

Phone Functions

How do I place a call?

To place a call to an internal District phone, you simply need to dial the four (4) digits of the person's extension number.

To place a call to an external number, dial "9" followed by the entire 10-digit number, which must include the area code. Dialing the digit 1 before the area code and number will be required for all long-distance dialing. Pick-up the handset, dial "9", and then dial the desired telephone number. Your first available line button will automatically be selected.

Alternatively, to place a speakerphone call, press the speaker button  and dial the corresponding number as indicated above. (The speakerphone will come on automatically)

How do I place an emergency 911 call?

In the event of an emergency, dial 911 from your phone. This will put you in direct communication with 911 emergency dispatchers. If dialed by accident, do not hang up, please stay on the line and advise of such. Our phones send out addresses & locations.

How do I end a call?

Return the handset to its resting position or press the End button  to hang-up.

How do I place a call on hold and get the call back?

During the call, press the Hold button. The icon in the display next to the currently selected line button will change to a musical note or flashing block or light. To get the call back, simply press the line button of the caller on hold. After being on hold for 120 seconds your phone will automatically ring back.

After I put a caller on hold, the line will start ringing again after a minute or so. Why does this happen?

As a reminder that a caller is on hold, the system will automatically re-ring a line if it has been on hold for longer than two minutes.


How can I make a second call while keeping my current caller on the line?

Put the first caller on hold, access your second line button, and call the party you wish to speak to.

How do I switch between calls on different line buttons?

Simply press the line button associated with the desired call. The other caller will automatically be placed on hold.

I had other buttons on my phone, screen is showing And not the numbers I have assigned, how can I find or access them?

You will find navigation keys  on your phone, which will allow you to press the down arrow to find and access the buttons below those found on the main screen.

Occasionally, I hear a beep in my ear and/or see the icon flashing next to another line button while I am on a call. What does this mean?

This means that you have another call coming in on the line next to the flashing icon. To answer this call and place the other caller on hold, simply press the line button associated with the flashing icon. The original caller will automatically be placed on hold.

How do I TRANSFER a call?

Inform the caller that you will transfer them to another number. Press the transfer button and dial the party you intend to transfer the call to...

You now have two options:

WARM TRANSFER: Wait for the other person to answer, explain the situation, then press the Transfer button. Press END or hang-up.

COLD TRANSFER: Press the transfer button as soon as the extension starts to ring. Press END or hang-up.

How do I create a conference call?

Call the first member of the conference and place this individual on hold (see above), next, call the second member of the conference. While in the conversation with one of the callers (i.e., both not on hold), press the feature button "Conf" in the display. Both parties and you will be on the same call.

How many members can I add to a conference call?

There is a limit of three on a standard conference call, which includes yourself.

How do I forward my calls to another phone?

Using the circle directional key,  press left to get to the menu screen.

Admin Phones

- Select the *Forward* key
- Select the forward type you wish to utilize.
 - *Immediate Forward*
 - *Immediate Forward to Voicemail*
 - *Other Forward*
 - *Forward on busy*
 - *Forward on no reply*
 - *Forward on busy/no reply*

Classroom Phones

Press the Fwd-Set button and dial the destination to which you want calls transferred. Once the display indicates that the program change has been accepted, simply press the END button to hang-up.

To delete the call forwarding, press the Fwd-Del button. Once the system indicates forwarding is cancelled or deleted you may simply press the END button to hang-up.

How do I pick up a call ringing at another phone?

If the ringing phone is defined within the same pick up group as your phone, simply press the "pickup" button, or dial *3 if you do not have a "Pickup" button programmed.

I rearranged my classroom, and need the phone moved?

Phones Extensions are specific to the jack they are connected to, open a Telecom Request online. If you tried to move, please put phone back to the jack it is working in and provide the jack label of the current location and the where to location within the same room.

How do I change my ringer tone?

Using the circle directional key,  press left to get to the menu screen.

- *Select Settings, then Set, then Ringing*
- Select the type of call to which the ringing is to be associated.
Internal call or External call
- Select the melody of your choice (17 tunes).



Press the OK button to confirm your selection.

End,  or  to adjust other audio features.

How do I adjust the ringer volume?

Using the circle directional key,  press left to get to the menu screen.

- *Select Settings, then Set, then Ringing, then Level.*
- The phone will start to ring. Adjust up (+) or down (-).



Press the OK button to confirm your selection.

End,  or  to adjust other audio features.

What is the MA key on many of the school office phones?

The MA key on the secretarial phones at the schools is a "Must Answer" line. This is someone calling the office from a classroom that has pressed the "OFFICE" button on a classroom phone. This is to be used only in "urgent" situations in the classroom.

What is the "OFFICE" button on the classroom phones?

If something urgent happens in the classroom and you MUST reach someone in the office, press the "Office" button. This will ring the phones in the office until someone picks up. The call will never go to voicemail. **Use this line with care.** If you need to call the main office for other than urgent reasons dial the main office extension.

Voicemail Functions

How do I know if a voicemail message is waiting for me?

A LED indicator on the telephone or an envelope button  will flash when a message is waiting. You will also hear an audio message reminding you that voicemail messages are waiting when you pick-up your handset.

How do I access my voicemail?

If you are calling from a district phone, dial 5000 to access the voicemail system. If you are calling from outside the District, call (425) 385-5000. When prompted for your mailbox, enter in 8 plus your extension. IE: 4222 would be 84222.

Do I need to setup or initialize my voicemail account?

Your Voicemail must be set up for use. Perform these steps to initialize your voicemail:

Dial 5000 to access the voicemail system. Enter the default initial password of "1234".

Follow the prompts to change your password, and record your name and personal greeting prompts.

How do I change my personal greeting, change my password or change my recorded name?

After the initial setup, if you wish to rerecord your personal greeting, password or recorded name you must...

Press 4 to access User Options.

Press 1 to access Personal options.

Press 3 to record your personal greeting.

Press 4 to change your password.

Press 5 to record your name.

Note: If you do not know your voicemail password, you must open a request for a voicemail password reset via HelpDesk Web. For a link to HelpDesk Web, go to "Managed Bookmarks" from the Chrome browser from a district computer.

Can I automatically forward all of my calls to voicemail instead of having them ring on my phone?

Yes. Simply set your forwarding destination to the voicemail system to 5000.

How do I skip over a voicemail greeting to leave a message?

You can press # to skip over someone's voicemail greeting to leave them a message.

How do I just leave a voicemail message without ringing the phone?

You can leave a voicemail message directly for an employee without ever ringing their telephone by dialing **2 and their extension.

How do I forward a call directly to voicemail?

You can transfer a caller directly to someone's voicemail by dialing **2 then the extension number then press transfer.

Can I ignore the message-waiting alert when I try to make a call?

When you have voicemail messages in your mailbox and you lift your handset, the system will alert you to check your voice mailbox. If you want to make a call, just dial over the top of this recording. To avoid this simply check your voicemail often.

Will my message waiting light flash if I have saved messages?

If you have saved messages in your voicemail box, your message waiting light will not flash.

Before you exit the voicemail system, you should press the "*" key to log off properly.

Yes.

How do I process a voicemail message without having to listen to the entire message?

Press 33, to go to the end of the message.

Press 6 to forward the message. (**Note:** If forwarding you must enter the mailbox number of the party, you wish to forward the message to. All mailboxes start with the digit eight (8), followed by the extension number of the party you wish to forward the message to.)

Press 7 to delete the message.

Press 8 to reply.

Press 9 to save.

Everett Public Schools - Voicemail Quick Reference Guide

