONAL GREETING - Press 1 for PRIMARY GREETING
- 8 - Follow prompts to record primary greeting then press # to accept

### **TO RETRIEVE MESSAGES WHEN MSG KEY IS LIT**

- 1 - Lift handset and press MSG key, (this dials voice mail for you and recognizes you as a user)
- 2 - Enter your PASSWORD then press #
- 3 - Press 1 for NEW MESSAGES OR 3 for SAVED MESSAGES
- 4 - Press 7 to SAVE OR 9 to DELETE as prompted at end of message

### **TO RETRIEVE MESSAGES FROM ANOTHER PHONE IN YOUR OFFICE**

- 1 - Access voice mail by pressing VOICE MAIL KEY - Let voice mail answer
- 2 - Press \* and your MAILBOX NUMBER to enter voice mail as a user
- 3 - Enter your PASSWORD then # to accept - Follow prompts to listen to messages

### **TO RETRIEVE MESSAGES FROM OUTSIDE THE OFFICE AT NIGHT**

- 1 - Dial main company phone number
- 2 - When voice mail answers press \* and your MAILBOX NUMBER
- 3 - Enter your PASSWORD then # to accept - Follow prompts to listen to messages

### **TO LEAVE A MESSAGE IN SOMEONE'S MAILBOX**

- 1 - Access voice mail by pressing VOICE MAIL KEY - Let voice mail answer
- 2 - Enter MAILBOX NUMBER to receive your message
- 3 - Leave message at the tone then hang up to deliver message

### **TO TRANSFER AN OUTSIDE CALLER INTO SOMEONE'S MAIL BOX**

- 1 - With caller in hand - Press VOICE MAIL KEY
- 2 - Dial desired MAILBOX NUMBER then hang up to complete transfer (Caller will hear that person's personalized greeting)

### **TO MAKE CHANGES IN YOUR MAILBOX**

- 1 - Access voice mail by pressing VOICE MAIL KEY - Let voice mail answer
- 2 - Press \* and your MAILBOX NUMBER then your PASSWORD followed by # as prompted
- 3 - Press 4 for your PERSONAL OPTIONS MENU
- 4 - Follow prompts to change  
GREETING - Press 1, Then press 1 again for your PRIMARY GREETING - Follow prompts  
DIRECTORY NAME - Press 2 - Follow prompts  
PASSWORD - Press 3 - Follow prompts  
MESSAGE ENVELOPE - Press 4 - Follow prompts to toggle envelope features on or off